



Family
Carers
Ireland

No one should have to care alone



2021

Annual Report
& Financial Statements



ANNUAL REPORT 2021

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CHAIRPERSON'S WELCOME

Like all carers I wear many hats – wife, sister, CEO, volunteer – but my most challenging and rewarding role is that of carer to my beautiful brother, Ted. The hat I wear here today is that of Chairperson of Family Carers Ireland (FCI) as I introduce the sixth Annual Report on the activities of FCI.

Covid didn't go away in 2021; in fact, despite all the advances in 2020, life was, in my mind, much more challenging. As the rest of the world struggled to get 'back to normal,' carers were reminded that the restrictions they face on a constant basis were closer to a Covid lockdown than non-carers might realise. Furthermore, whilst day services began to resume during 2021, it was with much-reduced capacity which meant that for most carers, the 'new normal' was worse than the old one. Against this backdrop, Family Carers Ireland continued to develop new programmes of support to carers, review and update protocols in the delivery of essential home care services and enabled its office-based staff to work from home and meet carers when appropriate with connected technology.

I am pleased to be able to report that the Government, through the HSE, recognised the hugely increased range and volume of supports we have provided and committed to an increase of €2.5 million in financial support to the organisation from 2022. This increase in our recurring revenue is vital as without it, we would not be able to sustain far less continue to develop our current levels of service. It is a significant step in fulfilling our vision for a nationwide 'Carers Guarantee' of basic supports and services accessible to all carers regardless of their geographical location. Hopefully we will be able to fully realise this vision over the next few years.

It is a very exciting time for FCI and work on a new Strategic Plan for the organisation will begin in 2022. Input from stakeholders – especially carers – into the new plan is very important and 2022 will see numerous countrywide meetings to gather this feedback.

Our current constitution came into effect in 2016 and has served us well since then but it seems timely to have a comprehensive governance review at this point. Family Carers Ireland is committed to the highest standards of corporate governance, balancing strong participation, collegial leadership and compliance with all relevant regulatory and technical standards.

As chairperson of the board, it falls to me to thank those who enable and support our work. The pandemic continues to impact on our traditional fundraising activities and I would like to acknowledge those who have continued to support us with individual and corporate donations.

I would also like to acknowledge the critical support provided to Family Carers Ireland by a variety of state agencies including, in particular, the HSE – without access to core funding, we would be unable to deliver the range of services we currently offer. I should also acknowledge the increasing levels of engagement across the public service with issues relating to family carers and the sustainability of our health and social care systems over coming decades.

On behalf of the entire board, I thank all the staff in FCI whose flexibility and unfailing commitment to the organisation's mission allowed us to constantly reconfigure our services to such good effect throughout the year. Particular thanks is due to John and the Executive Management Team for their creativity and sheer hard work.

Finally, my sincere thanks goes to my colleagues who serve with me on the board of FCI. These volunteer directors bear increasingly onerous responsibilities as a result of changes in company law and charity regulation. 2021 presented many additional and unprecedented challenges including constantly evolving government guidelines and forced innovations such as an online AGM. Our board continued to operate 'virtually' for most of the year and addressed each new challenge in a way which reflected its absolute commitment to the highest standards of charity governance.



Triona Fortune,
Chairperson

FAMILY CARING IN IRELAND - THE NUMBERS



500,000*

people in Ireland are family carers

(That is **1 IN EVERY 8** adults)
*approx. figure



66,956

young people aged 10-17 years provide regular unpaid care

That is more than
13%



By 2030, 1 in 5

will be a family carer



Family carers save the state

€20 BILLION

EACH YEAR



Family carers provide

19 million hours

each week of unpaid care

116,838

family carers receive the
Carer's Support Grant

88,906

family carers receive
Carer's Allowance
(That is only 1 in 4 full time carers)

€224

MAX. RATE CARER'S ALLOWANCE

Family carers are the only social welfare recipients required to work full time, yet only receive €16 more than the standard welfare rate

Find out more by visiting www.familycarers.ie

Freephone Careline **1800 24 07 24**



Reference: Figures are based on the CSO's Irish Health Survey 2019; Census 2016; CSO's Population and Migration Estimates April 2020; Health Behaviour in School-aged Children (HBSC) study undertaken by NUIG and in collaboration with the WHO; data from the Department of Social Protection and findings from Family Carers Ireland's State of Caring 2020 report. The replacement value for care is based on an hourly rate of €20.



Family Carers Ireland

No one should have to care alone

CEO'S INTRODUCTION



If 2020 was a year that forced us to innovate radically in response to the unprecedented conditions generated by the pandemic, the key operational objective for 2021 was to integrate the best of these innovations with a nationwide resumption of our traditional support activities. In the event the evolving impact of the pandemic presented a series of challenges across every aspect of our activities throughout the entire year and, as a result, our supports remained largely virtual, with face-to-face meetings only resuming under the most restrictive conditions.

At the same time, confirmation of increased public funding towards the first phase of the Carers Guarantee was a very welcome recognition of the role of family carers during the pandemic together with an affirmation of the supports being provided to them by Family Carers Ireland. Planning for a phased delivery of the full guarantee reinforced the legacy issue of historical spending patterns by local health authorities and, in particular, significant resourcing gaps in greater Dublin and Cork.

The initial surge in engagement with individual family carers requiring a measure of direct support was sustained throughout 2021 with almost 15,000 unique contacts and an online community of 100,000 each month. We continue to work to ensure that a wide range of issues affecting family carers are considered in public policy and in this regard the publication of our first Carers Scorecard based on the commitments contained in the 2020 Programme for Government was an important snapshot of that agenda across the whole of government.

In a healthcare sector which had generally low levels of infection and absenteeism throughout the pandemic, our own record in delivering Home Support remained one of the best throughout 2021. In common with the rest of the sector, we had to engage with increasingly significant shortages of Home Care Workers in the latter part of the year. During the same period, we engaged in a range of initiatives linked to the introduction of a new statutory framework for home care and a new operational model of delivery – this will become an even bigger priority in the course of 2022 as a new national tender for Home Support services will take place in the second half of the year.

I would like to conclude with some heartfelt thanks. Firstly, thanks to the many individual family carers who assisted us throughout the year with feedback, ideas, suggestions, lobbying and media appearances. Our effectiveness in advocating for improvements in carers' health, wellbeing and financial security are entirely built on such courage and generosity of spirit.










I would also like to thank all those who served on the board in the course of 2021 for their time and expertise. Just as with family carers, the directors of Irish charities are generally presumed upon and under-acknowledged for the onerous personal responsibilities they undertake in a voluntary capacity.

Last and by no means least, I acknowledge the whole-hearted co-operation and support of our staff who, in addition to coping with the impact of the pandemic on their personal lives, have shown initiative, flexibility and resilience throughout the year. The positive tone of this report simply wouldn't have been possible without them.



John Dunne,
Chief Executive

2021 AT A GLANCE

Unique Carer Engagements with Centres	85,780	
Calls Received to Centres	9,783	
Total Membership	8,756	
Welcome Calls Made	3,578	
Freephone Careline Calls	4,192	
New Families/Carers Supported	4,995	
Wellbeing Reviews Completed	1,000	
Counselling Hours Delivered	2,207	
Education/Training Programme Attendees	2,859	
Virtual Educational Sessions Provided	109	
Online Community Forum Members	856	
Hours of In-Home Support	272,988	
Hours of In-Home Respite	16,910	
Followers on Social Media	33,000	
Website Users	136,500	

OBJECTIVES & ACTIVITIES

DIRECTORS' REPORT 2021

The directors present their annual report together with the audited financial statements of Family Carers Ireland (FCI) for the year ended 31st December 2021.

CREATION OF FAMILY CARERS IRELAND

Family Carers Ireland is a national charity dedicated to supporting an estimated 500,000 family carers in Ireland. It came into existence on 1st January 2016 following the merger of The Carers Association and Caring for Carers.

KEY OBJECTIVE

The key objective of the organisation is to benefit the community by supporting and promoting the health, wellbeing and quality of life of family carers and those for whom they care.

Our vision is an Ireland where family carers are properly recognised, supported and empowered. Our mission is to highlight the contribution of family carers to Irish society and to improve the lives of family carers throughout the country.

Family Carers Ireland's primary focus is on supporting the carer as an individual in their own right as well as a key contributor to the sustainability of our health system. As such, we strive to promote carer resilience by enabling all family carers to:

- Be confident in their individual carer roles;
- Establish and maintain a regular caring routine;
- Feel listened to, valued and not alone;
- Be able to access relevant training, advice and support;
- Be informed of their rights and entitlements;
- Meet and speak with their peers in a safe, relaxed environment;
- Take a break from a demanding and stressful caring role;
- Know where to seek additional support from the State and their community;
- Access emergency supports when needed.



STRATEGIC PLAN –

2018 - 2023

Family Carers Ireland developed a five-year strategic plan towards the end of 2018 with Eight Key Result Areas (KRAs) developed under three specific areas of “Improving Carers’ Lives,” “Highlighting Carers’ Contribution” and “Grow Sustainably”. The strategic plan aims to increase support for family carers and recognition of the valuable, often forgotten, role of family caring.



IMPROVE CARERS' LIVES

KEY RESULT AREA

1

Family carer supports

KEY RESULT AREA

2

Home care services

KEY RESULT AREA

3

Public policy towards family carers



HIGHLIGHT CARERS' CONTRIBUTION

KEY RESULT AREA

4

Engaging with family carers

KEY RESULT AREA

5

Shining a light on the realities of caring in Ireland

KEY RESULT AREA

6

Making people aware of FCI and what we offer



GROW SUSTAINABLY

KEY RESULT AREA

7

Optimise resources

KEY RESULT AREA

8

Partnerships & Alliances

ACHIEVEMENTS & PERFORMANCE

ACHIEVEMENTS & PERFORMANCE

Key Results Area against Our Strategic Plan

Our ongoing response to Covid-19 continued to be informed by the long-term objectives set out in our Strategic Plan. The following table sets out some key achievements in 2021.

KRA 1 – FAMILY CARER SUPPORTS	
Objective	Progress in 2021
Support for family carers is at the heart of why we exist. This plan envisages a fundamental review of what we do and how we do it and a sustained effort to ensure that these supports are equally accessible in every part of the country.	<ul style="list-style-type: none"> Increase in the reach and range of activities throughout the year culminated in agreement on a service plan for 2022 that included the first phase of our National Carers Guarantee
KRA 2 – HOME CARE SERVICES	
Objective	Progress in 2021
Home care and home help are key HSE services for patients in the home – we need to have practical expertise to lobby on policy and practice. Services make a significant contribution to our funding.	<ul style="list-style-type: none"> Continuing to respond to challenges of providing home support against the background of the Covid-19 pandemic Responding to home care worker staffing crisis Establishment of Emergency Respite Scheme in the final quarter of 2021
KRA 3 – PUBLIC POLICY TOWARDS FAMILY CARERS	
Objective	Progress in 2021
Family carers need state supports that are effective and relevant to the reality of their circumstance.	<ul style="list-style-type: none"> Published first carer scorecard assessing progress implementing the Programme for Government after one year. Establishment of the first all-party Oireachtas Interest Group on Family Carers Ongoing engagement with Department of Health on statutory entitlement to home care Ongoing efforts to clarify and ameliorate anticipated unintended consequences of rushed commencement of the Assisted Decision-Making (Capacity) Act
KRA 4 – ENGAGING WITH FAMILY CARERS	
Objective	Progress in 2021
We need to be firmly rooted in the experiences of all family carers in order to inform our work on their behalf.	<ul style="list-style-type: none"> Growth in the number of new members and member renewals throughout 2021 Virtual 'listening to carers' events to replace in-person meetings Launch of new online carer forum Caring Employers continued to reflect workplace needs on the back of Covid-19

KRA 5 – SHINING A LIGHT ON THE REALITIES OF CARING IN IRELAND

Objective	Progress in 2021
Our capacity to influence evidence-based policymaking depends on being acknowledged as experts on the realities of caring in Ireland. Our ability to win public sympathy for our cause increases the chances of success.	<ul style="list-style-type: none"> • First part of a series of working papers on Carer Prevalence in Ireland in development and under review. Due for publication in early 2022 • Hosted an online Autumn Research Conference attended by 60 delegates from academia, charity sector and the HSE. • Partnered on numerous successful grant applications, including the Health Research Board's Covid-19 Grant and seven Irish Research Council New Foundations Scheme research projects • Driver of carer involvement in research through management of Public & Patient Involvement (PPI) Panel and as local partner to UCD and UCC PPI Ignite • Strengthened research governance through the development of a research strategy and establishment of robust ethical processes

KRA 6 – MAKING PEOPLE AWARE OF WHAT WE OFFER

Objective	Progress in 2021
We need to increase awareness of and empathy for the organisation's brand if we are to reach our potential in terms of engaging with family carers throughout the country.	<ul style="list-style-type: none"> • Media profile continued to grow – first ever national TV advertising campaign • Dramatic increase in our social media presence • Two new pilot projects (see KRA 8) undertaken to develop new referral pathways for family carers

KRA 7 – OPTIMISE RESOURCES

Objective	Progress in 2021
We have a duty to our funders and our clients to maximise our efficiency and effectiveness; we need to grow to enable us to meet increasing numbers of family carers and we need to do it all sustainably to ensure that we will be there to meet future needs.	<ul style="list-style-type: none"> • Continued progress in diversifying revenue base from exchequer funding, foundations, commercial sponsorship and community fundraising • Reconfiguring staff working arrangements to maximise frontline service delivery in line with changing government guidance • Board approval for the introduction of a pension scheme for full and part-time staff

KRA 8 – PARTNERSHIPS & ALLIANCES

Objective	Progress in 2021
Greater synergies with the health system and other voluntary organisations will maximise support for family carers.	<ul style="list-style-type: none"> • Agreed service plan for first phase of Carers Guarantee to be rolled out in 2022 • Partnership project with ICGP to develop support and referral systems for family carers engaging with the primary care system • Pilot project in CHO4 focussing on developing new models of referring and supporting family carers in community and secondary care providers

PRINCIPLES OF CARER SUPPORT



Person Centered Teams

Helen Sanderson Style - All understand what is important to each team member and how to offer support so we can do our best work. Tasks and specialties aligned to experience and strengths with opportunities to develop and grow.

Competent Professional Staff

Well trained and supported reflective practitioners, who bring their whole self to work and who are accountable and responsible for their performance against agreed standards.

Metrics And Experience Driven

Standardisation and scalability are key - driven by metrics and experience of the family carers and staff.

Evidence Based Approaches

NICE Guidance as the baseline and then grow. If there isn't evidence behind an intervention, we seek to create it.

Public Health Approach

Levels of intervention based on need - focus on prevention and community development. Strengths-based focus.

Partnership Approach

Working with the community, condition-specific organisations and other stakeholders to achieve our objectives.

Family Carer First

Regardless of what else needs to be done - the needs of the family carer who contacts us take priority.

Every Contact Counts

Every engagement with a family carer is an opportunity to inform, triage and provide appropriate support across the 7 areas of wellbeing identified by the Carers Outcome Star™ guided by the support and outcome sequence.



Family Carers Ireland exists to benefit the community by supporting and promoting the health, wellbeing and quality of life of family carers and those for whom they care.

In 2021, we formally adopted a carer-centred, public health approach to our engagement with family carers.

This means we:

- look at the whole person as an individual with their own strengths and experiences;
- explore their current circumstances to understand their challenges and needs in order to provide the right level of support at the right time;
- provide coordinated, wrap-around support using the person's own support system, Family Carers Ireland supports and services, and engage other community services as appropriate.

With this in mind, our carer supports are designed to enhance the wellbeing of family carers through and beyond their care journey by maximising partnerships and providing high quality, innovative programmes of appropriate targeted supports based on identified need/risk.

BEING THERE FOR EVERY FAMILY CARER

Carer Prevalence in Ireland

In a policymaking system that increasingly looks to an 'evidence-base' for legitimisation, the existence of reliable and relevant data is of fundamental importance. Unfortunately, the enumeration of family carers in Ireland is fraught with a number of practical challenges which typically contribute to inconsistencies and under-reporting in carer prevalence rates. As a consequence, policy in the area is inadequately informed, service planning is based on partial information and the effectiveness of interventions aimed at supporting carers cannot be properly assessed.

Whilst having an accurate figure on carer prevalence is crucial, statistics must also show the circumstances in which carers live, the nature of the care they provide, the impact it has on their lives and the key factors influencing that impact. Regular, reliable and comprehensive survey data on carer prevalence and impact, together with research based on that data, has the potential to significantly improve our understanding of caring and the political and societal response needed.

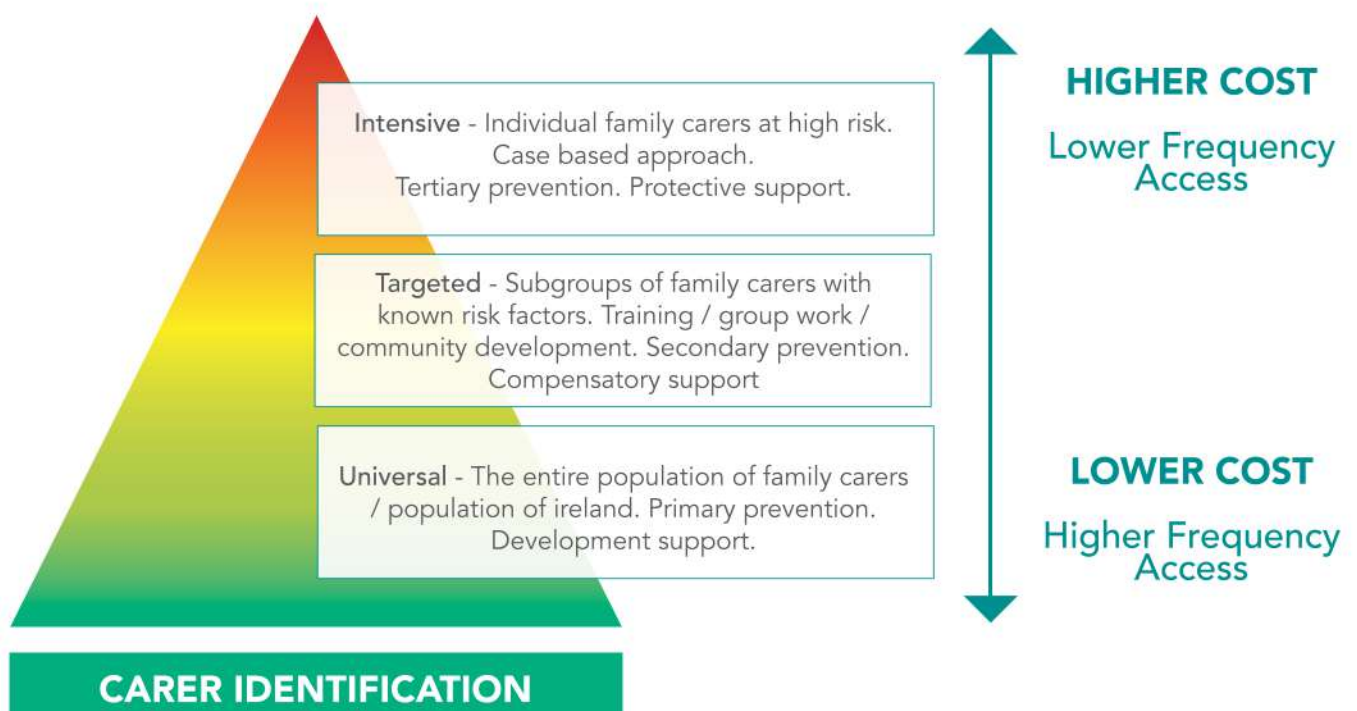
As a result of these challenges Family Carers Ireland drafted our first Working Paper on Carer Prevalence in Ireland in 2021 (to be published in 2022) the purpose of which is to:

1. **Explain carer prevalence data, including the replacement value of care, used by Family Carers Ireland and the methodological and practical considerations that inform this approach;**
2. **Identify the sources of data available with regard to the prevalence of family carers in Ireland and outline some of their weaknesses in terms of how care is conceptualised in survey/census questions;**
3. **Examine the conceptualisation of care and how questions relating to what constitutes care, who cares and how much care they provide can impact carer self-identification and ultimately carer prevalence rates;**
4. **Make recommendations on how data relating to caregiving in Ireland could be improved to give a more realistic and relevant insight into the prevalence of family caring.**

Many people taking care of someone with additional needs do not self-identify as a family carer until they are faced with an issue or crisis and reach out for support. Others are managing well and are looking for opportunities to connect with other carers living with similar experiences. Family Carers Ireland meets the carer where they are at and provides support regardless of the carer's circumstance.

The public health approach targets a whole population through a programme delivery framework that starts with a focus on prevention, risk adjustment and community development. It begins by considering foundational interventions that maximise the wellbeing of large numbers of family carers for a low cost and at a low effort whilst also allowing subgroups of family carers with known risk factors, e.g. older carers, young carers and family carers with condition-specific concerns, to be targeted and those with greatest need receiving the most intensive, highest cost interventions.

The public health approach also aligns with evidence that family carer supports located in the community, which have the involvement of local communities, are more accessible and more likely to be accessed. Furthermore, a community-based programme that is also an 'asset' or strengths-based approach is effective at sustaining and rebuilding resilience rather than fostering dependency.



LEVELS OF CARER SUPPORT INTERVENTIONS

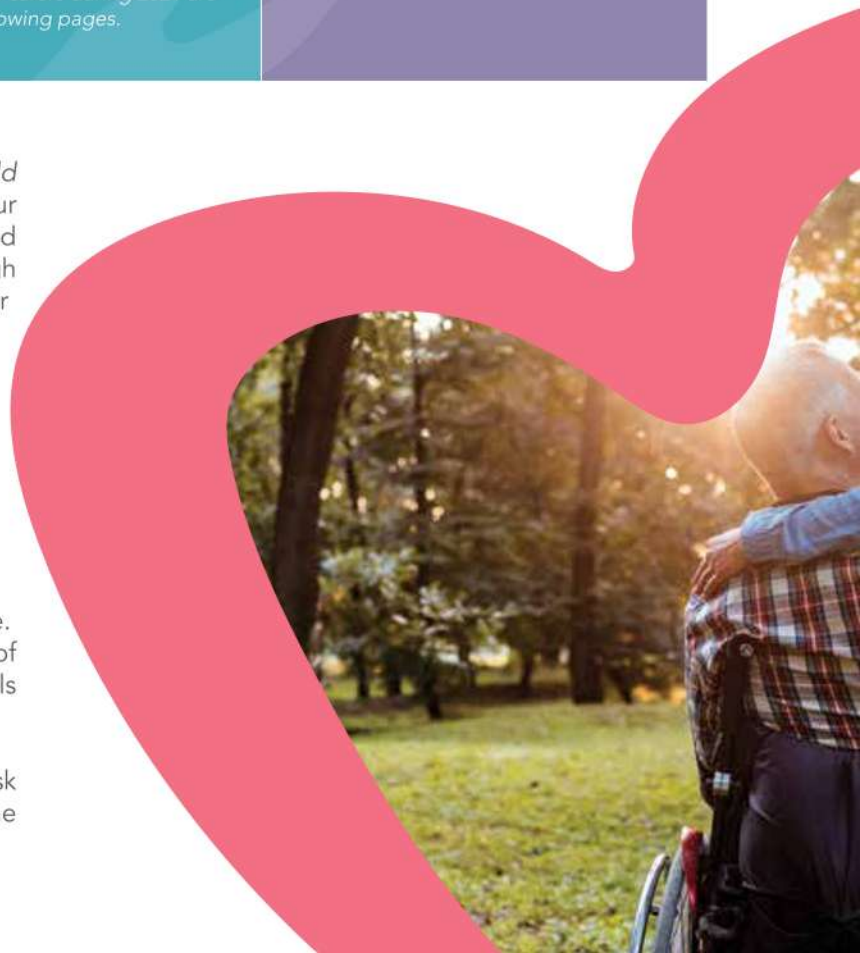
In response to carer needs and in line with evidence-based best practice, Family Carers Ireland has developed a suite of supports and programmes at the three levels

of intervention identified in our Public Health Approach model, as outlined below.

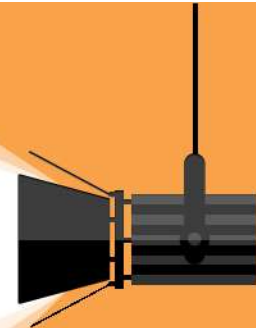
UNIVERSAL	TARGETED	INTENSIVE
<p>Careline & Carer Resource Centre Network</p> <ul style="list-style-type: none"> • Information sessions, booklets, online resources • Universal education programmes including e-learning • Online Community Forum • Social activities and events including Carers Week and respite weekends • Respite and Home Support including Emergency Respite • Senior Alarm Scheme and Emergency Card Scheme 	<p>Targeted supports are mainly delivered through local or online group activities including:</p> <ul style="list-style-type: none"> • Specialised Support Groups (by invitation) in person and online • Targeted Education & Training Programmes (e.g. Living Well with Progressive Life-Limiting Conditions) • Group advocacy and lobbying including legal aid clinics. <p><i>Examples of targeted supports for specific groups of carers during 2021 are set out in the following pages.</i></p>	<ul style="list-style-type: none"> • 12-week Intensive Wellbeing Case Management • Crisis Fund Support • Counselling • Individual Advocacy & Lobbying

At Family Carers Ireland, we believe that *no one should have to care alone*. Family carers can self-refer to all our supports and services, many of which can be accessed directly through our website or the Careline, or through contact with their Carer Support Manager (CSM) or Carer Wellbeing Manager (CWM). CSMs and CWMs respond to all carer queries, providing emotional support, guidance, signposting to appropriate services and linking carers with available supports. Where a family carer has multiple or complex needs, their CSM/CWM will invite them to complete a wellbeing review which explores core areas relevant to the caring role. This review allows the family carer to be an active participant in identifying areas of concern and helping to create an action plan to address these. Their CSM/CWM will work with them over a number of weeks to support them to achieve the actions and goals identified in a case management model of care.

The following pages spotlight a number of at-risk groups that were targeted for special initiatives in the course of 2021.



SPOTLIGHT ON...



Identifying and supporting family carers in healthcare settings

The 'CHERISH project': Community Health based approach to Improving carers' Health and wellbeing.

The central aim of CHERISH is to respond to the largely unmet objectives 1.1.6 (P20) and 2.1.1 (P21) of the National Carers' Strategy (2012) which call for more effective approaches to identifying and supporting family carers in health care settings by:

- Promoting more proactive approaches to the identification of carers and to addressing their needs among staff and organisations that are likely to encounter individuals in caring situations (e.g. health and personal social service providers, and particularly primary care team members, community and education professionals) (National Carers' Strategy, P20);
- Raising awareness among health and social service providers of the physical and emotional health issues that carers may experience. (National Carers' Strategy, P21).

To date, the CHERISH project has comprised:

- (1) a national survey of family carers and in-depth interviews with family carers and GPs (completed);
- (2) a scoping review of the international literature to inform the development of practice point guidelines for GPs (completed) and;
- (3) development and evaluation of training and resources for GPs and carers.

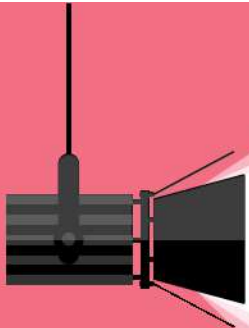
The last part of the CHERISH project is being completed in collaboration with Family Carers Ireland (FCI) and with the support of a new foundations grant from the Irish Research Council (IRC).

In 2020, a proposal was submitted to the Irish College of General Practitioners (ICGP) to develop a reference guide as a resource for GPs in supporting carers in general practice. The ICGP confirmed in February 2021 that they would be pleased to receive a 'Practice Points Reference Guide' for use by GPs. The second draft of the practice points has now been submitted to the Quality and Safety in Practice Committee (QSiP) of the ICGP and we are awaiting their comments.

A brief workshop for GPs titled "Raising awareness of Family Carers in General Practice" has been developed based on the practice points. Recruitment of GPs to evaluate the programme has been a challenge due to Covid-19. We have been advised to pilot the workshop in the first instance with GP Registrars. We have been put in touch with a possible group of GP Registrars and are awaiting further discussions on how to progress this. A workshop to empower carers in having conversations with their GP and other healthcare professionals titled "Communication with Doctors - Empowerment Workshop for Family Carers" has also been developed. It was piloted in October 2021 with a very small number of carers and is being run again with a larger group in 2022 to evaluate its effectiveness.

A panel of five carers has been involved in a Public Patient Involvement (PPI) capacity to review the practice points, develop a short video for GP training and to advise on the content of the carer workshop. One member of the panel will also co-facilitate during the carer workshop. It is hoped to also include a member of the PPI panel in the analysis and write up and reimbursement for this has been included in the IRC budget.





SPOTLIGHT ON...

Supporting Working Age Carers

Working Care Out Project

The Working Care Out Project supports family carers and former carers aged 18 to 65 who wish to return to paid work or education. We understand that the prospect of returning to employment or study can be a daunting one. This project offers family carers support and guidance as they navigate this path. We work with the family carer to think about their health, caring role, managing at home, wellbeing, finance, work experience and any questions and worries they may have about returning to paid work or study.

We offer a wide range of supports including a one-to-one wellbeing review, appointment for our one-to-one career guidance virtual clinic, online group support and skills development programme run over four weeks, counselling and short-term respite when needed. Family carers can avail of as much or as little support as they need.

Across 2021, 81 family carers engaged in our one-to-one career guidance virtual clinics run by our career guidance/education specialist who answers questions from participants about jobseeking, career or education pathways, discusses their work/education experiences and together they agree an achievable plan and goals.

"My situation was very complicated so not a simple fix but advice and guidance was extremely valuable... Strongly recommend to other carers with tough choices."

(Feedback provided by family carer who participated in virtual clinic)

Two group skills development programmes were delivered in 2021 with a total of 18 family carers attending. These groups, which will also be held in 2022, allow participants to meet with other family carers who would also like to return to work or study.

In this programme, the carers receive training in:

- Realistic career exploration
- Transferrable skills
- Where to look for jobs/courses

- Time management
- CV preparation
- Interview skills
- Social media profile/smart technology use

"I would recommend this course to every carer in the country. Being a carer can be very isolating and lonely. The course offers lots of tips and advice for carers, e.g courses, entitlements, back to work and I loved chatting with other carers to share experiences and to be part of a group who were all on the same hymn sheet."

(Feedback provided by family carer who participated in group skills development programme)

The Working Care Out Project, supported by the Dormant Accounts Fund, was launched in March 2021 and will run until December 2022. To date, we have received 103 referrals with 92 family carers actively participating in the programme.



Caring Employers Programme

Family Carers Ireland continues to encourage businesses of all shapes and sizes to join the change by becoming a Caring Employers member. This bespoke programme aims to support employers by providing them with practical tools to support their employees who are juggling care in the home with paid work.

During 2021, we welcomed two global organisations who have bases in Ireland - EA Gaming, located in Galway with a workforce of 300+ and Roche (Pharmaceuticals), located in Citywest, Dublin which employs 80 staff. These companies join Irish Life and Bank of Ireland who are both in their second year of membership.

As we emerge from a very difficult and unprecedented two years, juggling caring and career has remained a challenge for many. Family Carers Ireland ensured the Caring Employers programme catered for a greater demand in one-to-one support with carer clinics being held online for employees who linked in with our Carer Supports Manager for a triage session. We also provided more webinar sessions catering for the current and emerging aftermath of Covid-19 and, in particular, difficulties faced by family carers with children, young adults and older people with challenging behaviours.

As we learn from employee surveys during the discovery phase of our programme, FCI builds a programme of bespoke supports that meets the needs of those carers within the organisations. During

the year, we engaged with Sharon McCarthy from Autism Journeys who delivered excellent sessions on coping with behaviours that challenge with autistic children; and Sharon Cahir from Cahir Solicitors & Co. who educated family carers about an often concerning and difficult topic – power of attorney.

"I attended the session with Sharon, as my little boy is autistic and with his daily routine interrupted for so long, we could see him take steps backwards after years of hard work. He had been toilet trained, and he's back now to having accidents and we've noticed he gets a lot more frustrated than usual. Sharon spoke so honestly and made me realise this was not my doing, and now I have some tools to help me resolve situations of high stress."

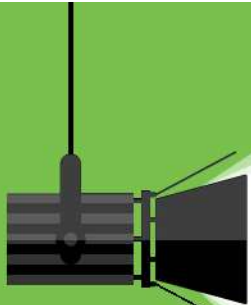
(Family carer, Bank of Ireland)

Research demonstrates that family carers who are also in paid employment are generally happier, healthier and more secure financially than family carers who do not have outside employment. Over time however, the cumulative effect of juggling career and caring places increased stress on the employee. In these instances, many family carers feel the only option is to give up work to care full time. Therefore, the business case for employers to support carers centres on the merits of retaining superior employees and avoiding the costs and disruption of recruiting replacements.

It is now time organisations recognised the value of those who work outside the home as well as providing care in the home. As a society, we need to see family carers respected and regarded in their dual roles and ensure they are supported and empowered to maintain both facets of their lives.

The future of this programme looks bright, as new members join the change for 2022 including three large organisations.





SPOTLIGHT ON...

Supporting Young Carers

Family Carers Ireland provides a variety of supports to young carers including groups, programmes, activities and events and a specialised Young Carer Wellbeing Service.

Young carer groups offer information, advice and practical supports as well as giving participants an opportunity to come together to provide important emotional and peer support. Young carers also use groups as an opportunity for respite from their caring role and to take part in leisure activities.

In 2021, two new Young Carer Groups were formed, one in Louth by Youth Work Ireland Louth and one in Meath by Youth Work Ireland Meath. FCI supports the development of new young carer groups and operates a mutual referral pathway with each of the community organisations operating the groups. We also provide ongoing support to the groups through the Young Carer Group Network which comprises nine youth and community groups and organisations from across the Island of Ireland operating young carer groups and projects.

FCI has also developed programmes to support young carers in education, namely a Young Carers in School

Programme (aimed at supporting young carers aged 10 -18 years in school) and a Going Further, Going Higher Programme (aimed at supporting young adult carers up to the age of 24 in further and higher education). Both programmes include eLearning modules, young carer identification tools, step-by-step guides as well as lots of exemplars and templates for use in educational settings.

Due to the Covid-19 pandemic, very few of our in-person young carer activities were able to proceed in 2021. Instead, we ran a number of online events to give young carers an opportunity to come together in a safe virtual environment. A total of 12 online events including table quizzes, bingo, murder mysteries and other events were run over the course of the year engaging more than 150 young carers.



Case study:

One young carer aged 16 had missed a lot of school over the past two years due to her concern about a family member's health being affected by Covid-19. She felt isolated, alone and completely separated from her peers at school. The young carer wellbeing programme identified a need for peer interaction and a laptop was provided to enable the young carer to engage in online classes and homework, access online supports and to meet virtually with friends. The young person also received support from a Young Carer Wellbeing Manager to become more confident and empowered.

Young carer

'Since I got support and help from Family Carers Ireland, I have become a little more confident in speaking with people, and without the help of a laptop I would not be able to do online work, projects or talk to Niamh [Young Carer Wellbeing Manager] as everything is online especially with Covid-19.'

Parent

'The support my daughter as a young carer has received is just amazing! It has helped improve her confidence and made her aware that she can reach out - that she's not alone. It is really tough caring for her siblings and helping me - with me being so ill. There's always support from Family Carers Ireland.'

One huge event that Family Carers Ireland had not planned on being a part of, but which made a lasting impact on a number of young carers, was the Late Late Toy Show. Five of our incredible young carers took part in a choir on the night, one of whom, Hailey Golden from Mayo, got to sing with Ed Sheeran.

CARER SUPPORTS

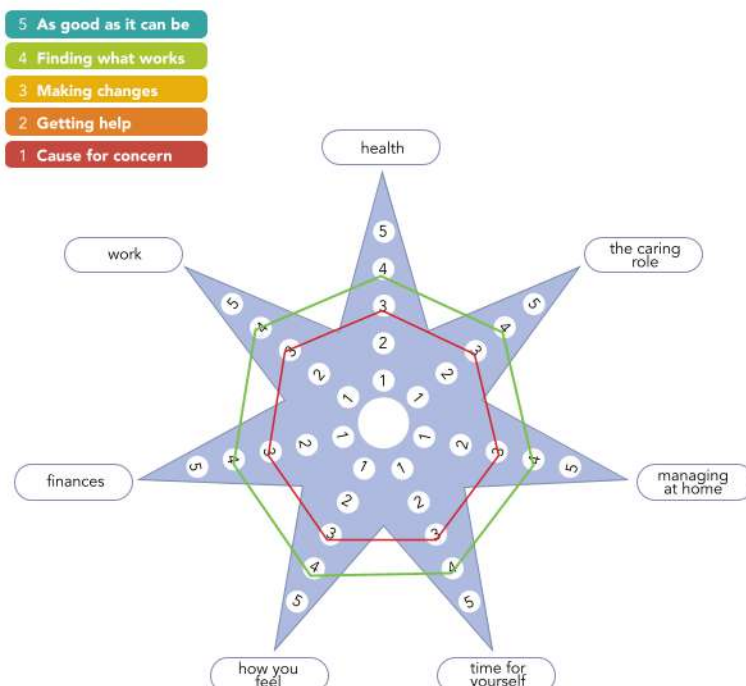


Over the past 30 years, Family Carers Ireland has developed a suite of carer supports which include:

1. Information on rights & entitlements and assistance with applications and appeals
2. Training & education programmes
3. Networking and social activities
4. Care planning and wellbeing support to increase sustainability
5. Home support including in-home respite.

CARER STAR™

The Carers Outcome Star™ provides a visual map of seven distinct areas of the carer's life on the seven points of the star - their health, their caring role, how they manage at home, the time that they have for themselves, how they feel, their finances and their work. Each of these seven areas is measured using a 5-point scale to identify where the carer is at that point in time in relation to that area of their life and what steps they could take in order to make positive improvements and begin their 'journey of change'. Point 5 on the scale represents a situation that is as good as it can be; Point 4 is finding what works; Point 3 is making changes; Point 2 is getting help and Point 1 is situations that are a cause of concern.



Underpinning the star is an understanding that, for carers, positive outcomes depend not only on their external circumstances, but also on the resources, skills and attitudes they need to face the challenges, often referred to as resilience. For that reason, the star both measures their external circumstances and looks at how they can respond to those circumstances. This is a more empowering frame of reference for support and measurement than approaches that only deal with circumstances that are often outside the carer's control. The star focuses the attention of the support service and the carer on what they can do together to develop the understanding, resources and skills the carer needs.

Carer Support Managers using the tool report that it provides a much more empowering context for their work, where people are able to actively participate in the process rather than having assessments done on them. The star involves carers in their own process of change, and in the validation of their experience and perceptions, which is often critical to helping them make the changes they seek.

When using the star, the Carer Support Manager (CSM) and carer assess the carer's needs together. Carers base their assessment on how they experience and respond to their situation. CSMs utilise their experience of working with other carers generally and their observations and reflections on this carer in particular. The intention is that the assessment emerges through a dialogue between the carer and CSM and this may include both participants shifting their views. In this regard, the star is neither a carer-only self-completion tool nor a worker-only completion tool – it is a collaborative tool which builds resilience and works towards developing a sustainable caring routine.

The star makes the model of change explicit and with the information that is collected, the reading is immediately presented back to the carer in the form of a completed star. This makes it possible for the carer and CSM to take an overview together and reflect on the completed star as a basis for deciding what action to take.

RIGHTS & ENTITLEMENTS

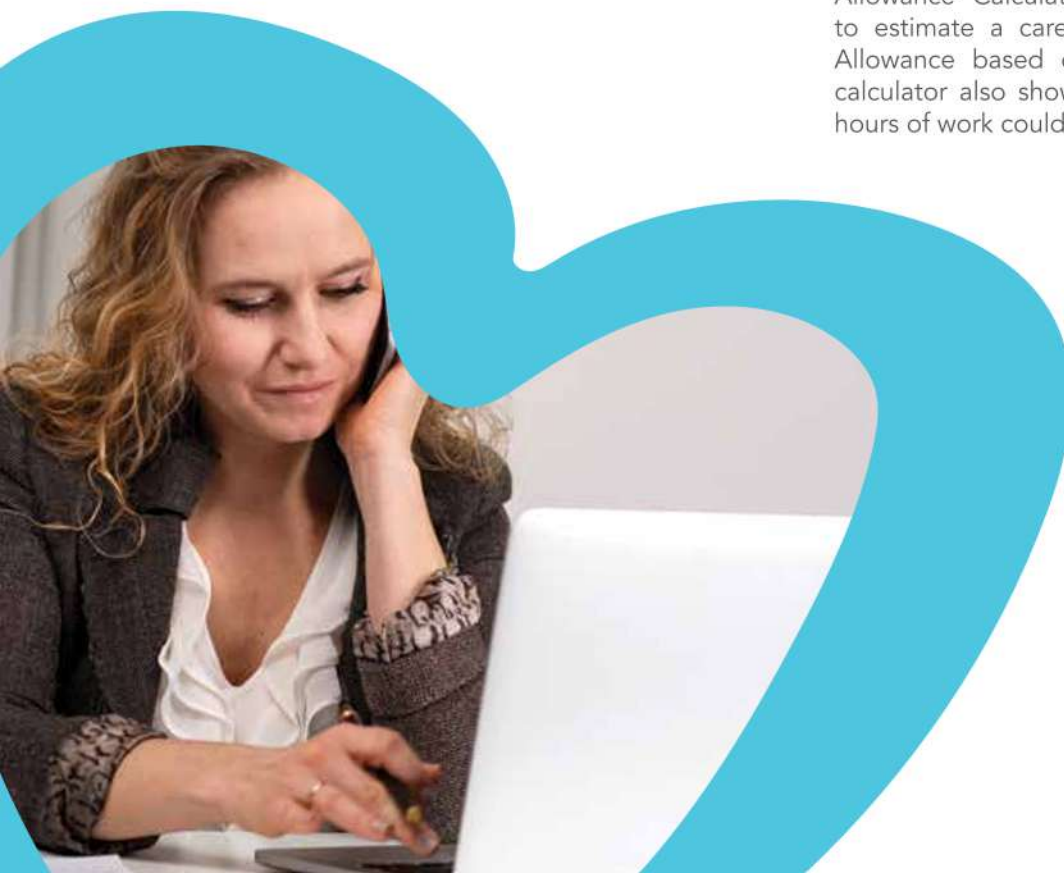
Access to quality information on rights and entitlements is vital to family carers, whether they are new to their caring role or have been caring for some time. However, navigating the supports available can be challenging, particularly when the carer has little time away from their caring role. While caregiver burden is often defined in terms of the amount of time and stress it takes to physically provide care, carers increasingly find that the time spent negotiating the health care system, applying for social welfare payments and fighting for services can be even more stressful than the caring role itself.

FCI's team of Carer Support Managers has grown to reflect the information, support and advocacy needs of family carers and can offer support by phone, online or in-person appointments to provide individualised information, supports and guidance. They are available to conduct a personalised wellbeing review specific to a person's caring role and advocate on their behalf to access rights and entitlements, counselling, respite and homecare services, nursing home services and day care services. They also signpost carers to additional community supports most relevant to their needs.

Throughout 2021, Carer Support Managers have:

- helped carers to complete applications for Carer's Allowance, Carer's Benefit, the Carer's Support Grant, Domiciliary Care Allowance, Disability Allowance, Illness Benefit, Invalidity Pension, the State Pension and Medical Cards;
- helped carers to make an appeal where they believe they have been wrongly refused a social welfare payment;
- provided advice and advocacy to caring families at risk of homelessness and helped make applications for social housing;
- helped fight for services and supports for children with additional needs including securing educational places, SNAs, school transport, special equipment and access to therapies including speech and language, occupational therapy, psychology and physiotherapy;
- helped carers secure home support and respite hours.

In 2021, we enabled 4,192 carers to access information and support through our Careline; delivered multiple virtual rights and entitlement information sessions; established a Case Conference Forum, involving staff from across the organisation, to help support CSMs achieve better outcomes for family carers who are facing difficult and complex situations and developed a Carer's Allowance Calculator which can be used by CSMs to estimate a carers possible entitlement to Carer's Allowance based on their income and assets. This calculator also shows how starting work or increasing hours of work could affect a person's payment.



EDUCATION & TRAINING



Family Carers Ireland's education and training programmes and workshops aim to provide family carers with information, knowledge, insights and practical tips that will support them in their caring role. Our goal is to inform, coach and mentor carers in order to cultivate best practices. Our programmes help participants to acquire new understanding and skills that are important to their caring role while raising awareness of self-care.

Many carers place their own health and wellbeing low on their list of priorities. A range of self-care tools and techniques is explored throughout our programmes to assist carers to discover new practices that work for them and support their own wellbeing. Learning and education can help carers develop a greater understanding of their role and give them updated and/or enhanced skills. It can also create new opportunities for people outside of their caring role. All of our education and training programmes are aimed at helping carers create a better balance between their responsibilities as a carer and their own personal wellbeing. Getting this balance right will also improve the health and wellbeing of the person being cared for.

We believe that family carers should be encouraged and supported to engage in the worlds of work, education and learning. Educational disadvantage can start early. Many people today cannot access higher education in Ireland for a number of reasons including family commitments and insufficient funds. The requirement to pay college admission fees is a further barrier with many carers experiencing financial difficulties.

Covid-19 impacted on every aspect of our lives. Carers, more than most, experienced increased isolation and loneliness. FCI rose to the challenge of communicating essential information that included training and education through online communication.

CARING WITH CONFIDENCE

This is Family Carers Ireland's core introductory education and training programme for family carers of older people. Over the course of this introductory education programme, family carers explore the caring role, gain practical care skills, learn about available supports and services and acquire a range of knowledge to positively enhance their wellbeing. Three programmes were rolled out in 2021.

QQI LEVEL 6 CERTIFICATE IN FAMILY CARING

This course was developed in partnership with IT Carlow to support family carers in their role caring for their loved ones whilst working on a formal QQI, 10-credit certificate award. Two programmes were delivered in 2021.

MENTAL HEALTH & FAMILY CARING - SUPPORTING THE SUPPORTERS

Family Carers Ireland are pleased to have partnered with Mental Health Ireland to co-produce this programme which aims to support families to look after their own wellbeing while caring for a person living with a mental health challenge. Two programmes and a supporting online video were rolled out in 2021.

LAST AID

Family Carers Ireland were proud to introduce the Last Aid programme to Ireland. This is a simple and effective concept to teach the public about palliative care and addresses the growing demand for end-of-life care training for carers of people who wish to spend their final days at home. Four pilot programmes were rolled out in 2021 in partnership with Tipperary Education and Training Board and the Irish Hospice Foundation.



IT CARLOW PARTNERSHIP

In September 2021, the Minister for Higher Education Simon Harris announced €1m in funding for IT Carlow to provide training for family carers. The institution had put forward a case study detailing the successful development and delivery of the Certificate in Family Caring course in partnership with Family Carers Ireland since 2019. The new programme is to be rolled out over three years from 2022 with the objective of creating a community of practice for family carers with the creation and delivery of micro-credential masterclasses. The project will also co-create accredited training programmes to enhance access routes to higher education and including a bespoke transition to higher education programme for young family carers.

VIRTUAL EDUCATION SESSIONS

Family Carers Ireland delivered 110 short virtual education sessions to 2,859 family carers in 2021. These sessions included presentations on rights and entitlements for carers; sibling support webinars; the importance of physical movement to health and wellbeing; yoga as a self-care tool and training webinars on topics such as the Fair Deal scheme; trusts for children with additional needs; the Seniors Alert Scheme and a variety of self-care and stress management tools. This online link provided a solid method of communicating information, guidance and maintaining contact with family carers during Covid-19 restrictions.

Family Carers Ireland provided a number of online education events in 2021. These are listed below with numbers of registrations:

Mindfulness: 92

Meditation: 34

Stress & Anxiety Management: 72

Laughter Yoga as a Stress Management Tool: 70

Health Education Training for Family Carers ('Actively Changing Gears'): 27

The Importance of Physical Movement for Health and Wellbeing: 16

Creative Journaling: 87

Consciously Creating Happiness: 26

Managing Family Conflict: 17

Effective Communication for Family Carers: 17

Digital Detox: 9

Training & Information Sessions:

Rights and Entitlements for Family Carers Webinar: ...107

Fair Deal for Family Carers Webinar: 29

Enduring Power of Attorney: 69

Trusts for Children with Special Needs: 70

Seniors Alert Scheme: 8

The Importance of Making a Will: 70

Falls Prevention: 317

Dementia Advice: 7



COMBATTING ISOLATION

FREEPHONE CARELINE

The National Freephone Careline has been operating successfully for many years. It is supported by keen, kind and informed volunteers and staff who understand what it is to provide care in the home and recognise just how important the service is to family carers seeking information, guidance or sometimes a listening ear.

In May of 2021, a new Careline Manager was recruited with the addition of a new part-time Careline Administrator in November 2021.

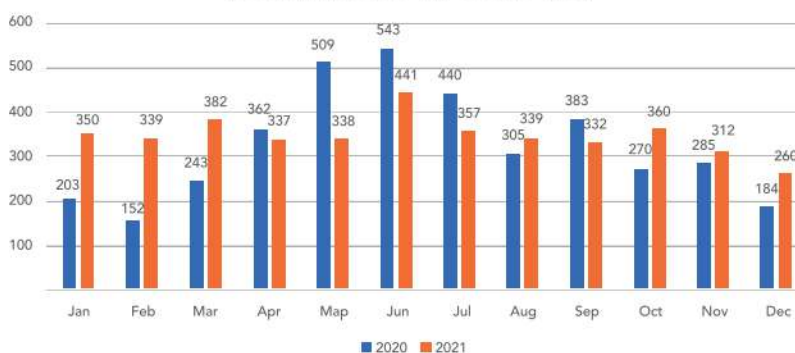
The Careline Manager, along with the National Lead for Partnerships & Innovation, recently completed work on a submission to the Helpline Partnerships in order to attain a helpline accreditation for the service. In order to achieve this objective, it was necessary to carry out a root and branch analysis of the work delivered on by Careline staff, managers and volunteers.

Throughout this process, all communications with carers, media, the general public and other sections of the organisation were thoroughly examined. Policies and procedures were updated, new training courses were prepared for Careline operators, guidance documents were established and measurement of call volumes and other essential information were prepared and implemented. Such a detailed review will result in an improved service offered to family carers going forward.

In 2021, our Careline received 4,192 communications from family carers. Where appropriate, callers were reliably signposted to other in-house supports that included wellbeing reviews, one-to-one counselling, advocacy and peer support, online events and training courses and respite breaks. On occasion, callers were signposted to other organisations who deal with specific conditions, medical advice and support in gaining access to State provided services.

We work in partnership with the Samaritans who take out-of-hours calls from family carers on behalf of the Careline.

Careline Engagements 2020 vs 2021
(Communications Tab & Calls Tabs)



TOP 5 QUERIES IN 2021 INCLUDED:

Membership: 636

Personal Alarms: 477

Carer Payments: 408

Our Services: 262

Covid-19: 164



GROUPS

Support for family carers is at the heart of why we exist and one way that we deliver on this is through carer groups around the country. Area-based groups provide a safe social space for carers to meet other carers, pick up some pointers from guest speakers or get advice and support from each other. Specialist groups exist to support particular groups of carers or carers dealing with a particular problem. Some extended training courses or local initiatives such as a campaign for change can lead to the formation of a new area-based group that survives beyond that initial project – because the network itself brings positive benefits to the carers who are involved.

Over the past two years, since the onset of Covid-19, the organisation has had to adapt its pathway of communicating with family carers to enable us to reach into their lives. Sadly, personal meetings were severely curtailed and this led to a huge surge in online interaction between Family Carers Ireland and the family carers we support.

A new role was added to our staff management team in 2021, Virtual Carers Supports Manager (VCSM), whose task is to focus on this style of communication and introduce new online supports to carers. An online menu of training, education programmes, information and fun events soon became accepted means of learning, communicating and reducing isolation and loneliness for carers. The VCSM delivered on all of the above.

Management of our calendar of events, online forum and general support to Carer Supports Managers is now part of the VCSM portfolio – all with a view to offering family carers options that may be of interest or help to them. This addition to the organisation's staff structure has proven to be very successful and will carry on into the future when we will be communicating with carers both online and in person.

VIRTUAL EVENTS

Family Carers Ireland delivered 56 virtual events to family carers in 2021 including social activities such as monthly quiz nights, knit and natter sessions, bingo and singing for fun where family carers were able to connect with other carers from all over Ireland and receive and provide peer support.

NATIONAL CARERS WEEK

Due to Covid-19, June 2021 was not a time for large numbers of family carers to meet and enjoy activities together as they had done in previous years. In response to this, Family Carers Ireland organised a broad programme of free virtual events and activities that took place throughout National Carers Week. In total, 43 events took place across the week with 782 carers participating.

Bingo	80	Connect Session for Parents	19
Yoga	66	Mental Health Reform	19
Zumba	62	Move to the Music	18
Look Good Feel Good	55	Sanctuary	18
Afternoon Reflections	43	End of Week Sing Song	18
R&E	39	Laughter Yoga	17
Quiz	36	Managing Family Conflict	17
Chair Yoga	35	Effective Communication	17
Meditation	34	Get Active	16
Fair Deal Scheme	29	Singing for Fun	16
Stress Management	23	Digital Detox	9
FCI Info Session	23	SAS	8
Creative journaling	23		
Trust for Children	22		
Coffee Morning	20		
		TOTAL	782



SOCIAL MEDIA

With Covid-19 restrictions remaining in place for much of 2021, social media continued to play a hugely significant role in allowing Family Carers Ireland to reach and connect with family carers right across the country.

As was the case during the first year of the pandemic, our social media channels have allowed us to engage with greater numbers of family carers and keep them informed of the organisation's activities, supports and services (many of which moved online); campaigns and causes; coverage of family carer related topics in news and politics and membership benefits.

Our accounts routinely reach tens of thousands of people every month with FCI's national Facebook page in particular continuing to connect with large numbers across 2021. Follower numbers on Facebook rose by 16 per cent to over 23,000 and content published by the page reached in excess of 5,200 people per day on average.

Twitter experienced similar growth with the number of followers rising by 15 per cent to almost 7,400 and tweets from the FCI account earning an average of 3,300 impressions per day.

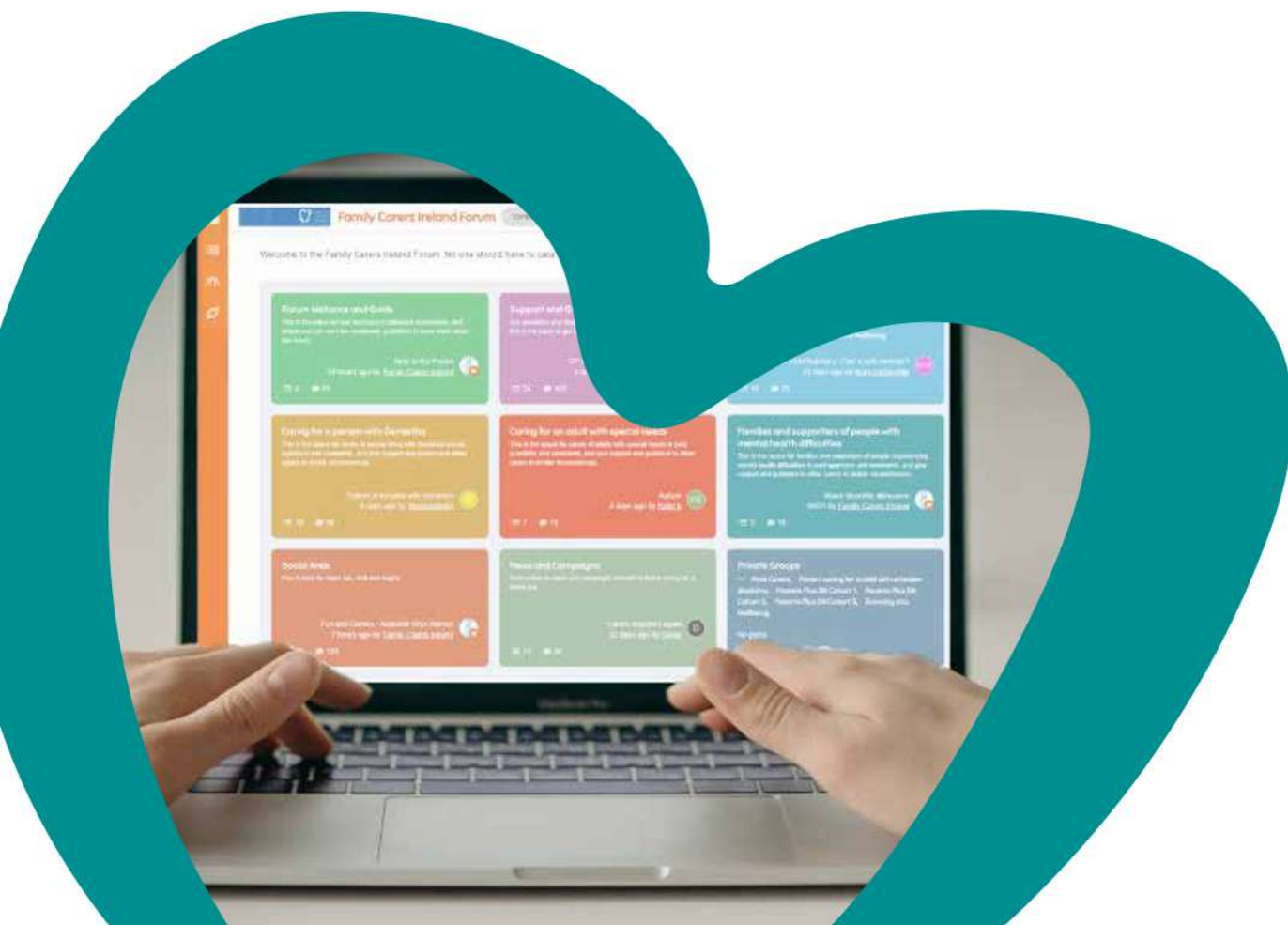
Followers of our LinkedIn page grew by almost 60 per cent to almost 1,100 while our Instagram account saw follower numbers more than double to nearly 1,800.

Across the year, hundreds of family carers also reached out to FCI's social media channels by private message – primarily via Facebook – with many of these referred to their local Carer Support Manager for further support.

ONLINE COMMUNITY FORUM

An online peer support forum for family carers was established in May 2021. To the end of December 2021, 856 users had registered. The aims of the forum are:

- To create a space where family carers can seek and provide peer support.
- To act as a searchable information repository on topics relevant to family carers.
- To provide an opportunity for Family Carers Ireland to gain additional insight into the issues most relevant to family carers in Ireland, and for FCI to provide information and guidance to family carers where appropriate.





INTENSIVE WELLBEING SUPPORT PROGRAMME

WELLBEING REVIEWS

For many family carers, routine supports are sufficient to meet their needs. However, there is a cohort of family carers who are at risk and in crisis as a result of individual circumstances which might require more intensive support due to their age, social situation, complexity of the needs of the person(s) they care for, number of people they care for, financial difficulty, a lack of family support, etc.

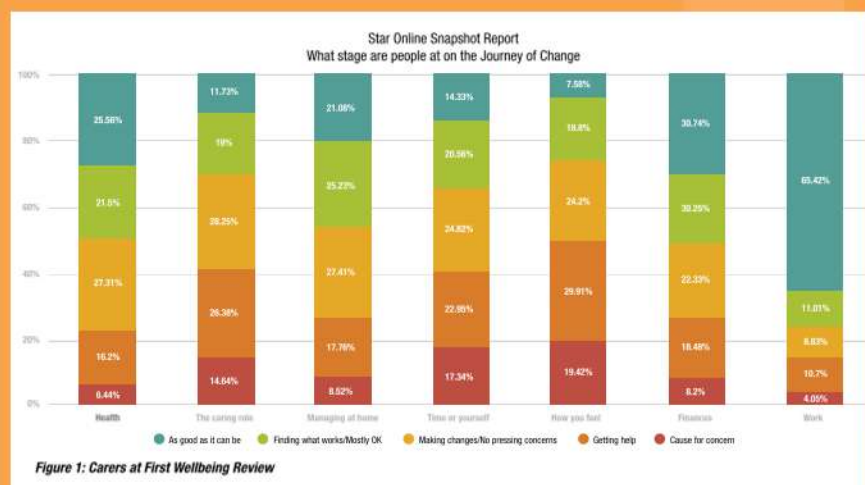
The Covid-19 pandemic further compounded these challenges as carers found themselves without home care, day services, respite or supports sometimes provided by extended family and friends. Indeed, many carers who were coping relatively well prior to the pandemic found themselves mentally and physically drained and struggling to maintain their caring role.

Family Carers Ireland provides these carers with a

range of targeted supports and interventions to enable them to progress positively across seven areas of their lives. Each of these areas are represented by the seven points of the Carers Outcome Star™, a strengths-based assessment and action planning tool widely used by caring organisations in the UK and Australia, and which is central to the framework used by Carer Support Managers (CSMs) and Carer Wellbeing Managers (CWMs) in Family Carers Ireland. It is designed as a motivational key work tool to support carers in making positive changes in their lives and to develop a sustainable caring routine.

In 2021, our Carer Support Managers (CSMs) and Carer Wellbeing Managers (CWMs) completed 1,087 stars to support 778 family carers engage in the wellbeing review process. In the majority (62%) of cases, the carer's concerns and needs were addressed through one wellbeing meeting with their CSM/CWM. Some carers (38%) had two or more wellbeing meetings with their CSM/CWM to follow up on concerns and track their progress over a number of weeks.

Where carers were on this five-point scale during their first meeting with their CSM/CWM is illustrated in **Figure 1**. **Figure 2** illustrates where they placed themselves on the scale across all seven areas at the end of the wellbeing review process, highlighting the improvements achieved through the process.



Our bespoke young carer wellbeing programme uses age appropriate assessment frameworks (MACA-YC18 and PANOC-YC 20) to determine the levels of caring activity undertaken and the cognitive and emotional impact of that activity on the young person. Following this initial assessment, the My Life Now instrument is used to support the young carer to develop an individual action plan to address identified needs and aspirations.

COUNSELLING

Family Carers Ireland launched its National Counselling Service in February 2021. This free service is available to all family carers in Ireland. Counselling can be a way to reset, to find ways to cope with stress and make the challenges a family carer might be facing seem more manageable. The aim of the service is twofold:

- To support and enhance family carers' mental health and emotional wellbeing by providing a safe, non-judgemental, therapeutic space for them to discuss and work through any problems or difficult feelings they are experiencing.
- To empower family carers to develop strategies and acquire tools to stay well within their caring role.

The National Counselling Service adopts an integrative approach to counselling, which acknowledges the validity of a variety of therapeutic approaches to the individual and seeks to integrate the use of two or more approaches in the practice of psychotherapy. All our work is underpinned by the person-centred counselling principles of empathy, congruence and unconditional positive regard.

"Ten years into caring and we never received a service for ourselves and never had anyone ask if we needed anything. I've started counselling, it's been fantastic so far. Counselling has been a huge benefit, it's been great being able to talk."

(Family carer who received counselling)

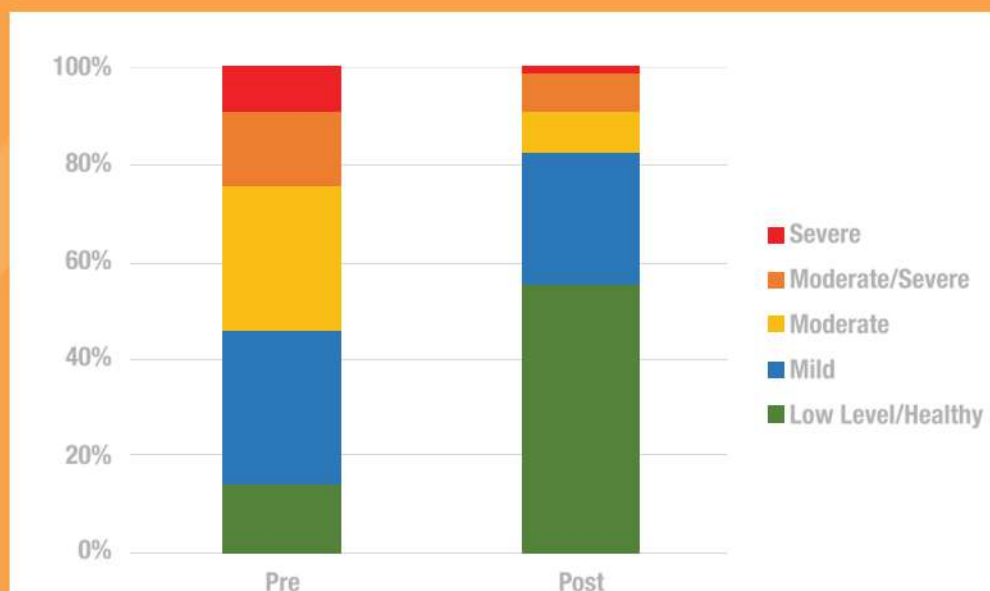
The service is delivered through staff, volunteers and a panel of external accredited counsellors. All volunteer counsellors are required to have student or pre-accredited membership with the Irish Association of Counselling and Psychotherapy (IACP) or the Irish Association of Humanistic and Integrative Psychotherapy (IAHIP), while all staff and external counsellors are required to be accredited with these professional bodies. The service is delivered mainly virtually, either by phone or online, with some face-to-face counselling available.

In 2021, the service supported 227 family carers and delivered 2,275 hours of counselling. Carers' levels of psychological distress are measured through the CORE-OM Questionnaire, a validated outcome measurement tool. The client is asked to respond to 34 questions about how they have been feeling over the last week, using a five-point scale ranging from 'not at all' to 'most or all of the time'. The 34 items of the measurement cover four dimensions:

- Subjective wellbeing
- Problems/symptoms
- Life functioning
- Risk/harm

Levels of psychological distress are measured on a five-point scale, ranging from low/healthy levels of distress to severe distress. The level of psychological distress reported by carers both before and after therapy are illustrated in Figure 3 below:

Figure 3: Pre and Post Intervention Scores as Measured by the CORE-OM Questionnaire



CRISIS FUND



In 2021 Family Carers Ireland ran a crisis fund scheme that provided funding to address carer needs that had been identified during a wellbeing review. The presence of this scheme provided a mechanism by which FCI could respond in a timely, creative manner to carers presenting in crisis.

Through the crisis fund, a total of 297 applications were approved to provide a range of supports to 270 carers. A total of €244,912 funding was allocated to carers, based on need. The impact of the crisis fund on family carers in 2021 is captured through the feedback below:

"While the plan was a sensory area what we've found is that Mark likes to bring the sensory aids around the house with him. The access to this funding has really allowed Mark to dictate how we can support him and the flexibility of these aids has allowed for all the family to benefit. Often the worry with accessing funds is that they have to be backed by professionals reports. How you have supported our family is far more person centred."

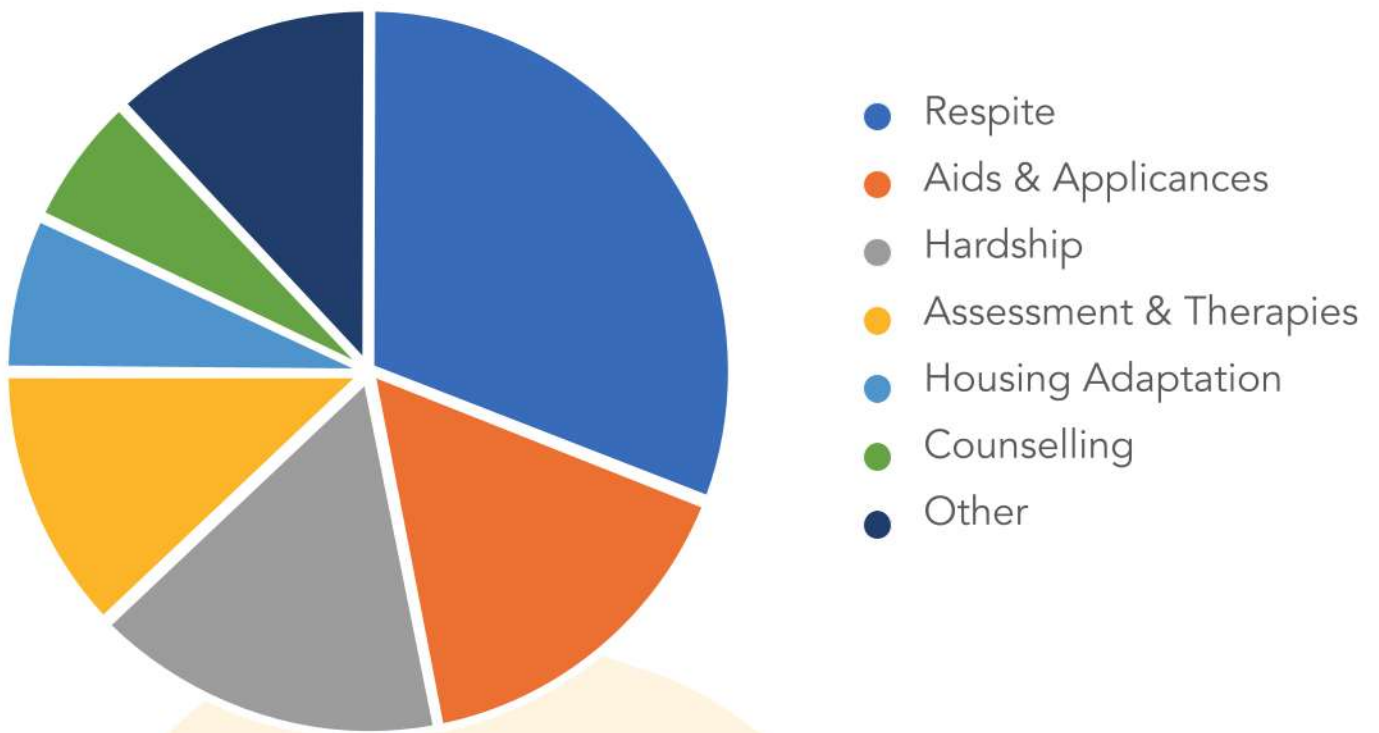
(Family Carer, CHO5)

"You fulfilled all the things that concerned me when we met, I have support for (cared for person) with (specialist charity) and with yourselves for me. I am in a lot better space going into the new year and I thank you for that, you were the trunk of the tree that branched out to the supports for me."

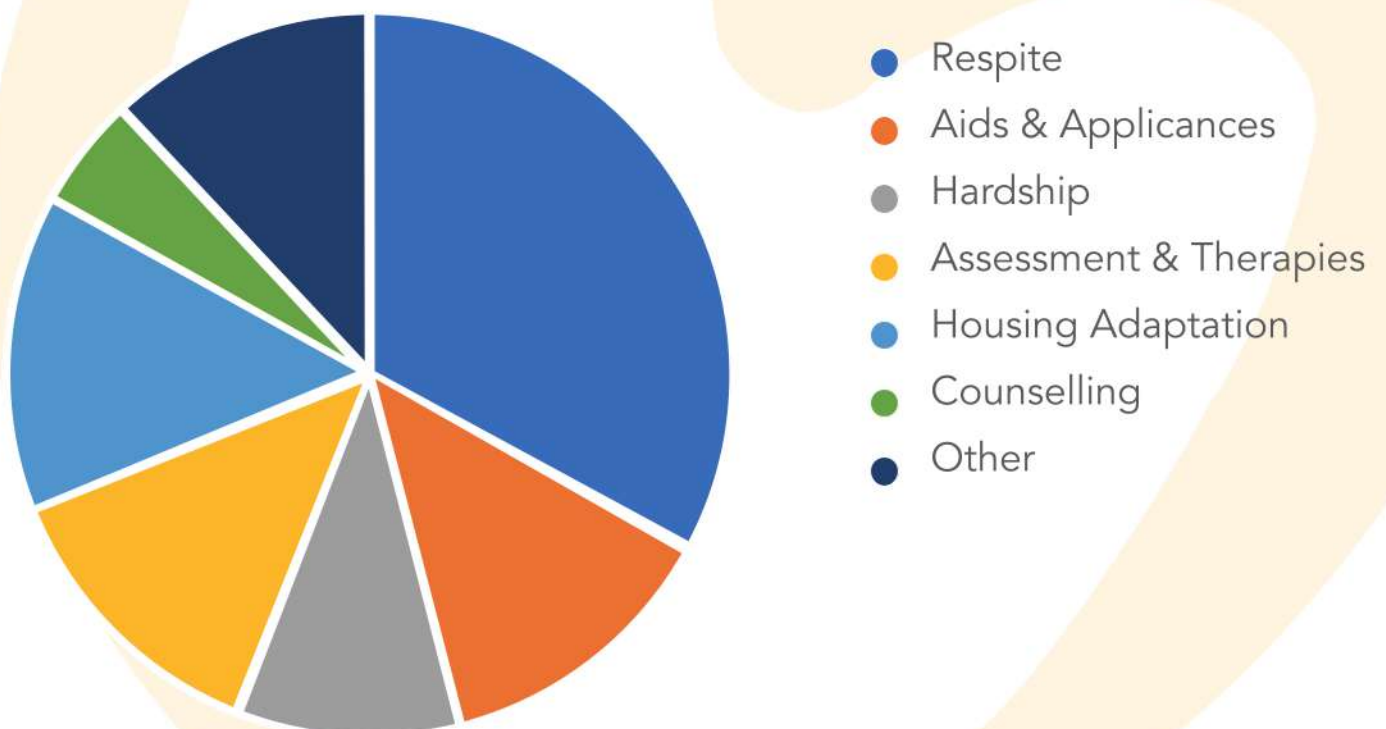
(Family Carer, CHO8)



CRISIS FUND - APPLICATIONS (N=297)



CRISIS FUND - EXPENDITURE (€245,000)



EMERGENCY SUPPORT

EMERGENCY CARD SCHEME

Following its launch in August 2020, Family Carers Ireland's Emergency Card Scheme continued to grow throughout 2021.

According to 'Paying the Price: The Physical, Mental and Psychological Impact of Caring' (published by Family Carers Ireland in 2019) 74 per cent of family carers surveyed feared for their loved-one's future and in particular worried about who will provide care for their loved one should they, the family carer, become ill or have an accident. 'Caring through Covid: Life in Lockdown' (published by Family Carers Ireland in 2020) also revealed that 84 per cent of family carers surveyed worried about getting Covid-19 and not being able to look after the person(s) they care for.

When a family carer has an unplanned hospital admission, there is a risk that the person who needs their care and support could be left at home alone and uncared for. The Emergency Card Scheme is intended to give peace of mind to family carers as well as ensuring that the person they care for remains safe in such emergencies.

The scheme can be broken down into four simple steps:

- Step 1.** The family carer completes the FCI Emergency Care Plan with or for their loved one outlining their care needs, likes, dislikes, medication requirements, etc.
- Step 2.** The family carer nominates two people who will step into their caring role in the event of an emergency and provides FCI with these details as part of their Emergency Care Plan.
- Step 3.** The completed Emergency Care Plan is sent to FCI and the family carer receives their Emergency Card which they carry at all times. It includes a Freephone emergency helpline number.
- Step 4.** In the event of an emergency and where a person's named emergency contacts are unavailable, FCI will determine the person's needs and either mobilise:

A **RED** response (for a person who needs a high level of support), where a member of An Garda Síochána will visit the person and decide if they require transportation to the emergency department as a place of safety; or

A **GREEN** response which will include volunteers to support the person until a home care package can be organised. During this emergency period, FCI may also provide up to 72 hours of in-home emergency support where appropriate.

This card and scheme gives great peace of mind for family carers who know that there is a plan in place, particularly for those first crucial hours, in the event of an emergency.

In 2021, 128 family carers (**113 RED RESPONSE**, **15 GREEN RESPONSE**) signed up to the scheme.

"It gives me great peace of mind in the event of me being in an accident, as some family carers don't have an emergency contact or a person that can take on the caring role."

(Family carer who joined the scheme)



EMERGENCY RESPITE SERVICE

The National Emergency Respite Scheme funded by the HSE is managed and delivered by Family Carers Ireland through a service agreement with the HSE. This new free service, which began in 2021, aims to provide support to family carers who find themselves with little or no support in an emergency or crisis. Such emergency situations may be defined as, but not limited to:

- Actual or imminent carer burnout;
- Family crisis e.g., death or illness of a close relative, rescheduled family events due to Covid-19 Pandemic, relief for family in end-of-life situations;
- Necessary medical appointments and hospital admissions;
- Crisis healthcare (physical, psychological, or emotional) including substance abuse and suicide stabilisation interventions;
- Unexpected care transitions e.g., new employment or living arrangements;
- Other situations that, on assessment, are deemed to meet the criteria of an emergency event warranting the provision of respite support.

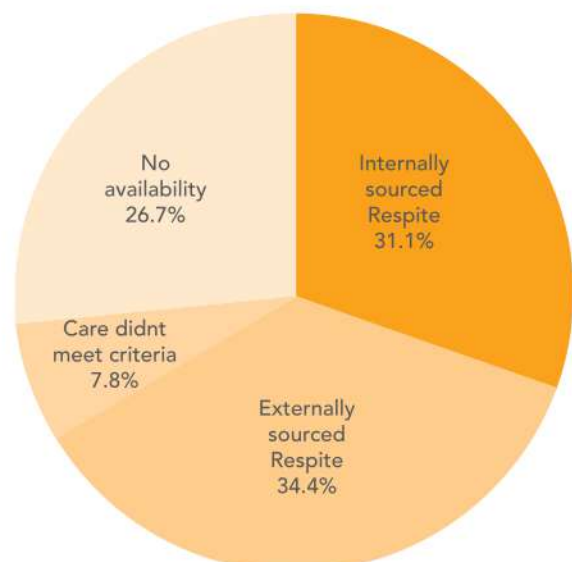
Respite care hours vary for each case based on need and are required to be delivered in a timely manner, responding safely and creatively to the emergency presenting and with the needs of both the family carer and the person who needs support always at the centre.

Respite care under this scheme is not restricted by age or diagnosis, and whilst every effort will be made to meet the needs presenting, there is no absolute guarantee that even with external commissioning of services that the need can be met. In the current homecare climate in Ireland, consideration is given to issues such as continuity of care, the availability of appropriately skilled health care workers (HCWs) and/or whether residential short stay support is appropriate in responding to individual cases.

In an emergency situation, emergency respite care workers do what is needed to support the person who needs care. This practical support may include personal care, light housework as agreed, meal preparation and cooking, shopping, lighting fires, making beds, changing linen and laundry. The worker is also expected to provide reassurance and support to the person they are caring for given the nature of the respite.

Ninety applications were made to the Emergency Respite Scheme in 2021. 31.11% of these referrals have been facilitated internally within Family Carers Ireland, whereas 34.44% have been covered externally through HSE approved homecare/residential providers. 26.66% of respite cases were unable to be sourced due to the lack of HCW availability both internally and externally. The remaining 7.77% of cases didn't meet the criteria outlined above.

This scheme not only offers an exceptional opportunity for carers across the country who require emergency respite, but also to internal Carer Support Managers who now have an additional tool which can be used to support family carers nationwide.



A graphic of a spotlight shining from the top left corner onto the title text.

SPOTLIGHT ON...

Family Carers supporting Older People

CARING FOR CARERS OF OLDER PEOPLE CORK PILOT PROJECT

In December 2020, Family Carers Ireland established a new project in Cork using funding from Rethink Ireland, as part of a proposed HSE pilot of a new interRAI (international Resident Assessment Instrument) Family Carer Need Assessment (FCNA).

The FCNA module was developed in Ireland to complement the Single Assessment Tool (SAT) – a comprehensive IT based standardised assessment used to assess the health and social care needs of people (primarily those over the age of 65 years) who may be looking for support under Home Support Services or the Nursing Home Support Scheme. The SAT uses the interRAI assessment system.

The interRAI home care assessments which are being implemented in Ireland are specifically developed for use with frail older people or persons with disabilities, who are seeking or receiving formal health care and supportive services, to identify their health and social care needs using a standardised assessment.

As a result of the FCNA pilot being deferred until late 2021 due to Covid-19, the focus of FCI's Rethink Ireland project shifted to developing new models of referring and supporting family carers. Led by a Carer Wellbeing Manager (CWM) for Older People, the project has built links with a number of community and secondary care service providers in order to develop a seamless referral pathway for these family carers. The project also piloted the use of an alternative carer needs assessment tool as a mechanism for triaging carers, ensuring the most appropriate supports were offered based on their identified level of need.

The aim of the project was to systematically assess the needs of family carers of older persons in Cork and Kerry, in partnership with the HSE. The assessment allowed the carers to be triaged to one of two intervention streams, based on identified need. The project built on both statutory and voluntary stakeholder partnerships with 25 network meetings, including with public health nurses (PHNs), GPs, discharge coordinators, social workers, dementia specialists, the Alzheimer Society of Ireland and the Irish Heart Foundation.

"This is a fantastic project. I never knew about Family Carers Ireland and to hear of this project in our area (Cork) is amazing. I hope that it all works out and it will be a fantastic service to have locally. Now I know about you I know of someone else who could benefit from support of Family Carers Ireland and will tell her to make contact." (Family carer referred to the project)

An online referral pathway was developed to support direct referral from these partners into the project. A self-referral pathway was also developed and promoted within the community. In addition, the CWM collaborated with Professor William Molloy's weekly outpatient gerontology clinic in St Finbarr's Hospital, Cork ensuring seamless referral to the project. Family carers were offered the opportunity to complete a wellbeing review and develop a collaborative action plan using the Carers Outcome Star™. Family carers that engaged in this review were supported by the CWM to achieve the collaborative goals outlined in their plan.



This included one-to-one regular contact between the CWM and each family carer. Such contacts included advocacy and support in discharge meetings, informing and assisting with rights and entitlements and helping the family carer understand and apply for community services for the person that they cared for.

"I would like Family Carers Ireland to know how grateful I am for the help and support ye have given me over the last number of months." (Family carer referred to the project)

The project was successful in securing referrals from statutory providers and voluntary providers as well as self-referrals. The objective was to reach 150 family carers in 12 months. Through these referral pathways, Family Carers Ireland actually engaged with 171 family carers during 2021. Professionals have been using and continue to use the triage tool provided by the project to consistently refer family carers to FCI for support.

The holistic model of work has shown to be successful in case reviews where all professionals have worked together for the best outcome for the family carer and the person being cared for.

The project's engagement with the HSE was off to a slow start in 2021 as referrals were supposed to be based on family carers of older people being triaged using key indicators from the interRAI. The proposed interRAI roll out by PHNs was delayed due to Covid-19 as the trainers were reallocated to distribute vaccinations. Furthermore, the cyber-attack on HSE nationally affected HSE communications, delaying the CWM in presenting the project to HSE professional groups.

Despite the barriers faced to building a stronger relationship between FCI and the HSE during the first phase of the project in 2021, the HSE's engagement overall was positive. In the CWM's multiple presentations of the project to different HSE groups later in the year, the professionals gave positive feedback. All agreed that the service provided by FCI through the Rethink Ireland project

should be rolled out to family carers and more resources should be made available. They were thankful to have a service to refer family carers to and all professionals engaged with were happy to promote the initiative and work together for better outcomes for the families. This positive engagement led to consistent referrals from these professional groups throughout the rest of 2021 and into the new year.

FAMILY CARER NEEDS ASSESSMENT (FCNA) PILOT PROGRAMME COMMUNITY HEALTHCARE WEST

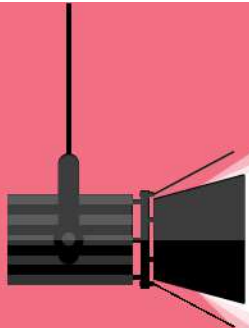
In 2013, the HSE established the Carer Needs Assessment Development (CNAD) Working Group, which was a partnership between the SAT (Single Assessment Tool) project team, the interRAI (international Resident Assessment Instrument) consortium and the Family Carer Reference Group. The CNAD Working Group was tasked to develop a comprehensive assessment of the needs of an adult carer of an older person in order to support family carers in their caring role.

In 2017, the final draft of the interRAI Family Carer Needs Assessment (FCNA), was signed off by the Working Group and in 2018, the National Dementia Office, with support from the Department of Health, was successful in an application for Dormant Accounts Fund support to pilot the roll-out of the interRAI FCNA in Community Healthcare West.

In 2021, the Chief Officer of Community Healthcare West authorised the commencement of the pilot programme which aims to test the implementation of the interRAI FCNA across various care groups including carers of people with dementia, carers of older people, physical and sensory disability, intellectual disability and mental health.

As a referral partner, family carers who have taken part in the HSE's FCNA pilot will be referred to FCI where the HSE feel we have the services and supports available to meet their needs. In response, FCI has created an FCNA Referral Project to ensure that any carer referred to us is offered a comprehensive and participatory assessment of their needs through the Carers Outcome Star™ and a range of targeted supports and interventions to enable them to progress positively in the areas identified through the assessment. The first meeting of the HSE's FCNA Steering Group, on which FCI are represented, took place in November 2021 with referrals to FCI commencing as of January 2022.





SPOTLIGHT ON...

Supporting Family Carers of Children with Special Needs

PARENTS PLUS SPECIAL NEEDS (PPSN) PROGRAMME

The PPSN programme is delivered over a seven-week period to parents/guardians of children with special needs. The idea of the course is to empower participants to find their own solutions. The programme is primarily beneficial for parents/carers of:

- children with an intellectual disability (ID) aged 11 to 18 years
- children with an ID and additional diagnoses such as ASD, ADHD and physical disabilities
- young adults aged 18 - 25 years, who have an ID

Three programmes were rolled out in 2021 facilitated by FCI staff members and parent facilitators who attended Parents Plus Special Needs Facilitator Training.

"Being a parent has challenges and being a parent of an adolescent child with additional needs is even more challenging and sometimes lonely and isolating. The course provided an environment where we, the parents, could openly share our experiences. The advice given on managing behaviours has helped me every day."

(Family carer who participated in the programme)

STUDIO 3 LOW AROUSAL TRAINING

Given that stress is an ever-present part of the lives of people with autism, this programme looks at how should we manage crisis situations where the individuals we support may be experiencing 'meltdown'?

The Low Arousal Approach emphasises a range of behaviour management strategies that focus on the reduction of stress, fear and frustration. These strategies are put in place in order to prevent aggression and avoid crisis situations.

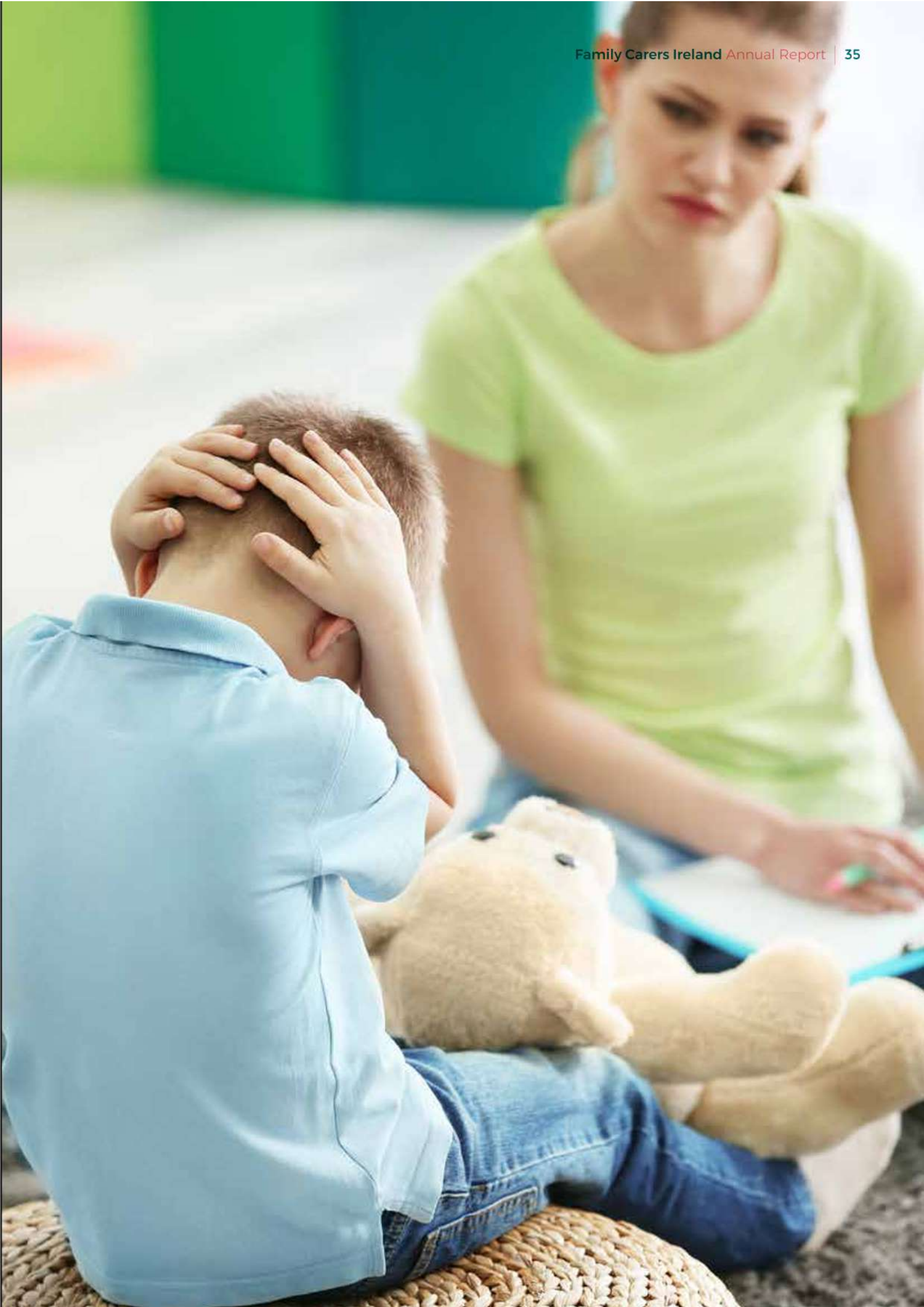
Two 3.5-hour workshops were delivered in 2021.

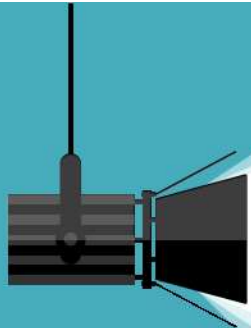
"This was the first one (workshop) that I could be honest with my struggles and I felt very at ease doing so. My journey always makes me feel all alone and I didn't on that occasion."

(Family carer who participated in the programme)

VIRTUAL SUPPORT GROUPS

Our peer support group for parents caring for a child with a hidden disability has 25 members and meets monthly via zoom. The online format allows parents from all over Ireland to give and receive peer support from other parents who they would otherwise not meet in a face-to-face setting. This group is now facilitated by two Carer Support Managers. Activities include self-care, information sharing between members and support from Family Carers Ireland.





SPOTLIGHT ON...

Supporting Family Carers of People living with Mental Health Challenges

As a family carer coping with the challenges of caring for a person with a mental health issue, there are times when the carer may find it difficult to manage his/her own mental health. The programme content for our 'Mental Health & Family Caring: Supporting the Supporters' course is based on a five-week mental health education programme for the families and supporters of people living with mental health challenges. The course was co-produced by Mental Health Ireland, Family Carers Ireland, family carers, people with lived experience of mental health challenges and service providers. A booklet containing course content is also available from both organisations with a video available on familycarers.ie.

The programme aims to give the family carers information, guidance and practical tips on their recovery journey to:

- Promote a model of family recovery
- Support good mental health
- Enhance communication skills
- Explore and define boundaries
- Access appropriate services and supports

Comments from attendees of the programme:

"Lovely group and trainers were so welcoming. I really enjoyed having the little booklet and using the worksheets between classes. I try to remember and use the active listening skills often."

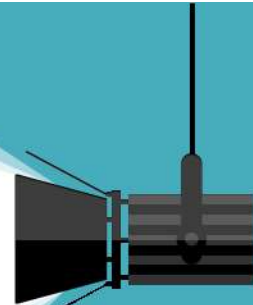
"Meeting and talking to others in similar situations was comforting, I am not alone."

"I learned that self-care is so important. I am so used to looking after everyone around me that I had not considered the importance of looking after myself."



SPOTLIGHT ON...

Supporting Family Carers of People with Dementia



The Living Well with Dementia Service in South Tipperary is now in its 10th year. The aim of the service is to support people to live well with dementia and support family carers who are known to experience some of the highest levels of stress seen among carers.

Its origins are in the 5 Steps to Living Well with Dementia in South Tipperary programme, one of four projects awarded funding in 2011 under the HSE and Genio Dementia Programme following a competitive selection process. Originally led by the South Tipperary Mental Health Services, the service has been managed by Family Carers Ireland since 2015 and is delivered by two dementia nurse specialists (one job-sharing post) an occupational therapist (OT) (3 days a week) and 15 dementia support workers (part time).

The service acts as a single point of contact for use by people with dementia and family carers. It has developed and provides a broad mix of services and supports including provision of dementia specific advice and information, community connection and personalised supports. Through the service's community connector support service, people with dementia and their family carers are assisted to gain access to a range of community and voluntary services operating in the area.

Personalised supports overseen by the nurse specialist and provided by the support workers are designed around five arms: short-term goal-focused support; special needs, low intensity supports; intensive supports; crisis support; and one-off day supports. These supports are designed to help the person remain engaged in activities within their community but where this is no longer possible are delivered in the home. Currently, 80 clients receive this service and 48 are on a waiting list.

The Living Well with Dementia Service has successfully established a Memory Technology Library (MTL) in Clonmel, the first in the country. It developed a programme to demonstrate and loan assistive technology to people with dementia and their family carers for a trial period, allowing individuals to test out a product and see how well it worked before deciding if they needed or wanted to buy it for themselves. The MTL also provides information and guidance on engagement in meaningful activities and links to resources for people

with dementia and family carers. The MTL, which is facilitated by the OT, has provided the concept and blueprint for a national Memory Technology Resource Room (MTRR) programme launched in 2018.

The service was one of the 17 projects awarded once-off funding from the Dormant Accounts Fund by the National Dementia Office to develop and deliver post-diagnostic support interventions to people with dementia and their family carers over an 18-month period commencing September 2018. It continues to offer these post-diagnostic supports including one-to-one interventions, a six-week cognitive rehabilitation programme and five-week psycho-education programme.

The Living Well with Dementia Service in South Tipperary has been the focus of a number of evaluations which have consistently been positive. People with dementia and their family carers were found to be highly satisfied with the service. One of the reasons for this is because the service is designed to be delivered in a flexible way, based on individual need that equally benefits the person living with dementia and the family carer.

"When my Dad was diagnosed with dementia, I was frightened. I knew nothing about dementia, I felt I was doing everything wrong. Being able to pick up the phone and talk to one of the team was so reassuring. The smile on Dad's face when his support worker called to bring him out for a walk and a cup of coffee. Even when he couldn't go out anymore his support worker continued to call. When he started getting up at night and I was exhausted from lack of sleep I was offered more hours. Without it I don't know how I'd have managed – I'll admit I often went back to bed for the few hours rest. Sometimes I went for a long walk to clear my head. It was my lifeline."

(Family carer supported by the service)

HOME SUPPORT SERVICES



Although primarily a family carer support and advocacy body, Family Carers Ireland has been providing quality home care for more than 30 years and has been an approved HSE provider since the HSE began outsourcing home support services on the basis of competitive commercial tenders. Our operating standards exceed those set by the HSE in areas such as staff training and continuity of care. FCI prides itself on a person-centred approach to home care, with a clear emphasis and acknowledgement of the needs of both the client and the family carer. We take a holistic approach to service delivery and promote inter-agency collaboration to ensure clients and families are aware of and avail of all relevant services that may positively impact their lives.

Undertaking contracted home care delivery gives us practical insights that inform our advocacy in support of an optimum quality home care benchmark within prevailing budgetary constraints. It also allows us to engage with many family carers who remain unaware of supports available to them beyond home support. As a not-for-profit organisation, any profits earned from the delivery of home care go directly to fund other supports for family carers.

Family Carers Ireland currently supports 15,000 caring families at any given time and this support includes home care packages delivered on behalf of the HSE in approximately 10% of these cases.

We are particularly proud of the manner in which we managed our service and supported clients and their families throughout the Covid-19 pandemic. We achieved very low levels of client and staff incidences of Covid-19, due in no small part to the adoption of stringent quality measures in tandem with a core staff of home care workers who have adapted to and complied with all the new measures and protocols.

Once again, our protocols exceeded minimum specified requirements and as a result, in a healthcare sector which had generally low levels of infection and absenteeism, our own record was amongst the lowest. We would like to give a special mention to our incredible team of dedicated home care workers who remained positive, professional and, above all, caring throughout the past year. Well done to all.

We have a team of hundreds of fully trained home care workers located nationwide, delivering home care services across the country. We work closely with the

HSE, the family and service user to ensure a robust individualised home care plan is put in place and monitored on an ongoing basis.

This team is supported by a professional, experienced management team and the service is underpinned by a best practice-based quality management system which ensures client and staff safety are paramount and that regulatory compliance is achieved. Client and staff safety are central in the delivery of our service.

WE PRIDE OURSELVES ON PROVIDING TOP QUALITY HOME CARE THROUGH:

- Continuity of care i.e. the same Home Care Worker is scheduled to provide care to the same client on an ongoing basis where at all possible;
- Each client call has a lead Home Care Worker and a support Home Care Worker to ensure that staff can take their leave comfortable in the knowledge that their client is being well looked after in their absence and ensures that our continuity of care ideal is maintained;
- We engage in regular monitoring calls, home reviews and client satisfaction surveys and make appropriate changes to care plans as required;
- We employ qualified Home Care Workers who, at a minimum, have paid home care industry experience of more than one year and are working towards achieving a major award in healthcare;
- We undertake the Garda vetting process for all incoming Home Care Workers;
- We require all staff to complete the mandatory Children First and Safeguarding of Vulnerable Adults training;
- We hold regular team meetings where our staff have the opportunity to meet with their local manager for training, organisation updates and to share information.

DESPITE COVID-19, WE INCREASED THE NUMBER OF HOME SUPPORT HOURS WE DELIVERED IN 2021 TO 272,988 HOURS.

The duties involved in supporting the above care are:

- General Elderly Care – assistance with Activities of Daily Living (ADL) & Instrumental Activities of Daily Living (IADL)
- Dementia Care;
- Palliative Care;
- Care for clients with mental health issues;
- Care for clients with limited mobility (e.g. hoisting);
- Care for clients with progressive life-limiting conditions;
- Care for clients with visual, hearing and communication impairments;
- Care for clients with physical disabilities.

Below is a testimonial from a family receiving home support services from FCI:

"Thank you sincerely for the care, love and support shown to my family. As you know Mam has advanced Parkinson's disease. She recently broke her ankle and a conservative management approach was deemed the most appropriate course of action (she has a cast and it has been allowed to heal as best it can as opposed to surgery that would be recommended to most other patients). Family Carers Ireland had been providing respite the last few years. In desperation we contacted the team again. Family Carers Ireland have come to the rescue. They have shown Mam and the family such dignity and respect and have been like Guardian Angels. The assistance and respite while Mam recovers is life changing. It has held our family together and enabled Mam and Dad to be together. She has made great progress and is getting stronger. Family Carers Ireland are so true to their vision."

C.E. SCHEMES SPONSORED BY FAMILY CARERS IRELAND

Family Carers Ireland sponsor two C.E. Schemes which are managed by experienced supervisors who also provide excellent support to the wider organisation.

The C.E. Schemes are aligned to the vision of Family Carers Ireland and their main contribution is to the ongoing demand for respite care hours. These hours are delivered to family carers in small blocks and enable carers to take well-deserved breaks. The schemes operate under the same compliance regulations as do all home care services provided by Family Carers Ireland and steadfastly adhere to the organisation's policies, processes, procedures and records.

In 2021, the combined number of support hours delivered through the schemes totalled 25,348.

- Caring in Waterford provides respite support to carers in Waterford and Wexford. Sixteen participants provided 6,735 hours of support to carers and the organisation in 2021.
- Caring in Offaly provides respite supports to carers in Laois and Offaly and administrative support in Roscommon and Mullingar. Thirty-four participants provided 18,613 hours of support to carers and the organisation in 2021.



CHALLENGES FACING HOME CARE

Like any current provider of Home Support services, Family Carers Ireland has a growing concern about the home care workforce crisis. FCI is a member of the Home Care Coalition, a group of over 20 charities, not-for-profit organisations and campaigners, which was established with the aim of ensuring the implementation of an adequately-resourced, person-centred statutory home care scheme with equality of access and availability across the country.

The inefficiencies in how care is allocated across the country and in how home care services are procured are symptomatic of a system of home care commissioning and assessment that is now completely dysfunctional. Care is not allocated equally across Ireland and for those with comparable needs, this amounts to what is effectively an arbitrary Eircode lottery of home care services across the country. The consequences of this dysfunctionality are the flight of home care workers away from the precarious nature of home care as an employment and career option to far more secure areas of working for the HSE or other care settings such as residential or nursing homes.

Home care provider organisations urgently need to be supported to provide career structures for the carer workforce. As a minimum, a new pricing mechanism that facilitates differential pay based on qualification and the tiers of care provided, as well as paid travel time and expenses, would make work in the sector more attractive and sustainable. In particular, the state sector's approach to the payment of travel time and travel expenses is incoherent. Even though travel time and travel expenses payments are paid to home care staff directly employed by the HSE, the same payment to those working for providers who tender for services is not provided for by the HSE.

The precariousness of the home care sector, which in turn limits the opportunity to provide secure contractual employment for home care workers, is at its most acute where a client is hospitalised or in receipt of respite care and the home care providers have no means to recover payment in these instances. This is an area of inequality where such measures are for example applied to nursing home providers but not to those who provide care in clients' own homes. Above all, it negatively impacts the availability and sustainability of home care provision and continuity of care for clients. Home care providers are left without income, as payment for a client can immediately cease without warning and for several weeks.

This creates a risk for home care workers of a sudden and significant reduction in their wages and financial instability and obstructs the introduction of reasonable guaranteed hours contracts. When faced with this uncertainty, home care workers are voting with their feet and moving instead out of the sector or across to the HSE where guaranteed hours, higher pay and better terms and conditions including travel time and travel expenses are paid for by the State.

The consequences of the home care worker crisis were made abundantly clear when by the end December 2021, official figures showed there were 474 awaiting funding approval and 5,796 awaiting a carer to be assigned; the unofficial figures would be far higher than this. In light of the growing crisis regarding the availability of home care workers, the Minister for Mental Health and Older People established a Strategic Workforce Advisory Group to investigate challenges in recruitment, retention, training, career development, pay and conditions and barriers to employment.

There continues to remain a lack of independent national standards and regulation for home care and we once again call for the urgent introduction of a national Statutory Home Support Scheme and to the subsequent licensing and regulation of home care providers in 2022. Without the introduction of legislation on statutory home care, we will continue to see an ongoing inequality in how care is allocated, for those with comparable needs, amounting to the aforementioned arbitrary Eircode lottery we see across the country.

Within the Department of Health, work is progressing across four workstreams to develop this scheme and, as an advocacy organisation for family carers but also as a provider of high-quality home care services, we are playing an active part contributing to all these workstreams:

- Regulation of home-support providers
- Financing and care banding
- Workforce planning
- A reformed model of service delivery

Draft regulations and HIQA national standards are due for release early to mid-2022 and we continue to play an active role in both areas while we await these pivotal developments in the future of home care in Ireland.



QUALITY & SAFETY

Staff compliance with quality and safety (Q&S) policies and guidelines is a priority for Family Carers Ireland. Staff are continuously trained on the prevention of risks, errors or harm to cared-for persons and family carers during the provision of services provided.

The Covid-19 pandemic has been challenging for all over the past two years. The management team in Family Carers Ireland responded effectively with continuous collaboration and innovation from all staff within the organisation as we navigated compliance with ongoing updates from the Government.

We are happy to acknowledge our staff commitment to safety in the delivery of our supports and services during the pandemic resulted in a significantly low rate of transmission of Covid-19 within Family Carers Ireland.

CONTINUED QUALITY IMPROVEMENTS

Family Carers Ireland has a continued focus on the roll out of Q&S improvements across all areas

of the organisation. Investment in Q&S software improvements planned for 2022 will support the electronic management of training, documentation, incidents, complaints, risks and audits for the organisation. Processes will be automated and standardised. Compliance with financial, helpline and home support Q&S standards will become natural, invisible and intuitive.

The phased implementation of these quality management solutions in Family Carers Ireland between 2022 and 2023 will provide a quality-centric culture focused on continuous improvement. Information will be shared and connected.

The implementation of this software will enable Family Carers Ireland to demonstrate its compliance with the Home Support Services National Regulations and HIQA Standards which are currently in draft and expect to be in place by 2023/2024.



QUALITY FRAMEWORK

The aim of the **Quality Strategy** is to empower the organisation and its staff to achieve and exceed the expectations as set out by the Board. It will be aligned to the HIQA Safe Better Health Care standards.

The framework will focus on building a **Quality Improvement Culture**, through the provision of formal and informal training and mentoring.

OVERALL AIMS	UNDERPINNING PRINCIPLES	ENABLERS	Q & S OUTCOMES
IMPROVE CARERS' LIVES <ul style="list-style-type: none"> Family Carer Supports Home Care Services Public Policy towards Family Carers 	PERSON CENTRED	POLICIES & PROCEDURES <ul style="list-style-type: none"> Carer Supports Manual Home Services Manual Corporate Services Manual 	<ul style="list-style-type: none"> Respectful of human rights and dignity Person centred and individualised Accessible and affordable Transparent and accountable Outcome orientated and evidence based Safe, preventative and supportive Demonstrate best practice governance and leadership
HIGHLIGHT CARERS' CONTRIBUTION <ul style="list-style-type: none"> Engaging with Family Carers Shining a Light on the realities of caring in Ireland Making people aware of FCI and what we offer 	EVIDENCE BASED PRACTICE	TRAINING & DEVELOPMENT <ul style="list-style-type: none"> Continuous Professional Development CSM and HSM networks 	
GROW SUSTAINABILITY <ul style="list-style-type: none"> Optimise resources Partnerships and Alliances 	CONTINUOUS IMPROVEMENT	QUALITY CONTROL <ul style="list-style-type: none"> Reporting Audits Monitoring Calls Reviews Measuring carers' experience 	
	VALUE FOR MONEY		

FAMILY CARERS IRELAND CLIENT SAFETY

High importance is placed on client safety when delivering quality essential family support services. A cornerstone of the Q&S department is continuous improvement. Quarterly incident and safeguarding reports, with identification of trends, are discussed at the meetings of the Quality and Safety Committee (a sub-committee of the board of directors) and learning from incidents and safeguarding concerns raised are communicated to staff on an ongoing basis.

INCIDENTS

Family Carers Ireland staff are trained to report incidents in a timely manner, to ensure trends and patterns are identified early, so that incident and risk management recommendations and interventions can be communicated to prevent potential injury to clients.

The Q&S department supports staff with the review and collection of incident data, with the goal to improve client safety and quality of care. This guides the organisation when updating policies and procedures and when developing interventions to mitigate risks identified during incidents, thereby reducing harm.

There were 15 incidents reported in 2021, which were reviewed and closed out in a timely manner, resulting in continuous improvements and sharing of lessons learned with staff.

VULNERABLE ADULT SAFEGUARDING

Family Carers Ireland places the safety and wellbeing of all clients as an essential element to services provided. Living a life that is free from harm and abuse is a fundamental human right and an essential requirement for health and wellbeing. Staff are trained to identify and report vulnerable adult safeguarding concerns within an agreed timeframe.

There were 26 such concerns reported and identified by staff in 2021. These concerns were reported externally and additional measures, for those least able to protect themselves from harm or abuse, were put in place.

CHILDREN FIRST

All staff in Family Carers Ireland are trained and take the responsibility to protect children and young people seriously and do their best to ensure their safety in line with Children First: National Guidance for the Protection and Welfare of Children. Steps are followed to ensure any child or young person, who are provided with a service or attend an event or workshop catered for by Family Carers Ireland, are protected from harm.

Support is provided for any child protection and welfare concerns reported to our Careline or communicated or observed during the provision of services to our clients.



RAISING AWARENESS

FAMILY CARERS IN THE MEDIA

Family carers are at the heart of all that we do as a charity and this is particularly true of our work with the media. We recognise and celebrate their commitment and love for the people that they care for whilst also highlighting the many challenges that they face in doing this work. While raising awareness of caring as a societal issue, we continuously seek to shine a light on the lived experiences of Ireland's family carers in the hope that this forgotten frontline will be recognised, supported and empowered.

More than ever, this was the case during 2021 as family carers played a hugely significant role in lessening the spread of the Covid-19 virus and supporting the Irish healthcare system by keeping vulnerable family and friends safe at home and out of hospital. They did this during periods when essential supports and services were shut down or severely curtailed.

With the support of a number of disability groups, Family Carers Ireland campaigned particularly strongly in the media during the early part of the year for the safe reopening of special schools and classes for children with additional needs.

As society began to reopen between the various waves of rising Covid-19 cases, life in lockdown continued for many of those caring for vulnerable family and friends as the failure to prioritise family carers for vaccination left them with little

option but to cocoon or severely limit their interaction with others in order to protect themselves and their loved ones.

We are extremely grateful to the many family carers who spoke to the media during the course of the year to support our campaign and to seek answers as to why they were not considered a priority group for vaccination and who would step in and provide care should they, the family carer, fall ill. While ultimately, they were treated no differently to the rest of the general population, thankfully the majority of family carers who sought the vaccine have been able to receive it.

Amid the announcement of recovery packages for the economy, FCI campaigned strongly through the media to call for a package of supports for Ireland's family carers in light of the physical, mental and financial toll the crisis had taken and to address the longstanding postcode lottery of supports and services.

The Covid-19 pandemic has undoubtedly had a significant negative impact on the lives of many of Ireland's family carers and perhaps more than ever, has highlighted the urgent need for proper support and recognition by Government.

Below is just a snapshot of media coverage of family carers across 2021.



JANUARY

Following the sudden announcement that special schools and classes for children with additional needs would not reopen as planned in early January, FCI Head of Communications & Policy Catherine Cox appeared on Drivetime on RTÉ Radio 1 to call for FCI to be included in a meeting between Education Minister Norma Foley and disability groups. Catherine also highlighted the concern of parents around regression of their children as a result of previous lockdowns and the fact that remote learning was simply not an option.

FEBRUARY

The failure to include family carers in the priority list for Covid-19 vaccination was the focus of a Virgin Media News package with two family carers from Dublin - Liz Collins, whose daughter Claudia has the debilitating skin condition EB and Mike Molloy, whose mother Rose-Marie has Parkinson's Disease.

MARCH

Tracy Carroll from Co. Meath, who cares for her daughter Willow who has cerebral palsy, epilepsy and complex medical needs, told the Irish Independent that the failure to include family carers in the vaccination schedule is "just another kick to several bruises that we [family carers] suffer on a regular basis."

APRIL

The 'Quaran-teen' series of online reports by RTÉ, which featured some of Ireland's most inspirational teenagers, included an interview with Sean Collins from Co. Monaghan. Sean, who helps care for his mum Annette who has breast cancer and sister Kathryn who has a severe chromosomal disorder, spoke of the sense of maturity and independence that being a young carer has brought along with his concerns about protecting his mum and sister from Covid-19 and balancing caring with a part-time job and studying for the Leaving Cert.

MAY

In a Woman's Way feature highlighting the work of Ireland's young carers and young adult carers, 20 year old Lily Power from Co. Cork spoke about the role she plays in caring for her mother Catryn who has been living with early onset dementia for the past two decades. "Being a young carer has its ups and downs and the negatives include not being able to leave the house on a whim," said Lily. "But I see the positive side of things as I can repay my mom for everything she has done for me over the years, even though the circumstances are unfortunate."

JUNE

Teenager Shauna Tighe from Dublin joined FCI's Head of Communications & Policy Catherine Cox on Ireland AM on Virgin Media One to help shine a light on the contribution of Ireland's young carers and to raise awareness of FCI's Paws for a Cause fundraiser. Shauna, who helps care for her younger brother Daniel who has Sotos Syndrome, said she often sees her role as simply being his big sister: "I just love to spend time with him and it just happens to be that spending time with him sometimes requires looking after him in different ways to normal life."

JULY

Family carers including Agnes O Shaughnessy from Co. Clare, whose son Alex has a compromised immune system following treatment for a rare form of cancer, spoke to Today with Claire Byrne on RTÉ Radio 1 to call for the urgent vaccination of 12-15 year olds at risk of serious illness from Covid-19. She said that the pandemic has "gone on and on and on" and while the vaccine was the "light at the end of the tunnel", Alex still had not been vaccinated.

AUGUST

Family Carers Ireland's Caring Employers programme was the focus of a feature in the Irish Times which highlighted how multinational healthcare company Roche has benefited from signing up to the initiative. "We want employees to know that it is okay to have the caring conversation with their line manager" said Carole Shaw, HR business partner and wellbeing lead at Roche.

SEPTEMBER

In an interview with The Herald, family carer Joan Daly from Dublin, who cares for her daughter Sophia who has cerebral palsy, arthrogryposis (limited joint movement) and scoliosis, spoke of her fears for the future, financial concerns, the battle to access supports and services and her belief that Carer's Allowance should be based on needs rather than means.

OCTOBER

Brenda O'Connell-Barry from Co. Cork appeared on Ireland AM on Virgin Media One following the recent passing of her seven year old son Fionn who had a very rare genetic mutation called NACC1 and required 24/7 care. Brenda, who was named Carer of the Year in 2018, spoke about how much the award meant to her and how it gave her a platform to help raise awareness of and advocate for all of Ireland's family carers.

NOVEMBER

Lynsey O'Donovan from Dublin and her four children appeared on The Late Late Show on RTÉ 1 to chat about how the family have benefited from the support of FCI through the Late Late Toy Show Appeal. Speaking to Ryan Tubridy, Lynsey said that her "amazing" daughters Sophie, Katie and Robyn, who help care for their brother Jack who has cerebral palsy, epilepsy and is confined to a wheelchair, "do stuff for their brother that no child their age has to do or should have to do but they do it without a blink of an eye."

DECEMBER

Leinster Netwatch Young Carer of the Year Evan Corbally and his mum Gillian Martyn from Dublin appeared on Ireland AM on Virgin Media One. Evan spoke about his role in caring for his two little sisters Rose and Aoibhin who both have autism, the "shock" of receiving the award and the recognition it has brought to his role. While Gillian highlighted the constant battles parents face when they have a child with any sort of additional needs or children with additional needs. "As soon as one battle is over, it's on to the next," she said.

SELF-IDENTIFICATION CAMPAIGN

Family Carers Ireland's Christmas self-identification TV and radio campaign 'Who Cares?' went live on 1st December 2021 across Virgin Media One, Two and Three and ran until 26th December.

The strategy behind the campaign was to prompt family carers in communities all over Ireland to self-identify and to approach FCI for supports and services, no matter where they are on their caring journey. The purpose of the campaign was to extend our reach as the national charity supporting family carers; to encourage them to visit our website, to Freephone our Careline and to engage with our Carer Support Managers.

We would like to thank all of those who took part and featured in the 40 second advertisement which was filmed at the RDS in Dublin - Brenda O'Connell-Barry; Moira, Paul and Ciara Skelly; Damien Douglas; Tracy,

Noah and Willow Carroll; Teena Gates and Terry Martin and Louise and Jack O'Grady.

The extensive advertising campaign, which also included a station takeover in the key days around Christmas Day as well as informative tips signposting carers to our supports, was also supported with in-show content across popular home-grown shows Ireland AM and the Six O'Clock Show.

Taking to the airwaves!

To complement our 'Who Cares?' campaign across national radio, we also recorded a 20 second radio advert which aired from December 1st for two weeks across RTÉ Radio 1, RTÉ 2FM, RTÉ Lyric FM, FM104, Q102, Cork 96/C103, Galway Bay FM, Limerick 95, LMFM, WLR.



NETWATCH FAMILY CARER OF THE YEAR

Throughout Ireland, family carers dedicate themselves to providing remarkable levels of care in the home to loved ones, relatives and family friends with additional needs. The annual Netwatch Family Carer of the Year Awards seek to recognise the contribution of Ireland's forgotten frontline and shine a light on the challenges that many face in their caring roles.

Karen Smith from Co. Louth was named the 2021 Netwatch Family Carer of the Year at an intimate awards ceremony held in November at The Westin Hotel, Dublin and hosted by broadcaster Miriam O'Callaghan.

While Evan Corbally (17) from Hollystown, Dublin was named the Leinster Young Carer of the Year. He cares for his two younger sisters Rose and Aoibhín who both have autism. He also has a five-month-old baby brother.

The ceremony also included the presentation of the first ever Laoch Award – in recognition of outstanding commitment to caring for a loved one and advocacy work on behalf of all family carers – to Brenda O'Connell-Barry from Charleville, Co. Cork. Brenda cared 24/7 for her son Fionn who had a very rare genetic mutation called NACC1 and sadly passed away in September



A mother of two boys and two girls (24, 20, 18 and 13), three of whom have additional needs such as ADHD, Asperger's syndrome, sensory processing disorder, ODD and dyspraxia, Karen also cares for her father who has developed blindness due to diabetes and her mother who has emphysema. She was nominated by her youngest daughter Megan who describes her mother as both "a legend and hero". Megan said her mother has looked after them all their lives and, despite her own health issues, "she never complains and always puts her children and the community first."

The Munster Young Carer of the Year was Clodagh Bennett (18) from Rosbrien, Limerick who cares for her two sisters Niamh and Saoirse and brother Aidan - all three are on the ASD spectrum.

Alex Barr (11) from Drumadooey, Birdstown, Co. Donegal was the Ulster Young Carer of the Year. He had just started Junior Infants when his mother Samantha became unwell and has cared for her ever since.

Zoe Gilmartin (13) from Bonniconlon, Ballina, Co. Mayo was named the Connacht Young Carer of the Year for going above and beyond for her little brother Ryan who has Down Syndrome.

2021. She continues to be a powerful advocate for all family carers.

Congratulations to everyone nominated for the awards and a sincere thank you to all of those who submitted nominations. Thank you also to our fantastic sponsors Netwatch for their continued support.



REPRESENTATION ON NATIONAL COMMITTEES

Core to our work as a charity representing Ireland's family carers and advocating on their behalf is ensuring that their voices are included in the development and deliberations of relevant policy, legislation and strategic groups. We do this through targeted

ongoing engagement with family carers; undertaking and engaging with relevant research; and through representation on a number of national and regional/local committees as outlined below.

NATIONAL COMMITTEES

Committee	Purpose	FCI Rep(s)
Advisory Group on National Standards for Homecare and Support Services	Advising HIQA on the development of National Standards for Home Care	John Dunne
Citizens' Assembly Group	Coalition of 10+ organisations to advance the recommendations of the Citizens' Assembly	Catherine Cox
Coalition on Gender Equality	Formed in 2021 to advance the constitutional recommendations made by the Citizens' Assembly, in particular the replacement of Article 41.2 (woman in the home) with language that is not gender specific and obliges the State to take reasonable measures to support care within the home and wider community	Clare Duffy
Community and Voluntary Pillar of Social Partnership	FCI is one of the 17 members of the pillar which provides a forum for ongoing engagement with Government on the key economic, social and sustainability challenges facing Irish society and reflects the value of social dialogue. As well as being members of the Community and Voluntary Pillar, FCI are also represented on three of its Bi-lateral Linkage Groups, including Linkage Groups for the Department of Health, the Department of Social Protection and the Department of Children, Equality, Disability, Integration and Youth.	Clare Duffy
Day Care Services Focus Group	Set up during Covid-19 to monitor reopening of day care services for older people	Catherine Cox
Dept. Social Protection Review Group for Domiciliary Care Allowance	Established by Minister for Social Protection in 2012, group was charged with reviewing the administrative, medical assessment and appeals processes underpinning the scheme. While the work of the group was completed in 2015, it can be recalled on a periodic basis	Clare Duffy
Disability and Family Carers Group Alliance	Four organisations working together - AsIAm, Inclusion Ireland, Down Syndrome Ireland and FCI – to represent children with special educational needs and their family carers	Catherine Cox
Eurocarers Policy Working Group	Brings together care organisations and research institutions to enable evidence-based advocacy and policy advancement at a European level. Group works to ensure that care is valued and recognised as central to the sustainability of health and long-term care systems and that EU and national policies take account of carers.	Clare Duffy
Homecare Coalition	Group of 23 NGOs working collectively to ensure the implementation of an adequately-resourced, person-centred statutory home care scheme.	Clare Duffy Catherine Cox
Home Care Providers Alliance	Home and Community Care Ireland, National Community Care Network and FCI developing a joint position on the future of Home Care	John Dunne Sean Dillon
HSE National Patient Forum	Established in 2015 to act as a first point of reference for HSE divisions and clinical care programmes when seeking input from patients/service users in the planning, design and delivery of services and to act as a sounding board for implementation of new and existing national programmes.	Clare Duffy

HSE Subgroup on the Development of Codes of Practice on Advance Healthcare Directives	FCI represent the HSE National Patient Forum subgroup which was established to prepare recommendations for the Code of Practice for the Advance Healthcare Directive provisions of the Assisted Decision Making (Capacity) Act 2015. The subgroup reports to the Multidisciplinary Working Group established by the Department of Health to oversee this work.	Clare Duffy
Loneliness Taskforce	Coalition of organisations and academics who work to increase awareness of loneliness and to continually advocate for policy change to address loneliness at local and national level.	Clare Duffy

REGIONAL/LOCAL COMMITTEES

Committee	Purpose	FCI Rep(s)
HSE Steering Committee Family Carer Needs Assessment Pilot in Community Healthcare West	In 2018, the National Dementia Office, with support from the Department of Health, was successful in an application for Dormant Accounts Funding to pilot the roll-out of the interRAI Family Carer Needs Assessment (FCNA). In 2021, a FCNA Pilot Programme Steering Group, with representation from FCI, was established to oversee and steer the implementation of the pilot in Community Healthcare West, and provide advice and direction to the project team.	Clare Duffy
The Bord na Móna Community Gain Committee	Committee administers grants for communities impacted by Bord na Móna's wind farm developments.	Padraig McGrath
Regional Health Forum – South	Includes representatives from the city and county councils within that area. The forum makes representations to the HSE on the range and operation of health and personal social services in its area, and the HSE in turn provides administrative services to the forum. One of the functions of the HSE's Regional Offices is to ensure that appropriate administrative support is provided for the operation of the Regional Health Fora.	Richie Molloy
Public Participation Networks (PPN)	A network of community, voluntary, social inclusion and environmental organisations, working to build a better county for the community. The PPN acts as an information hub, keeping the community informed of relevant local issues, news, events, resources and supports. (Kilkenny, Carlow, Roscommon, Waterford)	Eddy Keevan Bernie Dowling Marie Keating
Mental Health Service Laois & Offaly	Provides a range of community-based mental health services. The mental health team normally includes a consultant psychiatrist, registrar in psychiatry and nurses. In many areas, the services of an addiction counsellor, psychologist, social worker and occupational therapist are available.	Beth Wogan
Dublin North City and County - Chronic Disease Hub	User Forum is a formal communication channel for Chronic Disease Hub Managers to communicate with patients/ service users and their carers in relation to how integrated care is to be delivered and managed in the Dublin North City, Dublin North West and Dublin North County Hubs.	Sean O'Doherty
SICAP Team Dementia Café	The Dementia Café is an online event, organised by the SICAP team at Roscommon Leader Partnership, which offers support and assistance to families affected in partnership with other community organisations.	Bernie Dowling
Cork Support Arts Team (CAST)	Works with artists, cultural groups, art facilities, organisations and numerous other individuals to ensure access to the arts for all residents and visitors.	Michelle Moriarty
Wexford Older People's Council Executive Committee	Established under the auspices of the County Wexford Age Friendly Programme to put the voice of older people central to decision-making about matters that affect their everyday living.	Jason Carroll
Wexford Dementia Alliance	A collaboration of health and social care professionals and various organisations involved in the support of people with dementia.	Jason Carroll

INTERNATIONAL

Sharing knowledge and best practice at national and international levels is an important part of FCI's activities. As such, collaboration with international carer organisations, relevant universities and research institutes is an important part of our work.

To support this, FCI continues to be an active member of Eurocarers, the European network representing family carers and their organisations. The network currently brings together 75 carer organisations as well as relevant research and development organisations from 26 countries – a unique combination that enables evidence-based advocacy. Staff from FCI are active members of the Eurocarers Research Working Group, Policy Working Group and the Young Carers Group with Dr Kathy McLoughlin serving as Vice-President of the Eurocarers Research Working Group in 2021.

FCI has also played an active role in each of the European Parliament Informal Carers Interest Group meetings that took place virtually throughout 2021.

Through our membership of Eurocarers, FCI has been involved in a number of publications and policy developments at European level, including:

EUROCARERS' POSITION PAPER: THE GENDER DIMENSION OF INFORMAL CARE

In December 2021, Eurocarers published a position paper mapping out the gendered dimensions of informal care. In this paper, the key issues, impact and solutions to improving the unequal distribution of care between women and men are discussed, highlighting care as one of the most problematic areas in the EU in terms of gender equality.

NEW EUROPEAN CARE STRATEGY

During her State of the Union Address in September 2021, European Commission President Ursula von der Leyen announced that the commission will "come forward with a new European Care Strategy to support men and women in finding the best care and the best life balance for them". Eurocarers will feed into this consultation in early 2022.

THE 2021 LONG-TERM CARE REPORT

The European Union (EU) has taken an important step in recognising the crucial role of family carers in long-term care through its joint Social Protection Committee/European Commission (DG EMPL) Report on Long-term Care, which provides a comprehensive and detailed overview of the common challenges faced by member states in the area. The short and long-term costs of caring on family carers as well as the economic value of family care are mapped out in this report, highlighting why supporting carers is a fundamental social policy issue.

RARE DISEASES INITIATIVE

Members of the European Parliament called on the EU Commission to present an action plan on rare diseases in November 2021. The commission's work programme for 2022 includes a commitment to revise legislation on medicines for children and rare disease. The ongoing revision of the EU Orphan and Paediatric Medicines Regulations have the potential to improve patient access to rare disease therapies and determine related policy and engagement priorities for Ireland.

WORK-LIFE BALANCE DIRECTIVE

The EU Directive on Work-Life Balance for Parents and Carers is due to be transposed into Irish law in August 2022¹. The directive seeks to ensure gender equality with respect to employment throughout the EU by facilitating a work-life balance for working parents and carers. It sets out the minimum requirements for paternity, parental and carer's leave, along with flexible working arrangements. The provisions afforded through the directive will be in addition to the measures already in place to support working carers under the Carer's Leave Act 2001.



EU Directive 2022

The new EU Directive on Work Life Balance for Parents and Carers is due to be transposed into Irish law in August 2022.

This includes some important changes for family carers including the right to request **flexible work and the right to at least 5 Carer's Leave days a year**.

In order to provide men and women with caring responsibilities with greater opportunities to remain in the workforce, each worker should have the right to carers' leave of five working days per year. Member States may decide that such leave can be taken in periods of one or more working days per case. In order to take account of divergent national systems, Member States should be able to allocate carers' leave on the basis of a period other than a year, by reference to the person in need of care or support, or by case. A continued rise in care needs is predicted, because of an ageing population and, consequentially, the concomitant increase in the prevalence of age-related impairments. The rise in care needs should be taken into account by Member States when they develop their care policies, including with regard to carers' leave. Member States are encouraged to make the right to carers' leave available with regard to additional relatives, such as grandparents and siblings. Member States can require prior medical certification of the need for significant care or support for a serious medical reason².

1. <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1158&from=EN>

2. Section 27 <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1158&from=EN>



ORIGINAL RESEARCH

UNDERPINNING EVIDENCE-BASED POLICY

RESEARCH

Throughout 2021, Family Carers Ireland focused on utilising findings from research to raise awareness of family carers to diverse audiences. These include the publication of co-authored peer-reviewed publications, through hosting our own online research conference and delivering presentations, lectures and talks to carers, academics, clinicians and key stakeholders on a range of topics such as carer health and wellbeing, young carers, seldom heard voices and gender and dementia care.

2021 was a busy year for partnering with university-based researchers, particularly on the Health Research Board's Covid-19 Grant and the Irish Research Council's New Foundations Scheme grants. We continued our work on building and coordinating research involvement and engagement among family carers, researchers and other stakeholders, through our work with UCD and UCC PPI Ignite, Health Research Charities Ireland (HRCI) and via our own Public and Patient Involvement (PPI) panel where we facilitated the meaningful involvement of carers in multiple projects. We also worked with numerous researchers promoting research opportunities to our members.

We continued to build our internal research programme in 2021, commissioning important work on the costs of caring arising from disability, refining our 2022 State of Caring survey and strengthening our research governance through the development of a research strategy and the establishment of robust ethical principles underpinning our internal and external research activities.

IRISH RESEARCH COUNCIL'S NEW FOUNDATIONS GRANTS

In 2021, FCI endorsed seven successful applications for the Irish Research Council's (IRC) New Foundations Scheme. Each research project will be undertaken over a 9 month period and was awarded funding of €12,000. These research projects focused on areas such as carers and medication management, research prioritisation, experiences of caring during Covid-19, factors influencing sustainability in dementia care and a conceptual piece examining where the social contract for care lies in the Irish context. Outputs from the projects are expected in 2022. Applications to the 2022 round of this scheme were made in Autumn 2021 and we await the outcome of this application.

FCI AUTUMN RESEARCH CONFERENCE

FCI hosted a very successful online Autumn Research Conference in November 2021. The conference presented the preliminary findings from the seven IRC New Foundation research projects and finished with representatives from Health Research Charities Ireland (HRCI) and UCD PPI Ignite reflecting on the role of patient and public involvement (PPI) in carer-related research. The conference was attended by 60 delegates who engaged with the content of the conference over the morning. PowerPoint slides and the recording of the event are available on the FCI website.

HEALTH RESEARCH BOARD (HRB) COVID-19 RAPID RESPONSE FUNDING

Around the world, organisations like FCI have supported family carers under pressure during the Covid-19 pandemic. In 2021, FCI, in partnership with University College Cork (UCC), Maynooth University, Linneaus University and Eurocarers, compared models of support for family carers across Europe and evaluated models developed to provide support in Ireland to family carers during the pandemic. Supports evaluated under this HRB Covid-19 Rapid Response Fund project include FCI's counselling service, emergency scheme for family carers and intensive wellbeing reviews.

As part of the project, FCI, UCC, and Maynooth University held a virtual knowledge exchange and dissemination event in July aimed at organisations who have developed new ways to support family carers during Covid-19. The event was opened by FCI CEO John Dunne followed by an address from Minister for Mental Health and Older People Mary Butler. Seventy-three people attended this event in early July, where many organisations came together to talk about how they had adapted or developed new services to support family carers.

Outputs from this research project are due in 2022.

VINCENTIAN PARTNERSHIP FOR SOCIAL JUSTICE (VPSJ) RESEARCH ON THE COSTS OF CARING

FCI commissioned the Vincentian Partnership for Social Justice (VPSJ) to identify the additional needs and expenditure required for a household caring for an adolescent child with a profound intellectual disability in order to establish a Minimum Essential Standard of Living (MESL). FCI has anecdotal evidence demonstrating the additional costs associated with caring, but required reliable evidence on the additional needs and expenditure associated with caring to

support our policy work on the adequacy of social transfers and related payments. VPSJ, supported by FCI, conducted four focus groups with 32 carers between September and November 2021. Participants were identified as having considerable familiarity with the social, economic and medical circumstances of the case study family and made the decision about what a case study household needs in order to have an MESL. The findings and research report will be published in early 2022.

CAREWELL PROJECT

In 2021, FCI continued its partnership with UCD on the CAREWELL project, a Health Research Board (HRB) funded project which aims to develop a workplace-based programme to promote health and self-care behaviours among family carers in paid employment. FCI are co-authors on two peer-reviewed publications emerging from the research. A Research Assistant, employed by FCI to work on the CAREWELL project, has recorded a number of podcasts on the topic of working carers. The podcast series titled 'Carewell Conversations' will be launched in 2022.

HEALTH RESEARCH CHARITIES IRELAND – HEALTH RESEARCH BOARD JOINT FUNDING SCHEME

FCI is a member of the Health Research Charities Ireland (HRCI), the national umbrella organisation of charities active in health, medical and social care research. Since 2006, HRCI and the HRB have operated a 'joint funding scheme'. This scheme allows charities to support research of particular interest to them, where they might otherwise not be in a position to finance the full cost. In September 2021, FCI opened a call under this funding scheme. Applications are currently under review with shortlisting due to take place in early 2022.

FCI PUBLIC AND PATIENT INVOLVEMENT (PPI) PANEL

The FCI Public and Patient Involvement (PPI) Panel is a small group of family carers who are interested in getting involved in carer-related research as co-researchers. These 'experts by experience' have received training from academics at UCD so they can influence, advise and work with researchers across Ireland. Throughout 2021, members of the panel supported researchers from a number of universities including the Royal College of Surgeons Ireland, Trinity College Dublin, Maynooth University and University College Cork. Researchers from institutions across Ireland are increasingly expressing an interest in engaging with members of FCI's PPI Panel.

COUNTING CARERS: CARER PREVALENCE IN IRELAND

Throughout 2021, FCI worked on a new working paper explaining the carer prevalence data used by the organisation and the method used for estimating

the replacement value of care. The paper will identify some of the weaknesses in national data available on family carers, highlighting problems with how questions are asked and the understanding of care underpinning questions in the census and other survey data. The report will be published in early 2022.

RESEARCH PARTNERSHIPS

FCI has continued to develop key research partnerships with universities, research institutes and organisations at national and international level:

- FCI sits on the Executive Committee for UCD PPI Ignite which actively embeds PPI in health and social care research, education and training, professional practice and administration.
- FCI became a local partner to the UCC PPI Ignite project and has contributed to the development of the national PPI Ignite Network's Equality, Diversity & Inclusion strategy.
- During 2021, FCI was invited to speak at multiple events with a PPI focus, including the PPI Ignite Network @ UCD Local Launch and the UCC PPI Seminar 'Centering & Embedding Family Carers in the Co-Production of Research, Supports and Policy'. FCI also delivered a presentation on the seldom heard voices research to the UCD PPI Ignite Group.
- FCI has continued to support the research programme of Eurocarers, with Dr Kathy McLoughlin serving as Vice-President of the Eurocarers Research Working Group. FCI has participated in two Eurocarers Research Working Group meetings, sharing updates on the organisation's research activities.
- FCI presented a paper with National University of Ireland, Galway (NUIG) at the Eurocarers Young Carers Conference in May 2021.
- FCI presented at Children in Hospital Ireland's Annual Lecture 'Childhood Illness: The Ripple Effect' addressing the lack of supports available to assist with the non-medical costs attached to having a child in hospital.
- Other international partnerships include sitting on the Steering Committee for the BREAK (Building Respite Evidence and Knowledge) Exchange, an international group of researchers, respite providers, agencies and individuals who are committed to building a culture of evidence-based respite care

FCI continued to regularly promote external research projects to carers via social media platforms and by contacting individual members who expressed an interest in research. FCI also participated in grant applications for multiple research projects.

ONLINE PRESENCE

WEBSITE

The Family Carers Ireland's website – www.familycarers.ie – is accessed by large numbers of family carers each year seeking support for their caring role, guidance on their rights and entitlements, information on services, activities, events, campaigns, membership and much more.

Visitors are met with an engaging slider image which directs users to specific campaigns or sections while throughout the site there are call back request forms along with 'quick links' to ensure that visitors can connect with FCI easily and find the information they need easily.

The site incorporates a comprehensive carer supports section which signposts family carers to specific supports including counselling, learning and education, our Emergency Scheme and Young Carers programme; organisational information such as governance and structure; details of our HSE-approved home care supports; updates on policy, lobbying and campaigning activities including related publications; information on research undertaken by FCI including a repository of reports published and much more.

In 2021, the site was moved from shared hosting to a dedicated server which offers improved speeds and stability and will allow for significant expansion of online offerings going forward including resource-heavy additions such as new eLearning courses.

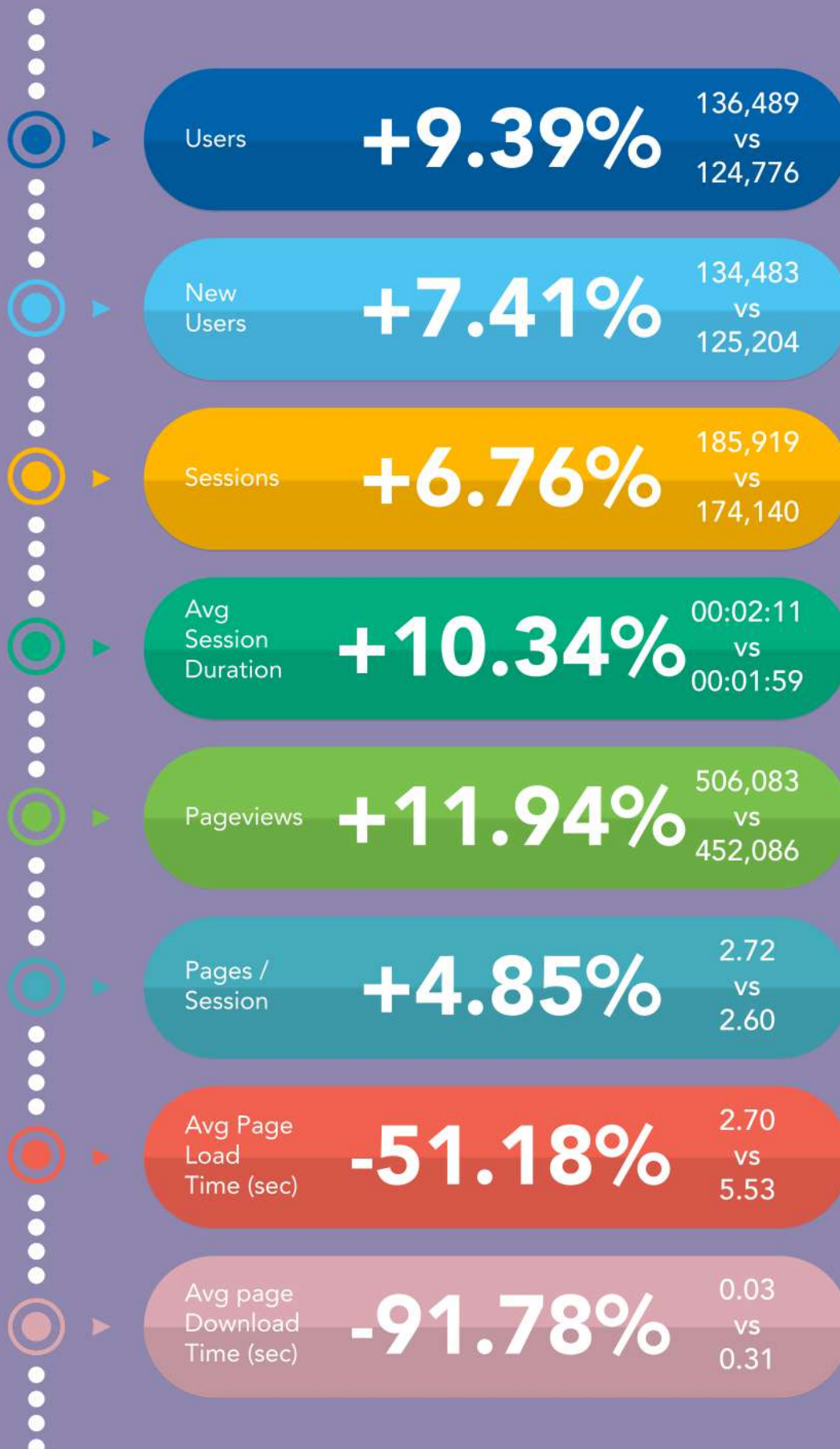
Additional development work in 2021 included the publication of a comprehensive online events calendar – which includes up-to-date information on everything from courses and workshops to information sessions and support group meetings happening both online and in-person across the country – and the creation of an online peer support forum which had 850 members at year end.

Almost 186,000 sessions were recorded on the site in 2021 – a near seven per cent increase when compared to 2020 – user numbers rose by over 9 per cent to nearly 136,500 while total page views rose by 12 per cent to over 506,000. Compared to 2020, page load times more than halved ensuring a much-improved user experience.

Further development work planned for 2022 includes the creation of a secure log-in portal where FCI members can access information on membership benefits, update their personal details and renew their membership; restructuring of the overall sitemap to further improve the user experience and ensure family carers can access information relevant to their caring role in the fewest clicks possible; the rollout of additional eLearning resources and the creation of subsites for both Young Carers and Home Support Services.



2021 V 2020



FINANCIAL REVIEW

During 2021, Family Carers Ireland had 150,000 direct engagements with family carers through our 21 centres, training and respite activities. In addition, we provided over 272,000 hours of in-home and respite support in the community.

Financial Overview

The financial results for the year are outlined in the Statement of Financial Activities (page 84), the Balance Sheet (page 85) and the Statement of Cash Flows (page 86) and further explained in the notes to the accounts on pages 87 to 101.

Income for the financial year was €10,798,334 which is derived from a wide range of funding streams but is predominately broken down into HSE, grant and fundraising. This funding is used to provide services and supports across the country to family carers and contracted services on behalf of the HSE with regard to supporting the cared for person in the home.

We continued to deliver our targeted programmes under the Dormant Accounts Fund and were successful in our additional bid to the Dormant Accounts Fund of €200,000 to extend and enhance the support under the 'Empowering Family Carers' programme.

We received €3,967,555 from our HSE funding partners to deliver a range of supports and services across our network along with national funding for key posts and shared services across the organisation.

The ongoing Covid-19 situation continued to have an impact on our ability to increase the delivery of home support hours. The shortage of qualified home care workers in the sector impacts on our ability to respond to the need for such support and thereby help more family carers.

We received donations amounting to €290,143 to support family carers and this allowed us to continue, at a reduced level, our crisis fund to support family carers. We continued to see an increase in the number of family carers presenting with very specific challenges, in particular children with special needs, following the level of closures during the year.

Expenditure for the year was €10,868,292 and is in line with our income and the associated fulfilment requirements of contracts and grants awarded. The net deficit on resources for the year was €69,957 which predominately reflects strategic investment in carer supports and a self-identification campaign.

Principal Funding Sources

Principal funding for the year arose from income from:

- Health Service Executive
- Department of Health (National Lottery Fund)
- Department of Environment, Heritage and Local Government (Scheme to Support National Organisations)
- Dementia 5 Steps programme
- Community Foundation of Ireland
- Dormant Accounts Fund
- and various private and corporate donations and grants.

Income

Total income for 2021 was €10.8m which is an increase of 9% on the 2020 levels. This increase predominately relates to charitable activities, the detail of which is outlined below.

Income from Donations and Legacies

Income from donations and legacies amounted to just over €290,000 which is a drop of just under of 41% on 2020 levels. This decrease relates in the main to a restricted corporate donation being a once off in 2020, with other donations received predominately from individual donors through our national network.

Income from Charitable Activities

Income under Charitable Activities comprises Service Level Agreements under Section 39 funding from the HSE, the delivery of home support under tendered contract prices with the HSE and specific purpose grants, with key grants being from the Dormant Accounts Fund, Scheme to Support National Organisations (SSNO), National Lottery Funding and Community & Voluntary Pillar.

In 2021, income from charitable activities was €10.09m which is an increase of 13% on 2020 levels and predominately relates to an increase in home support of just over €650,000, increase in grants of €75,000 and an increase in Section 39 of €412,000.

Family Carers Ireland was successful in the 2018 bid for the Home Care Package (HCP) tender competition as a Tier 1 provider in CHO 1 and 3 and a Tier 2 provider in CHO 2, 5 and 8. Prior to this tender, tiers did not exist and FCI would have provided home support services across all nine CHOs.

The provision of in-home support has become an important part of the organisation's activities, generating a modest surplus to subsidise our 'charitable' activities and also allowing us to gain a much fuller understanding of and engagement with HSE social care services.

Income from Trading Activities

Income from Trading Activities can be categorised into Fundraising & Membership and Other Trading Activities. Income from Trading Activities for 2021 was €381,247 which is a decrease of 8% on 2020 levels and represents a drop in Fundraising & Membership income to €228,997 and an increase in Other Trading Activity to €152,250.

Fundraising & Membership income are important revenue streams for FCI but form a small part of our overall total income. Our strategic plan has a focus on growing both income streams over the five-year period and 2021 saw membership continue to grow consistently throughout the year. Other Trading Income was affected by Covid-19 which will continue into 2022.

Income from Investments

Income from Investments for 2021 was €34,361 which represents an increase of 29% on 2020 levels and comprises rental income and bank interest received on short term deposits.

Expenditure

Total expenditure for 2021 was €10.9m which is an increase of 10% on 2020 levels. This increase predominately relates to charitable activities, the detail of which is outlined below.

Expenditure on Raising Funds

Expenditure on raising funds breaks down into Fundraising & Membership and Other Trading. Fundraising & Membership has increased by 55% on 2020 levels and reflects investment in membership, with 'Other Trading Expenditure' decreasing by 15% on 2020 levels.

Expenditure on Charitable Activities

Expenditure on Charitable Activities comprises the fulfilment of Service Level Agreements under HSE Section 39 funding, of home support contracts at tendered rates with the HSE and programme delivery of specific purpose grants, with key grants during the year from Dormant Accounts Fund, Scheme to Support National Organisations (SSNO), National Lottery Funding and Community & Voluntary Pillar.

In 2021, expenditure on charitable activities was €10.8m which is an increase of 10% on 2020 levels and predominately in line with the increase in income levels.



Reserves

The board has responsibility for developing an appropriate reserves policy for the organisation.

The reserves policy was developed taking into consideration the requirement to retain sufficient unrestricted reserves to safeguard the continuity of its core activities whilst making sure that the maximum resources are going towards these activities.

The reserves policy in Family Carers Ireland is to maintain unrestricted reserves at a level which ensures the organisation's core activity could continue during a period of unforeseen difficulty and it is considered prudent to hold at least six months' cover.

The Finance and Organisation Committee review the level and adequacy of the reserves on an annual basis which is brought to the board as part of the annual Financial Statements review. Where reserves fall lower than six months, the board requires the Executive Management Team to prepare a plan to address the issue within a reasonable time frame.

The organisation receives income under two specific categories; unrestricted income which has no specific restrictions attached to how this money is spent except within its charitable objects and restricted income which can only be used for a specified purpose.

The restricted reserves are zero and the unrestricted reserves are €2.65m at year-end with these levels having been reviewed by the board through the Finance and Organisation Sub-Committee. This is reviewed against our policy to hold six months' reserves which equates to €2.33m and therefore the board considers the current level of reserves to be adequate.

The calculation of the required level of reserves is an integral part of the organisation's planning, budget and forecasting cycle, taking into consideration the risks associated with each income stream and the organisation's commitments.

Investments

The charity has no long-term financial investments. All reserves are on short term deposit to ensure the effective management of cash-flow and access to liquidity.

Impact of Covid-19

Family Carers Ireland continues to be affected by the global Covid-19 pandemic, like many other charitable organisations, but is hopeful as we emerge from the restrictions and learn to live alongside Covid-19.

As an organisation, we have worked very hard to support family carers through this crisis, coming up with innovative ways in which to support from afar, ranging from online counselling to emergency planning along with a range of intensive practical supports to vulnerable family carers.

Our support to family carers will continue as adjust to a new normal, by adapting and changing our supports to the needs of our carers. How we deploy our staff and volunteers to deliver our carer support and home support services has also been adapted in light of the Covid-19 situation with our office-based staff working in line with government advice as it changes with the variants and our home support staff being provided with additional PPE, new protocols and training necessary to safeguard against the virus.

Management have considered the impact of Covid-19 on the 2021 financial position and how it will affect resources, both incoming and outgoing, over the next two years until December 2023. In conjunction with this review, the cashflow position has been projected forward for the same two-year period with sensitivity analysis included in the considerations, along with best, worst and most likely scenarios reviewed. Whilst it is expected that Covid-19 will impact negatively on the organisation's resources in 2022, it is not likely to have such an impact that would impede the charity's ability to sustain itself in the longer term. This conclusion is drawn from following a detailed review of the level of risk and uncertainty facing the organisation, the likely outcome and our measured response to these outcomes and uncertainties.

At the time of writing, the budget for 2022 has been approved by the Board of Directors, following careful consideration of various budget scenarios with a conservative approach adopted for the year ahead – this approach has taken into consideration our current funding partners, the organisation's ability to reduce its cost base, should the need arise, and risks facing the organisation. Projections for a two year period to the end of December 2023 have been reviewed using the three scenarios of worst, best and most likely outcome.

All things considered, it is probable that Family Carers Ireland will deliver a net deficit position for the 2022 financial year. However, given the current level of reserves at the 2021 Balance Sheet date, whilst not sustainable in the long term, it is something which is capable of being supported in the short-term.

Post Balance Sheet Events

There have been no other events since the balance sheet date, which necessitate revision of the figure in the financial statements, or inclusion of a note thereto.



FUTURE PLANS

Many of the initiatives in response to the challenges presented by Covid-19 have demonstrated their long-term value and relevance to family carers who are struggling or in crisis for any reason. Some sense of the scale of increase in our levels of activity is that we now routinely have 100,000 online engagements per month – compared to about 10,000 in 2019 – at the heart of our universal supports. The scale of increased primary engagement feeds into proportionate increases in demand for secondary and tertiary support. A key objective – and challenge – for 2022 will be to begin to restore in-person programmes and activities whilst also continuing to meet the levels of demand for virtual supports that have evolved over the past two years.

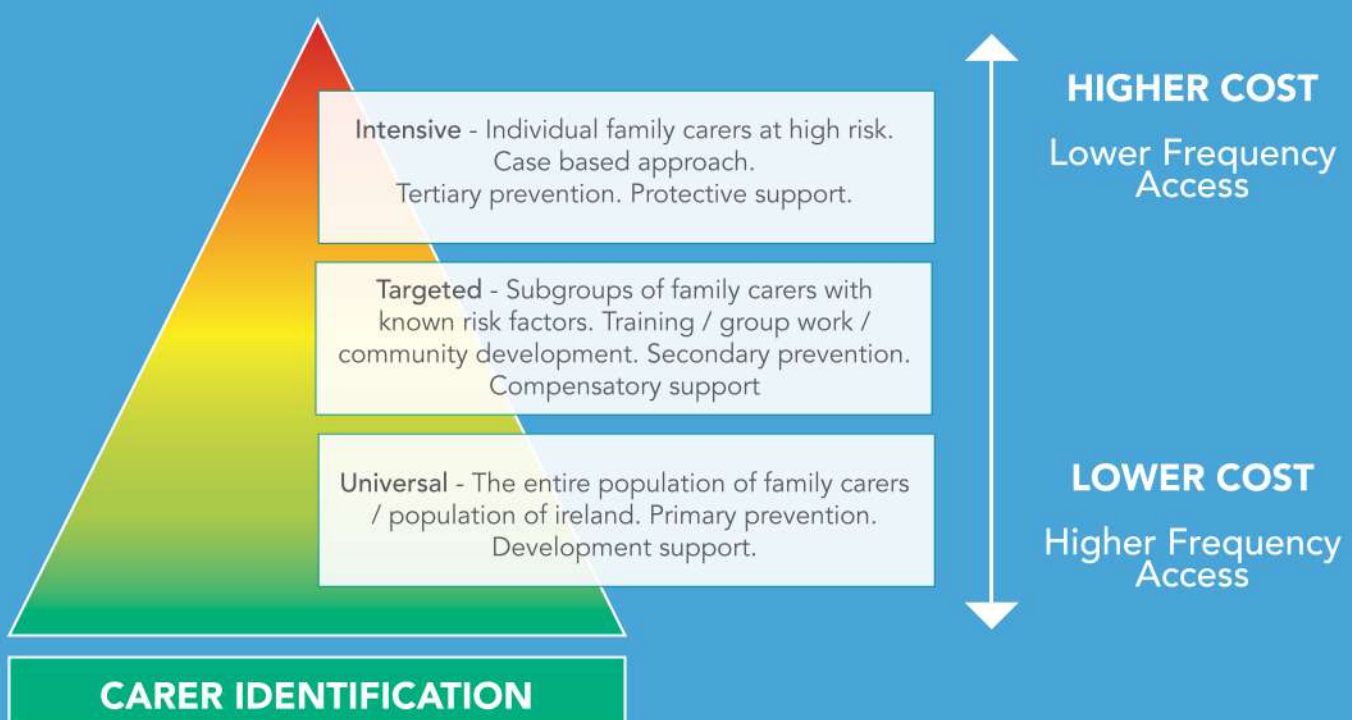
For most of 2021, the organisation was obliged to rely on corporate and public fundraising underpinned by our financial reserves to sustain increased levels of activity. Towards the end of the year, as noted elsewhere in this report, we reached an agreement with the HSE and the Department of Health which provides for an increase in our annual grant as a first instalment in the roll-out of a

nationwide Carer Guarantee. This increased funding is very welcome but presents two distinct challenges in its own right.

The first – recruiting an additional 30 carer support staff – is challenging in terms of scale and against the backdrop of a significantly tightened labour market in 2022.

The second challenge relates to the fact that whilst very welcome, the increase in funding is not sufficient to enable the full roll-out of the Carer Guarantee so our service planning has to fit within a staged approach to achieving this in a way that allows coherent progress towards the vision of a core bundle of carer supports equally accessible in every part of the country.

In order to maximise the efficiency and effectiveness of our programmes, we have adopted a public health approach to triaging our response to individual cases – distinguishing between three levels of support:



In addition to scaling up each of these levels to meet increased demand, we also have to become more sophisticated in our response to particular issues that characterise different cohorts of the carer demographic and different categories of caring situations. This annual report reflects some early successes in this regard but it will require several years of sustained effort to fully realise this vision.

Another key priority for 2022 will be to consider the request for proposals under the new home support tender when it is published mid-year. Whilst the government committed significant additional funding to this important public service in 2021, the current delivery system is increasingly dysfunctional. A number of positive initiatives are underway which have the potential to improve matters significantly but it is unlikely that any of them will be in place in advance of the tender which means that matters are considerably less clear than they should be.

We will continue to engage on the promised statutory basis for home care, including statutory regulations

being drawn up by the Department of Health and a set of national standards being developed by HIQA.

Our other major focus in terms of legislation is the government's intention to commence the Assisted Decision Making (Capacity) Act in June 2022. We believe that this plan will cause utter chaos for 18,000 family carers who support adults with profound intellectual disability or lack of capacity. Whilst we continue to seek assurances in this regard, we are also gearing up to be able to respond to our worst case scenario should that become necessary.

Family Carers Ireland commenced operations at the beginning of 2016 and, after five years of operation, the board has begun a governance review process to consider whether and/or how the current constitution might be improved. Any proposals will be brought to an EGM in the course of 2022 so that in the second half of the year work can commence on a new Strategic Plan for the organisation covering the period 2023 – 2028.



OUR PEOPLE

Family Carers Ireland's cohort of office-based staff increased by 6% up to 82 in the twelve-month period up to December 2021. Significant recruitment is planned for quarters two and three of 2022 under the Carers Guarantee funding which will result in our headcount increasing by 36% to 130 employees.

The organisation's Home Care Worker headcount was 359 at the end of December 2021 which was a decrease from the 379 employed in December 2020.

Through working with Family Carers Ireland, our employees belong to an organisation that supports and values family carers and their loved ones across the country. The sense of personal satisfaction and achievement in being even a small part of this work is something that cannot be quantified. In tandem with this, our employees enjoy a range of tangible benefits that are explained in more detail below.

POLICIES & PROCEDURES

All Family Carers Ireland policies and procedures are available to employees initially when they join the organisation through the induction process and subsequently through regular updated documents which are published on the SharePoint platform. These are emailed directly to our Home Support Services staff who are not office-based. These support the employee through their own employee life-cycle and also in their role if they manage other employees.

Policies are regularly reviewed and updated in line with legislative changes.

COVID-19 SUPPORTS

Family Carers Ireland has been committed to supporting all of our employees as we continue to navigate through the Covid-19 pandemic. All employees who were operating in frontline roles on behalf of the organisation were equipped with all necessary personal protective equipment, training and managerial support. Office-based employees who could successfully fulfil their roles remotely/from home did so, therefore reducing the number of people in our support centres which allowed our frontline staff to continue to safely meet with family carers in person when necessary.

REMOTE WORKING

To date, the remote working model has been very successful for the organisation. In recognition of its effectiveness as well as the need for employees to return to face to face interaction with colleagues, an element of remote working will form part of our future working model.

REWARD

Family Carers Ireland has worked extremely hard over the past decade to be in a position to offer our employees a best in class reward framework which recognises the significant contribution and positive impact they make to our organisation and therefore to family carers across the country.

The final piece of this reward framework is the introduction of access for office-based staff to a defined contribution pension scheme with effect from May 1st 2022. This complements the following benefits already in place:

- Competitive salary levels benchmarked against the sector and wider economy;
- Travel and subsistence payments based on public service rates;
- Paid sick leave supplemented by a permanent health insurance scheme which provides extended income (including pension contribution) for long-term illness;
- Paid maternity and paternity leave;
- Generous death-in-service benefit;
- Attractive annual leave entitlement;
- A co-funded defined contribution pension scheme.

DEVELOPMENT OPPORTUNITIES

Our employees continue to develop challenging and rewarding careers across numerous functions within a growing Family Carers Ireland. In 2021, a significant restructure of the former Operations function into two new functions; Home Support Services and Carer Supports, resulted in many progression and development opportunities for current employees. The recruitment of many new employees has also provided opportunities for the identification of process improvement and efficiencies leading to many improved working methods and models.

Specific training opportunities for roles continue to be offered to employees.

EMPLOYEE WELLBEING

Family Carers Ireland continues to promote and encourage employee wellbeing. The organisation has specifically recognised the significant challenges our employees have faced throughout the pandemic. To continue providing support to our employees, the following has been offered by the organisation:

- Regular 1:1 meetings with line managers and team meetings with colleagues and peers;
- New employees to the organisation who are working remotely have been assigned a buddy;
- Ongoing access to the Employee Assistance Programme which provides 24-hour access to confidential support and advice to address personal and work-related problems that are impacting their physical and mental wellbeing. This service is also available to family members of our employees;
- Participation for office-based staff in a staff wellbeing initiative led by our National Lead for Psychosocial Supports;
- Flexibility in terms of working hours recognising that the additional challenges being faced by our employees did not always neatly fit outside of our working hours.



DONATIONS AND FUNDRAISING



Over the years, Family Carers Ireland has been fortunate to be nominated by many businesses for charity events and giving. When the pandemic arrived on our shores and upended our traditional methods of raising funds for key supports and services for family carers, we relied heavily on the generosity of others. Following on from 2020, the last year has proved successful in terms of maintaining relationships with some key corporates and for this we are eternally grateful. Their generosity enabled us to continue operating the National Crisis Fund throughout 2021 and give family carers in crisis the support they need.

The entire team at Family Carers Ireland extends their thanks and appreciation to: Netwatch, Horizon, John McKeon Pet Stop (Buy4Pets Online), All Glass, GE Exotic Fruits, Tesco, JP McManus, Hamilton House, MKC, PJ Power, Springhill, The Iris O'Brien Foundation and Asgard Cleanroom Solutions who have supported our cause and believed in our work. Their donations

have changed the lives of hundreds of carers, the length and breadth of the country.

NATIONAL EVENT FUNDRAISING

FLIPPING FOR CARERS: 2021 saw our charity continue to be creative in terms of fundraising events that fell within the restrictions of the country at that time. As we continued to cope with a national lockdown in February, the team got busy capitalising on the popularity of Pancake Tuesday by launching "Flipping for Carers". Horizon proudly supported our national event which had an online call-to-action for members of the public to flip their pancakes for family carers, upload a video onto social media, nominate four friends and donate €4. Social media engagement was excellent and the monies raised went straight into our National Crisis Fund.



PAWS FOR A CAUSE: As Government began easing restrictions, our June fundraising event could not have happened at a more opportune time. The weather was improving, outdoor hospitality was resuming and the general feeling among the public was one of hope. Taking place during National Carers Week, our fundraising campaign urged the people of Ireland to get out into the fresh air and walk 24km over 7 days to highlight the 24/7 nature of family caring, with or without a four-legged pal. This time, our friends in www.buy4petsonline.ie proudly sponsored "Paws for a Cause" – which again was raising much needed funds for the National Crisis Fund to support carers most adversely affected by the pandemic.

To ensure maximum brand awareness as people walked the byways of Ireland, we sold branded t-shirts online as well as doggy bandanas. We also partnered with Skechers and the Neville Hotel Group, who kindly offered those who registered an exclusive discount by way of a thank you. Thanks to everyone who took part in this campaign which will return in 2022.

CHRISTMAS GIVING: Leveraging the publicity generated as a result of our "Netwatch Family Carer of the Year Awards," we contacted hundreds of Ireland's "Great Places to Work" companies, as well as previous funders and donors as part of our "Christmas Corporate Appeal". A letter penned by family carer Brenda O'Connell-Barry from Cork, who sadly lost her son Fionn in September 2021, asked companies to give to a charity who had helped her during her own caring journey with her beautiful boy who developed a rare condition called NACC1 and lost his brave battle after seven short years.

"I'd like to tell you about the charity that stood beside me for the past four years and often held me up when I felt I couldn't possibly cope for one more day. From the first time I reached out to them, Family Carers Ireland acknowledged and understood my situation. In addition to limitless moral support on the phone and in-person, they helped me have the courage to speak out on behalf of my incredible son and to advocate for his needs."

(Quote from letter by Brenda O'Connell-Barry)



The campaign ask was for companies to consider substantial donations which would fund several vital supports and services as we faced a new year and new requests for help. We would like to once again thank those companies and individuals who donated toward this fund and who have been mentioned at the beginning of this section.

INDIVIDUAL GIVING & LEGACIES: Individual giving continues to be a vital support to family carers. We personally say thank you to every-single person who has taken the time to set up monthly direct debits or who have gone online to donate to our cause. Donations, no matter the amount, are always appreciated and directed into supporting those most in need. Legacy fundraising continues to be a focus for the charity, with a renewed emphasis on leaving a gift in your will in 2022.

COMMUNITY & LOCAL FUNDRAISING EVENTS

As a charity, Family Carers Ireland relies on the generosity of donors, sponsors and individuals to support our work across the country. Community fundraising is an integral part of raising the funds we need to ensure we have the resources to deliver local supports, services, programmes and educational offerings to family carers.

While the ultimate goal of community fundraising is to increase our revenue and offset any deficits in our operational budget, there are many other additional benefits that come from these events that support both Family Carers Ireland and the communities we serve. Community fundraisers provide us with the opportunity to:

- Showcase Family Carers Ireland and the array of supports and services we offer
- Invite family carers to participate as ambassadors and share their stories
- Highlight the positive impact we are having locally
- Engage in partnerships and collaborations with other service providers to further enhance the local community
- Bring community members together to engage in fun events and activities
- Build a sense of community engagement and camaraderie
- Provide an opportunity for those who benefit from Family Carers Ireland's support to give back.
- Offer meaningful volunteer opportunities.

Community fundraising takes on many forms including events hosted and run by Family Carers Ireland; fundraisers hosted by individuals, families or groups on our behalf; and larger events such as fun runs or marathons where we are chosen as a benefactor of some of the donations raised.

Pictured are just a small number of the many fantastic fundraisers who collectively raised vital funds for FCI in their communities in 2021.

They include members of the Trilogy Triathlon Club in Laois who undertook a 100km challenge for the 'We Care' fundraiser; TP Fallon from Westmeath who ran the Marathon Mind; Ian Fox from Galway who undertook a 28 day "Freezbrury" swim challenge in February and Fiona McCormack from Westmeath who ran a mini marathon alongside family, friends and local Carer Supports Manager Paul Farrell (who dressed in drag for the event).

PARTNERSHIP WITH THE BODY SHOP

Family Carers Ireland is delighted to have been selected as The Body Shop's Irish Charity Partner for their 2021 Christmas campaign. They pledged a whopping €75,000 to young carers supports which will be used to organise a bumper Young Carer Wellness Fest in the summer of 2022 where we will take up to 200 young carers from across the country away for a couple of nights' respite and give them the opportunity to have some fun, relax, unwind and spend time with other young people living in similar family situations to their own.

The remaining funds will be used to establish a Young Carer Wellness Fund to support individual young carers and young carers groups from across the country to take part in health and wellness activities.



SPREAD THE JOY WITH EVERY PURCHASE

BUILDING BRIGHTER FUTURES FOR YOUNG CARERS

This Christmas we've partnered with **The Honey Pot Children's Charity** and **Family Carers Ireland** to help give young carers in the UK & Ireland the support they need to build brighter futures and happy childhood memories.



MEET NICOLE

"I live with Mum, Dad my sister Lauren, she is 13 years old and has 1p36 Deletion Syndrome. I help with feeding Lauren and sitting with her while Mum has a shower. I also do her nails and hair, she loves this and sometimes take her for a small walk."



POLICY AND PUBLIC AFFAIRS

Family Carers Ireland's vision is to create an Ireland in which carers are respected and recognised for the contribution they make to families, communities and Irish society; where they feel valued, supported and are empowered to have a life of their own alongside their caring role. Our work to influence and advance carer policy and our engagement with Government and key stakeholders is critical to the achievement of this. FCI's policy and public affairs agenda is grounded in the reality of carers' experiences and supported with the evidence gained through our programme of research.

POLICY HIGHLIGHTS DURING 2021

- Establishment of a new Oireachtas Cross Party Interest Group on Family Carers including TDs and Senators which will champion the voice of family carers within Government.
- Oral and written submission made to the Pensions Commission with regard to the development of a pension solution for long-term family carers and the subsequent publication of the commission's report which included recommendations which, if implemented, will help secure an equitable pension entitlement for long-term family carers.
- Budget 2022 announcement that the income disregard for Carer's Allowance will increase for the first time in 13 years, as will the disregard applied to savings and capital.
- Secured funding towards the delivery of a Carers Guarantee which will help address the postcode lottery experienced by family carers when trying to access services and supports.
- Launch of the 'Family Carer Scorecard 2021' which provides an assessment of Government's progress in implementing 18 commitments made to family carers in the Programme for Government.
- Commencement of monthly free legal advice clinics for family carers, run in collaboration with the Community Law and Mediation Centre.
- Commencement of a HSE pilot of the Family Carers Needs Assessment in Community Healthcare West.
- Annual Carers Forum hosted by the Department of Social Protection on June 17th.
- Budget 2022 campaign and launch event 'Family Carers: The Forgotten Frontline' including engagement across the country with elected representatives.
- Confirmation of the establishment of a new Oireachtas Committee on Gender Equality which will oversee the constitutional recommendations made by the Citizens' Assembly, including with regard to Article 41.2.
- Presentation to the Oireachtas Committee on Social Protection, Community and Rural Development and the Islands on Budget 2022 and separately pensions for long-term carers.
- Announcement by Ursula von der Leyen, President of the European Commission, that she will put forward a European Care Strategy in 2022.



FAMILY CARER SCORECARD 2021

The Family Carer Scorecard 2021 is Family Carers Ireland's first assessment of Government's progress in implementing the commitments for family carers contained in the Programme for Government (PFG) 'Our Shared Future', agreed by the coalition Government in June 2020. FCI examined the Programme for Government and selected 18 commitments for inclusion in the scorecard which are clear and measurable, are most relevant and have the potential to significantly improve the quality of life of family carers and those for whom they care. While momentum in relation to the implementation of some of these commitments has been lost due to Covid-19, with the Government having now completed the first quarter of its term in office, it is imperative that they refocus and redouble their efforts towards ensuring that the ambitions of the Programme for Government are realised.

Of the 18 Programme for Government commitments assessed, none received a score of 'Commitment Achieved'. Two commitments received a 'Good Progress' score, meaning that there have been positive results for family carers; four commitments received a 'Limited Progress' score, meaning that there have been steps in the right direction but this progress is slow and requires an increase in the

pace of implementation; seven commitments received a 'No Progress' score, meaning that there was no evidence that any change has taken place that would have an impact on family carers' lives. Finally, five commitments received a 'Regressive' score, meaning that the situation has worsened for family carers during the review period.



Programme for Government Commitment	FCI Score
Deliver a 'Carers Guarantee' proposal that will provide a core basket of services to carers across the country, regardless of where they live	No Progress
Extend free GP care to carers in receipt of the Carer's Support Grant	No Progress
Review and update the National Carers' Strategy	Regressive
Establish a commission to examine the care of older people	Limited Progress
Introduce statutory homecare scheme to provide equitable access to quality, regulated home care/increase Homecare Hours for older people	Limited Progress
Deliver increased Home Support and Personal Assistance hours for people with a disability	No Progress
Extend the remit of the NTPF to secure timely assessment for both child and adult psychological services	Regressive
Reduce the waiting times for assessment of need under the Disability Act 2005	Good Progress
Provide additional residential places and new emergency residential places for people with a disability	Regressive
Provide additional respite nights for people with a disability	Regressive
Expand adult day services and supports for adults with physical, sensory and intellectual disability and autism throughout the country	Regressive
Examine options for a pension solution for carers in recognition of the enormous value of their work	Good Progress
Protect core social welfare rates / Recognise the importance of ancillary benefits and eligibility criteria to vulnerable groups	Limited Progress
Enhance the demand led Seniors Alert Scheme and ensure it adapts to changing demographics and technological advancements	No Progress
Ensure each child with a special educational need has an appropriate school place in line with their constitutional right	Limited Progress
Increase the Home Carer Tax Credit	No Progress
Maintain support for the Housing Adaptation Grant Scheme	No Progress
Ensure appropriate mix of housing, including universally designed units and accommodation for older people/people with disabilities	No Progress

BUDGET 2022 – FAMILY CARERS: THE FORGOTTEN FRONTLINE

Budget 2022, announced on October 12th, was preceded by a four month pre-budget campaign which included the dissemination of Family Carers Ireland's pre-budget submission 'Family Carers: The Forgotten Frontline' to carers, politicians and policymakers across the country.

Due to Covid-19 restrictions, FCI were unable to host the usual national and regional events which are a feature of the annual budget campaign, however a virtual budget briefing took place on September 23rd and was attended by a range of politicians and stakeholders. The Department of Social Protection hosted their annual Budget consultation event, which took place on July 14th in Dublin Castle, and included

over 50 organisations from the community and voluntary sector including Family Carers Ireland.

The theme of the budget campaign 'Family Carers: The Forgotten Frontline' focused on the ongoing implications of Covid-19 for family carers. With the continuance of the pandemic longer than most would have predicted, any optimism family carers had that essential services and supports would return in full in 2021 had been replaced by growing despair, mental and physical exhaustion and frustration that once again they have been forgotten in Government's response to the crisis. Family Carers Ireland called on Government to use Budget 2022 to demonstrate their commitment to carers by delivering six policy proposals:

1	• €5m in annual funding to deliver the Carers Guarantee (PfG).	€5m
2	• €68.5m to increase weekly carer payments by €8, Carer's Support Grant to €2,000 and Carer's Allowance income disregards.	€68.5m
3	• €3m in annual funding towards a dedicated Carer Pension for long-term family carers (PfG).	€3m
4	• €5m to publish a refreshed National Carers' Strategy Action Plan 2021 - 2025 (PfG).	€5m
5	• Introduce the Statutory Homecare Scheme (PfG) including an annual entitlement to 20 days respite and a Carer Needs Assessment for fulltime carers.	
6	• Establish a Commission on Care (PfG) to include an examination on the role, reliance and recognition of family carers in long-term care provision.	

BUDGET 2022: SUMMARY OF KEY ANNOUNCEMENTS

- Increase in the income disregard for Carer's Allowance from €332.50 to €350 (single) and €665 to €750 (couple). Will broaden the number of family carers eligible for Carer's Allowance and increase the amount paid to carers on a reduced rate Carer's Allowance (June 2022)
- Increase in the Capital Disregard from €20,000 to €50,000. This means that savings, investments, shares, investment properties, etc. will be disregarded by €50,000. (June 2022)
- Increase in the weekly rate of Carer's Allowance and Carer's Benefit by €5
- Child in receipt of Domiciliary Care Allowance (DCA) can enter hospital and stay for up to six months and still remain eligible for DCA (increased from 13 weeks to six months).
- Christmas Bonus to be paid in full
- Qualified child payment will increase by €2 to €40 for under-12s and by €3 to €48 for over-12s
- €250 million to tackle waiting lists – public waiting lists in 2021 at a record 900,000 people
- Free GP care for children up to the age of seven
- Drug Repayment Scheme limit to come down to €100 from €114
- €105m additional funding for disability services in 2022, including supports for school leavers and for people with disabilities inappropriately living in nursing homes
- €37m for mental health services
- Additional 980 teachers in special education
- 1,165 more special needs assistants.
- €65m for housing adaptation grants

Examples of how the changes announced in Budget 2022 to the Carer's Allowance Income and Capital Disregards may impact family carers after June 2022:

Couple – Mary works part-time (less than 18.5hrs) and earns €250. She cares for their disabled child. Her partner John works and earns €900 per week. They have no savings.

Current calculation: Qualify for CA of €21.50 per week.

Calculations based on new disregards: Qualify for CA of €64 per week.

Increase of €42.50 per week

Single person – Joe works part-time and earns €400. He cares for his mother fulltime and has savings of €50k

Current calculation: Would qualify for a CA of €144 per week

Calculation based on new disregards: Would qualify for CA of €219 per week

Increase of €75 per week

Joan is aged 70, widowed and cares for her son. She receives the State Pension Contributory and Half Rate Carer's Allowance. She owns a second property worth €100k and has savings of €50k.

Current calculation: Would qualify for Half Rate CA of €62 per week

Calculation based on new disregards: Would qualify for full Half Rate CA of €128.50

Increase of €66.50 per week

REPORT OF THE PENSIONS COMMISSION

For many years FCI has lobbied for an equitable State Pension system that recognises rather than penalises family carers and values the immense ‘contribution’ they make through their years of caregiving, in the same way we value social insurance ‘contributions’ paid through PRSI. FCI welcome the Programme for Government commitment to address the long-standing pension anomaly affecting family carers (p.75) and our subsequent engagement with the Pensions Commission who were charged with considering possible pension solutions to address the pension disadvantage faced by long-term carers.

In February and March of 2021, FCI made a written and oral submission to the Commission, and were given the opportunity to set out what steps we believe are necessary to create a pension solution for carers that enshrines the principles of fairness, certainty, transparency and recognition. We welcome the recommendations contained in the Report of the Commission on Pensions published in October 2021. Specifically, the Commission recommends:

- That long-term carers (defined as those caring for more than 20 years) should be given access to the State Pension Contributory by having retrospective contributions paid for them by the Exchequer when approaching pension age for any gaps in their contribution history arising due to caregiving.
- The contributions would be exclusively for State Pension Contributory purposes, and would be recognised as paid contributions both for the purposes of qualifying for the State Pension Contributory and for the purposes of calculating pension rate entitlement under the Total Contributions Approach. This addresses the barrier for long-term carers who, because of the length of their caring lives, are unable to acquire the necessary 520 paid PRSI contributions or who qualify for a reduced rate of pension.
- Relevant Government department(s) in conjunction with key stakeholders, will examine options for the creation of a statutory ‘Family Carer Register’ which could, in time, facilitate the identification of long-term family carers for State Pension Contributory purposes as well as assisting in the planning and delivery of services for family carers.

If implemented, these recommendations will address the legacy issues associated with carers’ access to the State Pension system. The Commission’s report has been referred to the Cabinet Committee on Economic Recovery and Investment for consideration, with a view to bringing a recommended response and implementation plan to Government by the end of March 2022.

ASSISTED DECISION-MAKING (CAPACITY) ACT 2015

The Assisted Decision-Making (Capacity) Act was signed into law in December 2015, however full commencement is not expected until mid-2022. When commenced, the act will bring about an end to wardships, establish a system of decision-making supports for people with diminished capacity and legislate for Advance Healthcare Directives. While the act is focused on people with diminished capacity or those whose capacity may be called into question in the future – aka the ‘relevant person’ – family carers are the most likely person to bring the legislation to life by assuming the role of a decision supporter or ‘intervenor’. The successful implementation of the act is therefore predicated on their willingness and ability to assume the various decision support roles legislated for and as such, every effort should be made to consider their needs as we move towards full commencement of the act.

Throughout 2021, FCI continued to advocate for better recognition of the role family carers will play in the implementation of the act and in highlighting failures within the act and subsequent amendment bill to adequately address a number of practical considerations. For example, resourcing the Circuit Court to ensure it is not overwhelmed by the projected volume of applications for a Decision Making Representative (DMR) that is expected; ensuring family members acting as a DMR are compensated in a way similar to DMRs acting in a professional capacity and providing clarity on the situation of those who choose not to apply for a decision supporter.

In an attempt to address some of the practical concerns expressed by family carers, FCI and the Decision Support Service hosted two virtual information seminars on the act during April 2021. These seminars included presentations from Áine Flynn, Director of the Decision Support Service, and the HSE, and allowed carers to ask questions regarding the practical implementation of the act.

In November 2021, Minister of State for Disabilities Anne Rabbitte and Paul Reid, HSE Director General, launched a book titled ‘The Assisted Decision-Making (Capacity) Act 2015: Personal and Professional Reflections’. The book contains a collection of essays written by people who have different perspectives on what the act will mean to them and the scale of the impact it will have on their lives. It includes a chapter written by FCI from the perspective of family carers and sets out practical considerations for carers including the need for transition arrangements; resourcing the new system; addressing the cultural shift required to make the act work; recognising relational autonomy and the need for practical support to help decision supporters undertake the requirements of their role.

RECOMMENDATIONS OF THE CITIZENS' ASSEMBLY ON ARTICLE 41.2

Family Carers Ireland welcomes the recommendations made by the Citizens' Assembly in April 2021, particularly the recommendation to replace Article 41.2 with wording that is not gender specific and obliges the State to take reasonable measures to support care within the home. The reform of Article 41.2 is not only an opportunity to remove an archaic reference to a woman's place in the home, but is also a means of introducing long-overdue recognition of the contribution and public good realised by family carers, both men and women.

A coalition of organisations including FCI has been formed to progress the recommendations of the Citizens' Assembly with a particular focus on advancing the three constitutional changes it recommended:

- i. insert a new clause into Article 40 to refer explicitly to gender equality and non-discrimination
- ii. Delete and replace the text of Article 41.2 (woman in the home) with language that is not gender specific and obliges the State to take reasonable measures to support care within the home and wider community
- iii. Amend Article 41 so that it would protect private and family life, with the protection afforded to the family not limited to the marital family.

In December 2021, Labour TD Ivana Bacik was announced as the Chair of the new Joint Committee on Gender Equality with the committee expected to commence its work in early 2022.

FREE LEGAL ADVICE CLINICS

In November 2021, FCI commenced a free legal advice project in collaboration with the Community Law and Mediation centre (CLM). As part of the project, solicitors from the CLM will provide training to Carer Support Managers on legal aspects of caring to strengthen CSMs' ability to advocate for carers' rights. The project will also include free monthly advice clinics allowing carers in need of legal advice to meet with a solicitor to discuss their particular issue. Finally, the project will culminate in the production of three guidance papers to be prepared by CLM which will explain the most common legal issues presented by family carers during the course of the project.

The project will run until the end of 2022.

ALL-PARTY OIREACHTAS INTEREST GROUP ON FAMILY CARERS

In 2021, FCI helped to establish the first All-Party Oireachtas Interest Group on Family Carers. The interest group has cross-party membership made up of TDs and Senators who have an interest in advancing carer policy and is run with administrative support from FCI. The

group aims to influence legislation and policymaking in order to improve the lives of Ireland's family carers. Specifically, it aims to:

- raise awareness of the vital role undertaken by family carers and their contribution to Irish society;
- achieve cross-party consensus on a strategic vision for family carers and agree a work programme necessary to help achieve this goal;
- provide a forum for discussion on issues of relevance to family carers on a non-adversarial basis;
- promote positive change for family carers through initiatives such as awareness raising events, preparing submissions and policy proposals, putting forward motions, issuing statements and press releases, hosting roundtable discussions and information sessions;
- provide a voice for family carers and act as a link between carers/caring sector and the Oireachtas.

The group is co-chaired by Deputy Marian Harkin (Ind), Deputy Pauline Tully (SF), Deputy Jennifer Carroll MacNeill (FG) and Deputy Niamh Smyth (FF).

POLICY PAPERS AND SUBMISSIONS

FCI regularly contributes to public consultations in relation to a variety of issues that affect family carers. We also develop position papers on important and emergent issues. FCI made the following submissions during 2021:

- Submission to the Commission on Pensions on the development of an equitable State Pension solution for long-term family carers
- Submission to the Joint Committee on Social Protection, Community and Rural Development and the Islands on Budget 2022 Estimates.
- Submission to Department of Further and Higher Education, Research, Science and Innovation on the Review of the SUSI Student Grant Scheme.
- Ending the Pension Penalty for Caring: Presentation to the Joint Committee on Social Protection, Community and Rural Developments and the Islands.
- Submission to Department of Enterprise on a Review of the Occupations Lists for Employment Permits
- Submission to HIQA on National Standards for Home Support Services
- Submission to Department of Justice on the Regularisation of Undocumented Migrants in Ireland
- Submission to Department of Health on Disability Services

STRUCTURE, GOVERNANCE & MANAGEMENT

CONSTITUTION

The charity is registered as a company limited by guarantee (CLG), not having a share capital (CRO No. 572819). The charity has been granted charitable status under Section 207 and 208 of the Taxes Consolidation Act, 1997 (CHY 10962). The principal objective is to benefit the community by supporting and promoting the health, wellbeing and quality of life of family carers and those for whom they care; to facilitate the affiliation of groups and group members representing family carers throughout Ireland and to liaise with, support and take counsel from such groups

BOARD

Family Carers Ireland is governed by a voluntary board of directors. Each director is appointed for a three-year term and may serve a second three-year term if recommended by the Nominations and Succession Planning Committee. This committee advises the board on its composition to ensure the board has an appropriate mix of skills and experience in the discharge of its duties and responsibilities in line with the requirements as set out in the constitution.

MEET OUR DIRECTORS



Triona Fortune

Triona is Managing Director of Fortune Quality Accreditation Services (FQAS) and works with governments all over the world to develop healthcare, accreditation, regulation and licensing programs. She also has over 20 years' senior executive management experience specialising in corporate and clinical governance. Triona continues her work with the World Health Organisation (WHO) as an Expert Advisor on various patient safety and quality initiatives. She teaches on numerous Masters Programmes, specialising in healthcare quality and is currently working with Trinity College Dublin and the Sultan Qaboos University in Oman. Commencing her healthcare career as a nurse and midwife, specialising in emergency care, she obtained her MSc. from Trinity College Dublin. Triona is the main carer for her brother Ted who has Motor Neurone Disease.



Johanne Powell

Johanne cared for her daughter Siobhan who was born on 9th February 1984 until her passing in August 2020. Siobhan was born with a rare chromosome disorder. She was intellectually and physically disabled, requiring 24/7 care. Johanne and her husband Alan were devoted to Siobhan who was their only child and spent years lobbying on behalf of Siobhan for the provision of services to cater for her needs.



Eilish Smith

Eilish is one of the founding members of Caring for Carers Ireland and has for many years been involved with people with intellectual disabilities. Eilish has been organising respite weekends for carers for over 30 years. As a teacher, she ran a programme with transition year students in conjunction with the Mental Health Board which included a monthly social for parents and their children.



Barbara Kovach

Barbara is the mother and full-time carer for her beautiful son Liam who is 21. Liam was born with Down Syndrome and a heart condition. Barbara has been a family carer since the young age of 12, helping together with her sisters to care for her Grandmother who was housebound due to a fall and also had Alzheimer's. Barbara also helped take care of their father who had terminal cancer and died in 1986. After moving back from the USA in 2009, she helped care for her mother until she passed away in 2011. Barbara is a very active member of Family Carers Ireland and helped to start a support group in Cashel.

**Peter O'Connell**

Peter has had a successful corporate career in sales and marketing internationally, having worked in Europe and Latin America, in addition to being accountable for leading consumer brands globally. He has been based in the U.K., Belgium, The Netherlands, Mexico and Ireland in key head of function and board positions. He currently runs his own business, Career Development Associates. Peter cared for his mother for the last three years of her life with the support of home care workers.

**Rosemary Kratschmar**

Rosemary, mum of four, together with her husband Siegi cares for her son Sammy who has Down Syndrome. Rosemary has been a strong advocate for family carers for many years and has worked closely with Family Carers Ireland in raising awareness and lobbying on behalf of carers across the country. She is also a member of FCI's Parents of Adults with Intellectual Disability (PAID) group.

**Antoinette Greene**

Antoinette is a retired paediatric nurse. Having practiced abroad for many years, she returned to Ireland to become the full-time family carer for her mother. She has been involved with Caring for Carers at local and national level since 2003 and is the chairperson of Family Carers Ireland's Milltown Malbay/Spanish Point carer group.

**Robert Anderson**

Robert Anderson is recently retired Head of the Social Policies unit at Eurofound, where he has worked as research manager since 1988 on a range of topics relating to living conditions and quality of life, including several international research projects exploring aspects of family care across Europe. Prior to joining Eurofound, Rob worked as Programme Manager at the WHO European Office in Copenhagen, with responsibility for the European Regional Programme in Health Promotion. He studied human sciences at Oxford University, and sociology as applied to medicine at Bedford College, London. Rob served as President of Eurocarers from 2009 to 2012. Rob is chairperson of the Research & Policy Committee.

**Veronica Baylon**

Veronica is a carer to her 33 year old daughter who has a diagnosis of moderate learning disability and Asperger's. She has been dealing with behavioural issues, etc. since her daughter was very young. Veronica has been part of Family Carers Ireland in Monaghan/Cavan for the past 14 years and volunteers in the charity shop and drop-in centre.

**Cora Long**

Cora Long has been a carer from an early age, caring for her father who had emphysema and her mother who had a stroke. In her early married years she also cared for her mother in law who had many health issues. She also looked after her husband for 10 years and now looks after her sister in law who has multiple health issues. Cora served on the board of Caring for Carers before and during the merger years. Presently, she is chairperson of the East Clare support group and a member of the Member Services and Engagement Committee.

**Tom Jordan**

Tom Jordan has been an Executive Coach for the past decade with a long list of blue-chip public and private clients at CEO and Director level. He was a board member (2007-2010) and Chairperson (2010-2016) of CORU (the Health and Social Care Professionals Council). He led the establishment of unrelated bone marrow full testing in Ireland in 1988 – this had become world standard by 2000. Tom currently chairs NAHVI - the National Association of Housing for Visually Impaired - which supports young people with a visual impairment who may also have an additional disability.

METHOD OF APPOINTMENT OR ELECTION OF DIRECTORS

The Nominations and Succession Planning Committee will review any board nominations made by directors, groups or sub-committee members in the context of the skills mix required for the smooth operation of the organisation.

The governance of the charity is the responsibility of the directors who are elected and co-opted under the terms of the constitution which outlines that the board shall comprise a maximum of 14 (and a minimum of 3) directors made up as follows:

- Six shall be from a carer background (the board shall regulate the nomination process to ensure geographical balance on the carer panel);
- Six shall be nominated by a committee of the outgoing board to ensure a mix of management and governance

experience on the new board; and

- Up to two additional directors co-opted by the board.

The organisation seeks to ensure that a majority of board members have personal experience of being a family carer on a full-time or part-time basis.

Directors are elected at the Annual General Meeting (AGM) of the organisation. Additional directors may be appointed by ordinary resolution and hold office until the next AGM.

GOVERNANCE

The board of Family Carers Ireland is committed to achieving high standards of governance and during 2019 undertook a key project of adopting the Charity Regulatory Authority (CRA) Charities Governance Code with regard to strengthening its overall governance infrastructure. This process involved reviewing our current governance framework, documenting how the organisation demonstrates conformance with the code and completing the compliance record form along with collating all of the relevant supporting data to facilitate a review annually. The board formally adopted the CRA Charities Governance Code initially in May 2019 and reviews each year its updated Compliance Record Form to ensure continued compliance.

The organisation has achieved the 'Charities Institute Ireland' triple lock of best practice by signing up to the new Governance Code, adopting best practice reporting by adopting the Charity SORP (FRS 102) – Statement of Recommended Practice and adhering to the CRA Guidelines on Fundraising along with adhering to the CRA Internal Financial Control Guidelines for Charities.

The board delegates the day-to-day management of the organisation to the CEO who is supported by an Executive Management Team comprising four department leads in Carer Support and Innovation; Operations; Communications and Policy; and Corporate Services.

The board and sub-committees meet on a regular basis and the following outlines the board and sub-committee meetings during 2021. The first figure outlines the number of meetings the member was eligible to attend, whilst the second figure outlines the number of actual meetings attended.

Each board member is also a member of at least one board sub-committee and attendance is also outlined below.

Directors do not receive remuneration or other benefits from their work with the charity. All expenses wholly, exclusively and necessarily incurred on behalf of a director in the performance

Board Member	Board	ARC	FAQ	QSC	CSE	MFC	RPC
Triona Fortune (Vice Chair to Sept, Board Chair after Sept, Chair QSC)	6/6	-	1/1	3/3	-	-	-
Shane McCarthy (Board Chair to Sept)	3/3	1/1	2/3	-	-	-	-
Antoinette Greene	6/6	-	-	-	3/3	3/4	-
Barbara Kovach	4/6	-	-	-	2/3	4/4	-
Johanne Powell (Chair CSE) (Vice Chair Sept)	6/6	-	-	-	3/3	-	3/3
Eilish Smith	4/6	-	-	-	3/3	4/4	-
Peter O'Connell (Chair MFC)	4/6	1/2	-	-	-	3/4	-
Michael O'Neill (Chair FAQ to Apr)	1/1	-	2/2	-	-	-	-
Rosemary Kratschmar	6/6	-	-	2/3	3/3	0/1	-
Veronica Baylon	3/6	-	-	-	1/3	-	2/3
Cora Long	6/6	-	-	2/2	3/3	-	-
Graham Knowles	3/3	-	2/3	3/3	-	-	-
Tom Jordan	5/6	-	3/4	-	-	-	-
Rob Anderson (Chair RPC)	6/6	-	-	-	-	-	3/3
Other External Committee Members							
Grace Dempsey (Chair ARC)	-	2/2	-	-	-	-	-
John Lonergan	-	2/2	-	-	-	-	-
Luke Mooney	-	1/2	-	-	-	-	-
Frank Goodwin	-	-	1/1	-	-	-	3/3
John Healy (Chair FAQ)	-	-	1/1	-	-	-	3/3
Eugene Conlon	-	-	-	-	-	-	-
Deirdre O'Donnell	-	-	-	-	-	-	3/3
Mischa McInerney	-	-	-	-	-	0/1	-
Ann Gardiner	-	-	-	0/1	-	-	-
John Hillery	-	-	-	0/1	-	-	-

Note the following acronyms are used in the above table: FAQ – Finance and Organisation, ARC – Audit and Risk, QSC – Quality and Safety, CSE – Carer Support and Engagement, MFC – Marketing and Fundraising, RPC – Research and Policy

of their role are reimbursed in line with Family Carers Ireland policy on board expenses and amounted to €1,567 for 2021 (2020: €2,282).

TRAINING AND POLICIES ADOPTED BY THE BOARD

As part of the board development programme, all directors are invited to participate in an annual training workshop which is usually facilitated by an external provider. This took place face to face in October 2021 with the topic focusing on How to be an Effective Board Member.

The board also reviews its performance on an annual basis which is reviewed by the entire board with initiatives arising from this brought forward by the chairperson.

ORGANISATIONAL STRUCTURE AND DECISION MAKING

Operational decisions in the running of the charity are the responsibility of the CEO and four senior managers: Head of Carer Support & Innovation, Head of Communications and Policy, Head of Operations and Head of Corporate Services. The Head of Corporate Services also acts as the Company Secretary. The CEO and Company Secretary attend meetings of the board and the CEO reports to the Family Carers Ireland board through the chairperson.

To support the board in the breadth and effectiveness of its function, Family Carers Ireland has established six sub-committees with clear terms of reference to support the board work programme as follows: Finance and Organisation; Audit and Risk; Quality and Safety; Carer Support and Engagement; Research and Policy; and Marketing and Fundraising.

The board also has a Nominations and Succession Planning committee which meets as required. The chairperson or a nominated director of each committee reports back to the board at each board meeting.

FINANCE AND ORGANISATION COMMITTEE

The Finance and Organisation Committee has a focus on strategic planning, budgeting and financial control, human resourcing, information technology and overall facilities management within the organisation. The committee oversees the efficient financial management of the organisation including the collection, investment, borrowing and outlay of all monies required (including fundraising) and members span the areas of expertise required to perform the functions as outlined above.

During 2021, the committee focused on reviewing the organisation's resources; the impact of the Covid-19 pandemic on office-based staff and home care staff; and strengthening the IT infrastructure to enable the supports and services continue remotely or online.

AUDIT AND RISK COMMITTEE

The Audit and Risk Committee consists of experts in the areas of audit, corporate governance and financial management. This committee assists the board in fulfilling its responsibilities by independently reviewing financial statements and the effectiveness of the internal controls. The committee also monitors the effectiveness of the external audit function and is currently chaired by a senior professional, Grace Dempsey, who is not a member of the board.

The work programme of the Audit and Risk Committee included ascertaining the impact on the organisation's resources as a result of the pandemic and its standing agenda item of co-ordinating risk management on behalf of the board which also included specific Covid-19 risks.

QUALITY AND SAFETY COMMITTEE

The Quality and Safety Committee oversees the supports and services provided by Family Carers Ireland and seeks to ensure that the organisation is following best practice in all aspects of its clinical and social care. All committee members have the relevant expertise and experience to allow them advise on the development of quality and safety standards within the organisation.

The key focus of the committee during 2021 was overseeing the review of the organisation against the safer better healthcare standards, the updating of policies and procedures and reviewing audits undertaken during the year.

CARER SUPPORT AND ENGAGEMENT COMMITTEE

Given the establishment of a Marketing and Fundraising Committee which now oversees Member Services, the name of the Committee changed to Carer Support and Engagement and will now focus on the organisation's suite of supports to carers and how we engage with these carers effectively.

The Carer Support and Engagement Committee work plan for 2021 saw it strive for accreditation for the national Careline and further shape programmes with the ongoing impact of Covid-19.

RESEARCH AND POLICY COMMITTEE

The Research and Policy Committee oversees the organisation's research activity and policy positions; helps support the evaluation of policy campaigns; and advises on approaches in specific areas. The committee's key responsibilities include advising the board on the development of policies designed to promote and protect the health and wellbeing of family carers and reflect their interests and concerns as well as advising on the development of a research strategy that incorporates an ethics policy and greater Public and Patient Involvement (PPI) so that family carers can become meaningfully involved in the development of a research agenda relating to care.

The key focus of the committee in 2021 was overseeing key research and policy projects including the Vincentian

Partnership Minimum Essential Standards of Living Research; Working Paper on Carer Prevalence in Ireland; Family Carer Scorecard and the successful hosting of a virtual research conference.

MARKETING AND FUNDRAISING COMMITTEE

The Marketing and Fundraising Committee oversees the implementation of the organisation's marketing strategy which has been developed in line with the strategic five-year plan. Activity will be monitored, measured and reported upon to the board along with the streamlining of fundraising.

In 2021, the committee focused on national fundraising campaigns, driving new membership and renewals, corporate sponsorship and partnership income, national events and media coverage (regionally/nationally).

RELATED PARTIES

A related party register is maintained by the organisation and reviewed by the Finance and Organisation Committee at each meeting with disclosure to the full board at the next board meeting. During the course of 2021, there were no payments made to directors outside of the normal travel and subsistence policy.

PAY POLICY FOR SENIOR STAFF

The organisation values its staff and strives to attract a high calibre of staff given its wide remit to deliver supports and services to carers. Pay rates are benchmarked against the sector using published survey data – our policy is to align broadly with the middle pay band for our size and sector. We introduced a three year pay framework in 2019 and were delighted to be able to honour increases in 2021, notwithstanding the disruption Covid-19 caused to our normal budgetary model. The key management personnel comprise the CEO & Executive Management Team (EMT). The Chief Executive's total remuneration is disclosed in note 13 to the accounts. It is reviewed by the board annually following advice from the FAO committee. The pay bands of other senior staff are also set out in note 13. These are approved by the FAO on the advice of the Chief Executive.



RISK MANAGEMENT

The directors maintain and regularly review a comprehensive risk register which assesses the major risks to which the organisation is exposed, identifies controls to mitigate these risks and contains an action plan to further reduce the level of risks. These risks are categorised under the headings of Governance along with the six board Committees. The risk register process involves staff teams initially identifying risks facing the organisation under the seven areas and this being reviewed quarterly by the EMT with the top relevant risks reviewed by each board committee at each of its meetings, in full annually by each board committee and subsequently by the full board.

PRINCIPAL RISKS AND UNCERTAINTIES

In common with all organisations offering personalised responses to individual circumstances, our main operational risks centre on consistency and fidelity in the delivery of services and supports. This is exacerbated by the increasing and not always consistent regulatory regimes we operate in as a charitable company providing health and social care services. These compliance risks are managed through the use of formal policies and procedures, ongoing training, effective management and supervision, client feedback and regular audit and review.

Failure to attract and retain the right staff and volunteers is a fundamental risk for every human services organisation. We strive to make Family Carers Ireland a place where staff and volunteers feel supported, empowered and valued.

Government policy of refusing to acknowledge pay cost pressures in its funding for voluntary organisations means that our capacity to compete with public sector salaries represents an escalating external risk that is largely outside our control.

Loss of funding or cash flow represents another ever-present risk to our capacity to fulfil our mission. A key element in the management of this financial risk involves regularly reviewing available funds, managing the funding mix of the organisation and margins on each element of our activity. The organisation also operates conservative accounting policies and a prudent reserves policy.

As an organisation that seeks to be the authentic voice of family carers, we acknowledge the risk that our policy and advocacy positions do not reflect a comprehensive and accurate picture of the reality of life for all family carers in every part of the country. We manage this risk by organising a variety of regular 'listening' activities and forums and by welcoming and engaging with feedback on our published policy positions.

We have a significant, active online community which we value greatly but it brings with it an ever-present risk of reputational risk in terms of inaccurate or defamatory information being

published on our forums. We manage this risk by rules, monitoring and restricted permissions.

An event such as the Covid-19 pandemic illustrates the risk of failing to achieve an appropriate balance between responding to changing circumstances with the duty to adhere to our charitable objects. We manage the risk of mission creep by robust governance systems, distributed leadership and collegial teamwork at all levels of the organisation.

Following the year end, and probably continuing into 2022, we see additional Covid-19 related risks as we adapt to a new normal.

New risks facing the organisation during this time are being actively managed as well as being captured and added to our Risk Register for ongoing review and monitoring.

Finally, in line with good practice, we recognise the ever-present risk of events which, however unlikely, have the potential to constitute an existential threat to the organisation. We seek to manage these risks by designing robust redundancy capabilities in all essential systems and regularly reviewing our disaster response protocol.

FUNDS HELD AS CUSTODIAN

There are no funds held in this category.

TAXATION EXEMPTION

The charity has been granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997.

POLITICAL DONATIONS

There were no political contributions which require disclosure under the Electoral Act 1997.

ACCOUNTING RECORDS

The measures taken by the directors to ensure compliance with the requirements of Sections 281 to 285 of the Companies Act 2014, with regard to the keeping of accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office.

FAMILY CARERS IRELAND

STATEMENT ON RELEVANT AUDIT INFORMATION

In the case of each of the persons who are directors at the time this report is approved in accordance with Section 330 of the Companies Act 2014, so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

AUDITORS

In accordance with Section 382(2) of the Companies Act 2014, the auditors, Mazars will continue in office.



Signed on behalf of the Board of Directors:

Triona Fortune

Director: Triona Fortune

Date: 25/05/2022

Tom Jordan

Director: Tom Jordan

Date: 25/05/2022

DIRECTORS' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the Annual Report and the financial statements in accordance with Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and The Statement of Recommended Practice (Charities SORP (FRS 102)), issued by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator.

Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the net income or expenditure of the company for the financial period and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and net income or expenditure of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



Signed on behalf of the Board of Directors:

Triona Fortune

Director: Triona Fortune

Date: 25/05/2022

Tom Jordan

Director: Tom Jordan

Date: 25/05/2022

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

We have audited the financial statements of Family Carers Ireland for the year ended 31 December 2021, which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Company as at 31 December 2021, and of its result for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the Companies Act 2014.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions

that, individually or collectively, may cast significant doubt on the Company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the directors' report has been prepared in accordance with the Companies Act 2014;
- the accounting records of the Company were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

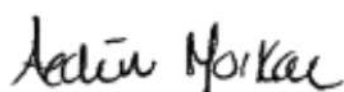
The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the Company. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement outlined on page 81, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.



Aedín Morkan
for and on behalf of Mazars
Chartered Accountants & Statutory Audit Firm
Harcourt Centre
Block 3
Harcourt Road
Dublin 2

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 31/05/2022

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 December 2021

(Incorporating an Income and Expenditure Account)

		Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Unrestricted Funds 2020	Restricted Funds 2020	Total Funds 2020
	Notes	€	€	€	€	€	€
Income from:							
Donations and legacies	4	52,633	237,510	290,143	68,403	422,275	490,678
Charitable activities	7	5,194,353	4,898,231	10,092,584	4,572,217	4,375,765	8,947,982
Trading activities	8	372,720	8,527	381,247	412,162	-	412,162
Investment income	9	34,361	-	34,361	26,595	-	26,595
Total income		5,654,067	5,144,268	10,798,335	5,079,377	4,798,040	9,877,417
Expenditure on:							
Raising funds	10	79,715	39,363	119,078	114,231	-	114,231
Charitable activities	11	5,312,453	5,436,761	10,749,214	4,636,399	5,112,182	9,748,581
Total expenditure		5,392,168	5,476,124	10,868,292	4,750,630	5,112,182	9,862,812
Net income(expenditure) before transfers		261,899	(331,856)	(69,957)	328,747	(314,142)	14,605
Transfers between funds		(331,856)	331,856	-	(314,142)	314,142	-
Net movement in funds for the year		(69,957)	-	(69,957)	14,605	-	14,605
Reconciliation of funds							
Total funds brought forward	22	2,716,276	-	2,716,276	2,701,671	-	2,701,671
Total funds carried forward	22	2,646,319	-	2,646,319	2,716,276	-	2,716,276

There were no other recognised gains or losses in the current or prior year other than those included in the Statement of Financial Activities. All income and expenditure derive from continuing activities. The notes on pages 87 to 101 form part of these financial statements.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

BALANCE SHEET

as at 31 December 2021

		2021	2020
	Notes	€	€
Fixed Assets:			
Tangible assets	17	270,216	287,518
Current Assets:			
Debtors	18	1,472,780	1,357,312
Cash and cash equivalents	25	3,271,317	2,485,036
		4,744,097	3,842,348
Creditors: Amounts falling due within one year	19	(2,367,994)	(1,413,590)
Net Current Assets		2,376,103	2,428,758
Total Assets less Current Liabilities		2,646,319	2,716,276
Funds of the Charity			
Unrestricted		2,646,319	2,716,276
Restricted		-	-
Total Funds		2,646,319	2,716,276

The notes on pages 87 to 101 form part of the financial statements.

Approved by the Board of Directors on 25th May 2022 and signed on its behalf by: _____

Triona Fortune

Triona Fortune
Director:

Date: 25th May 2022

Tom Jordon

Tom Jordon
Director:

Date: 25th May 2022

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

STATEMENT OF CASHFLOWS

for the year ended 31 December 2021

		2021	2020
	Notes	€	€
Cash flows from operating activities			
Net cash provided by operating activities	24	792,060	449,261
Cash flows from investing activities			
Payments to acquire tangible assets	17	(5,779)	(7,129)
Cash used in investment activities		(5,779)	(7,129)
Net increase in cash and cash equivalents		786,281	442,132
Cash and cash equivalents at 1 January		2,042,904	2,247,581
Cash and cash equivalents at 31 December	25	3,271,317	2,485,036

The notes on pages 87 to 101 form part of these financial statements.



FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2021

1) GENERAL INFORMATION

These financial statements comprising the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes 1 to 30 constitute the individual financial statements of Family Carers Ireland for the financial year ended 31 December 2021.

Family Carers Ireland (the "company") is a Company Limited by Guarantee (registered under Part 18 of the Companies Act 2014) incorporated in the Republic of Ireland. It is a charity registered with the Charities Regulatory Authority and a public benefit entity. The registered office and principal place of business for the company is Market Square, Tullamore, Co. Offaly.

Statement of Compliance

The financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (FRS 102). The financial statements have also been prepared in accordance with the Statement of Recommended Practice (SORP) (FRS 102) "Accounting and Reporting by Charities".

Currency

The financial statements have been presented in Euro (€) which is also the functional currency of the company.

2) ACCOUNTING POLICIES

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's financial statements.

Basis of Preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention modified to include certain items at fair value. The financial reporting framework that has been applied in their preparation is the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and the Statement of Recommended Practice (Charities SORP (FRS102)) as published by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator which

is recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland. The Directors consider that the adoption of the SORP requirements is the most appropriate accounting to properly reflect and disclose the activities of the organisation.

Income

Income is recognised when the company has entitlement to the funds, performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has not yet been received but all criteria for recognition have been satisfied, the income is accrued as a debtor on the Balance Sheet. Where income pertaining to grants with specific performance related conditions has been received in advance, it is deferred as a creditor on the Balance Sheet until the relevant conditions have been met.

Income arising from tax rebates is only recognised on confirmation from Revenue of the amount and when there is certainty of receipt.

Donation and fundraising income is recognised when the donations are received. Income from legacies is recognised when it becomes probable that the funds will be received. This is where there is a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached are within the control of the company. In accordance with SORP, general volunteer time is not recognised.

Grants from Government agencies and other sources are recognised as income when the company is legally entitled to the income and has fulfilled the conditions of the grant agreement. Such funds are classed as restricted funds. The individual grant agreements establish the purpose for which the company can lawfully use the restricted funds.

Unrestricted funds are funds spent at the discretion of the Directors to further any of the company's purposes. Unrestricted funds can also be used to supplement expenditure made from restricted funds.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

Income from other trading activities comprises mainly fundraising and membership income and is recognised once the funds have been received.

Bank deposit income is recognised when the interest has been applied to the account.

Expenditure

Expenditure is recognised when a legal or constructive obligation exists as a result of a past event, a transfer of economic benefit is required in settlement and the amount of obligation can be measured reliably. Expenditure includes any Value Added Tax which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Cost of raising funds comprise of the costs incurred in Fundraising and Membership and the direct costs of providing private respite care.

Charitable expenditure consists of those costs incurred in undertaking the work to meet its charitable objectives. It includes costs that can be attributed directly to these activities and also costs that are of an indirect nature but necessary to support them.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared activity costs. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity are apportioned between those activities on a basis consistent with the use of the resources. Support costs relate to salary and governance expenditure which are allocated based on the mechanism by which they are funded.

Governance costs are the costs associated with the governance arrangements and statutory requirements of the company. These include costs related to the strategic planning, board training, AGM costs, audit costs and costs incurred due to legal and statutory requirements.

Tangible Fixed Assets and Depreciation

Tangible Fixed Assets are recorded when a resource is controlled by the company, it is probable that the expected future economic benefits associated with the asset will flow to the company and the cost can be reliably measured. Tangible Fixed Assets are stated at cost less accumulated depreciation. Depreciation is calculated on a straight-line basis on assets with a value exceeding €1,000 over its expected useful life as follows:

Buildings	2%
Computer Equipment	33%
Office Equipment	20%

Impairments of assets

If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the Statement of Financial Activities.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment not previously been recognised. The impairment reversal is recognised in the Statement of Financial Activities.

Financial Instruments

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 in respect of all of its financial instruments.

Financial instruments are recognised in the company's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Financial assets comprise trade debtors, accrued income, other debtors and cash at bank. Financial liabilities comprise trade creditors and accruals.

Financial assets including trade and other debtors are measured initially at transaction price. Subsequently, they are measured at amortised cost less any provision for impairment. The aim is to ensure that there is adequate provision for bad and doubtful debts and as such the policy is to allow for a bad debt provision for all debt over six months old. All movements in the level of provision required are recognised in the Statement of Financial Activities.

Trade creditors are measured at transaction price, unless payment is deferred beyond normal business terms or is financed at a rate of interest that is not a market rate. In this case the arrangement constitutes a financing transaction, and the financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

Cash and Cash Equivalents

Cash consists of cash on hand and demand deposits. Cash equivalents consist of short term highly liquid investments that are readily convertible to known amounts of cash that are subject to an insignificant risk of change in value

Provisions and Liabilities for Charges

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation, and the amount of the obligation can be estimated reliably.

Employee Benefits

The company provides a range of benefits to employees, including paid holiday arrangements and defined contribution pension plans.

Defined Contribution Pension Plan

The charity operates a defined contribution plan. A defined contribution is a pension plan under which the charity pays fixed contributions into a separate fund. Under defined contribution plans, the charity has no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. For defined contribution plans, the charity pays contributions to privately administered pension plans on a contractual or voluntary basis for eligible employees at management level. The charity has no further payment obligations once the contributions have been paid. The contributions are recognised as employee benefit expense when they are due. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

Short term Employee Benefits

Short term benefits, including holiday pay and other similar non-monetary benefits, are recognised as an expense in the period in which the service is received.

Termination Costs

Once-off termination payments that are not required by contract, legislation or other obligations or commitments, are recognised in the financial year in which they become payable.

Taxation

No charge to Corporation Tax arises as the company has been granted an exemption under Sections 207 and 208 of the Taxes Consolidation Act 1997. The company is registered for VAT with regard to the relevant commercial activity. All other income and expenditure are recorded inclusive of VAT incurred.

Funds

Unrestricted funds are funds spent or applied at the discretion of the Directors to further any of the company's purposes. Unrestricted funds can be used to supplement expenditure made from restricted funds. They comprise income received and expenditure incurred for the company's purposes.

Designated funds are unrestricted funds which are set aside for a particular purpose by the Directors.

Funds held on specific trusts under the charity law are classed as restricted funds. The specific trusts may be declared by the donor when making the gift or may result from the terms of an appeal for funds. The specific trusts establish the purpose for which a company can lawfully use the restricted funds.

Operating Lease

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

3) SIGNIFICANT ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

Judgments and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

The accounting judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Going Concern

The Directors have prepared budgets and cash flows for a period of at least twelve months from the date of approval of the financial statements which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern. In making this assessment, the directors have made a key assumption that funding through the HSE Service Level Agreements for both section 39 and home care services will not materially change going forward. The directors have considered the impact of Covid-19 and do not consider that the impact will be so significant as to cast doubt on the ability of the organisation to continue in operational existence. On this basis the directors consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

Estimating Useful Lives of Tangible Fixed Assets

The company reviews annually the estimated useful lives of tangible fixed assets based on the asset's expected utilisation, market demands and future technological development. It is possible that the factors mentioned may change in the future, which could cause a change in estimated useful lives. In 2021, the company revised the estimated useful life of the computer equipment from 5 years to 3 years. The reduction in estimated useful life resulted in an increase in depreciation of tangible fixed assets. There was no change in the useful lives of other tangible fixed assets. The carrying amount of tangible fixed asset is €270,216 as at year end (2020: €287,518).

4) DONATIONS AND LEGACIES

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Donations	52,633	237,510	290,143	490,678

5) VOLUNTARY INCOME

The company receives Section 39 funding through a Service Level Agreement on an annual basis from the Health Service Executive (HSE) in the geographical areas outlined in note 6.

In accordance with the disclosure requirements set out in the Department of Public Expenditure and Reform Circular 13/2014 Management of the Accountability for Grants from Exchequer Funds, the company receives Section 39 funding from the HSE through local Community Health Organisations (CHOs) to provide through our national bases respite/support services to family carers.

These HSE SLAs have specific service arrangements and funds are expended in accordance with the terms of each specific grant and invoiced to the HSE on a monthly basis.

Due to the demand for services the company in many areas raises additional funds to provide further support and services to family carers.



FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

6) SECTION 39 INCOME & EXPENDITURE

	2021 Income	2021 Expenditure	2020 Income	2020 Expenditure
	€	€	€	€
Core Grant	1,530,176	1,530,176	1,420,780	1,420,780
East Coast - Wicklow	80,789	80,789	80,327	80,327
Northern – North Dublin	122,962	122,962	114,517	114,517
South Western – Kildare	16,739	16,739	16,739	16,739
South Western – Dublin West	31,470	31,470	46,175	46,175
Midlands – Laois/Offaly	98,326	98,326	107,650	107,650
Midlands – Longford/Westmeath	142,853	142,853	119,255	119,255
Mid-Western – Limerick/Clare/North Tipperary	742,504	742,504	696,797	696,797
North Western – Sligo	451,628	451,628	207,809	207,809
Western – Roscommon	159,568	159,568	144,175	144,175
Western – Mayo	25,000	25,000	25,000	25,000
Western – Galway	25,000	25,000	25,000	25,000
Southern – Cork/Kerry	100,048	100,048	102,928	102,928
South Eastern - Kilkenny	132,259	132,259	132,669	132,669
South Eastern – Clonmel	100,139	100,139	104,667	104,667
South Eastern – Wexford	76,999	76,999	104,238	104,238
South Eastern -Waterford	97,533	97,533	77,724	77,724
North Eastern – Cavan/Monaghan	33,562	33,562	29,000	29,000
Total	3,967,555	3,967,555	3,555,450	3,555,450

7) CHARITABLE ACTIVITY INCOME

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Charitable Activity Income (See Note A)	5,194,353	4,898,231	10,092,584	8,947,982

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

7) CHARITABLE ACTIVITY INCOME (CONTD)

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Note A - Restricted				
Section 39 Grant Income (note 6)	-	3,967,555	3,967,555	3,555,450
Group		7,096	7,096	23,519
Dementia Project	-	309,503	309,503	252,325
Other Grant Income	-	290,033	290,033	106,059
Dormant Account Income	-	118,847	118,847	362,836
SSNO Income	-	90,000	90,000	80,432
Comhairle Income	-	-	-	30,144
Home Support Services	5,194,353	-	5,194,353	4,537,217
Rethink Ireland	-	85,053	85,053	-
Community and Voluntary Pillar	-	30,144	30,144	-
Total	5,194,353	4,898,231	10,092,584	8,947,982

Other grant income consists of grants given to the organisation for specified projects.

8) TRADING ACTIVITIES

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Charity Trading Income	372,720	8,627	381,347	412,162

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

8) TRADING ACTIVITIES (CONTD)

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Trading Activities Breakdown				
Fundraising & Membership Income	220,470	8,527	228,997	263,356
Other Trading Income	152,250	-	152,250	241,418
Total	372,720	8,527	381,247	412,162

9) INVESTMENT INCOME

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Rental Income	34,361	-	34,361	26,595
Total	34,361	-	34,361	26,595

10) COST OF RAISING FUNDS

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Fundraising & Membership Costs	9,143	39,363	48,506	31,349
Other Costs of Raising Funds	70,572	-	70,572	82,882
Total	79,715	39,363	119,078	114,231

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

11) CHARITABLE ACTIVITIES

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Summary of Charitable Activities				
Donation Expenditure	-	258,413	258,413	384,101
Other Grant Expenditure (Note A)	-	782,501	782,501	660,849
Wages and Salaries (Note B)	4,812,096	3,351,587	8,163,683	7,267,455
Overhead Expenditure (Note C)	500,357	1,044,260	1,544,617	1,436,176
Total	5,312,453	5,436,761	10,749,214	9,748,581

Donation expenditure consists of costs related to crisis fund, Irish life and donations.

Note A - Other Grant Expenditure	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Dementia Programme	-	281,227	281,227	225,043
Dormant Accounts Programme	-	118,847	118,847	362,837
Other Grant Expenditure	-	382,427	382,427	72,969
Total	-	782,501	782,501	660,849

Other grant expenditure composed of costs incurred by the Company for specified projects, which are mainly attributable to National Lottery grant, Emergency Respite and Rethink Ireland.

Note B – Wages and Salaries	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Direct Wages	3,584,445	1,228,571	4,813,016	4,143,253
Indirect Wages	1,227,651	2,123,016	3,350,667	3,124,202
Total Wages	4,812,096	3,351,587	8,163,683	7,267,455

The above wage costs exclude the cost of wages funded by way of grant income which is included in the cost of charitable activities. This cost also excludes the cost of respite wages which is included in the cost of raising funds.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

11) CHARITABLE ACTIVITIES (CONTD)

Note C - Overhead Expenditure	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	€	€	€	€
Establishment	122,660	353,627	476,287	392,308
IT and Administration	178,058	244,101	422,159	365,464
Training, PPE and Local Centre	114,339	218,829	333,168	341,666
Other Overheads	61,241	94,982	156,223	101,479
Group Expenditure	-	7,096	7,096	23,769
Programme Costs	24,059	125,625	149,684	211,490
Total	500,357	1,044,260	1,544,617	1,436,176

Overhead expenditure includes governance costs amounting to €36,850 in 2021 (2020: €32,919) which relate to audit fees, AGM, Board meetings and annual report costs.

12) EMPLOYEES AND REMUNERATION

The average number of persons employed during the year was as follows:

	2021 Number	2020 Number
Corporate Services	11	11
Communications	13	15
Operations	62	79
Home Care Workers	561	529
	647	634

The staff costs comprise:

	2021	2020
	€	€
Wages and salaries	7,801,415	7,017,973
Social security costs	2,053,277	1,731,966
Pension costs	38,620	21,865
	9,893,312	8,771,804

The above staff costs represent the total cost of wages and salaries returned to the Revenue and has been allocated across the cost of charitable activities, cost of raising funds and direct and indirect wages in line with SORP.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

13) REMUNERATION AND BENEFITS RECEIVED BY KEY MANAGEMENT PERSONNEL

The total amount of employee benefits (including employer pension costs) received by the company's key management personnel was €470,685 (2020: €478,513). The total number of employees whose benefits (excluding employer pension cost and employer PRSI) for the reporting period fell within the bands below were as follows (these include the senior management team and the CEO):

	2021 Number	2020 Number
€70,000 to €80,000	2	2
€80,000 to €90,000	1	2
€90,000 to €100,000	-	-
€100,000 to €120,000	1	1
	4	5

The salary of the Chief Executive Officer in 2021 was €109,004 (2020: €107,243) and that was the total of his employee benefit.

14) DIRECTORS' EXPENSES

Expenses are paid to the Directors in line with the company's expenses policy. During 2021, €1,567 (2020: €2,282) was paid to six directors for travel and subsistence incurred in the performance of their duties as directors.

15) NET INCOME / EXPENDITURE

This is stated after charging:

	2021	2020
	€	€
Depreciation of tangible fixed assets	23,081	11,945
Auditor's Remuneration	23,385	22,385

During the year, no Directors received any remuneration (2020 - €NIL).
During the year, no Directors received any benefits in kind (2020 - €NIL).

16) AUDITOR'S REMUNERATION

The Auditor's remuneration amounts to an audit fee inclusive of VAT of €23,385 (2020: €22,385) in respect of statutory audit services.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

17) TANGIBLE FIXED ASSETS

	Computer Equipment	Property, Plant & Equipment	Total
	€	€	€
At 1 January 2021	48,090	267,500	315,590
Additions	5,779	-	5,779
At 31 December 2020	53,869	267,500	321,369
At 1 January 2021	20,975	7,097	28,072
Charge for the year	17,837	5,244	23,081
At 31 December 2021	38,812	12,341	51,153
At 31 December 2021	15,057	255,159	270,216
At 31 December 2020	27,115	260,403	287,518

18) DEBTORS

	2021	2020
	€	€
Trade Debtors	1,250,688	968,134
Other Debtors	96,398	241,681
Prepayments and accrued income	125,694	147,497
	1,472,780	1,357,312

All debtors are due within one year. All trade debtors are due within the company's normal terms, which is thirty days. Trade debtors are shown net of bad debts provisions.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

19) CREDITORS

Amounts falling due within one year:

	2021	2020
	€	€
Trade Creditors	306,616	184,746
Other taxation and social security costs	172,670	152,816
Accruals	590,668	407,198
Deferred Income (Note 21)	1,298,040	668,830
	2,367,994	1,431,590

Trade creditors and accruals are payable at various dates in the next 12 months in accordance with the suppliers' standard terms.

20) TAXATION AND SOCIAL SECURITY

	2021	2020
	€	€
PAYE/PRSI	172,670	151,202
VAT	-	1,614
	172,670	152,816

21) DEFERRED INCOME

	2021	2020
	€	€
At beginning of year	668,830	508,291
Resources deferred during the year	1,098,041	415,823
Credited to Statement of Financial Activities	(468,831)	(255,254)
At end of year	1,298,040	668,830

Deferred income relates to income received from the HSE, National Lottery, Community Foundation of Ireland, Pobal and various other grants that had specific performance related conditions attached and where the funds had been received in advance. These funds are deferred as a creditor on the balance sheet until the relevant conditions have been met.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

22) ANALYSIS OF MOVEMENT OF FUNDS

Current Year	Unrestricted	Restricted	Total
	€	€	€
Opening Balance at 1 January 2020	2,716,276	-	2,716,276
Income	5,654,067	5,144,268	10,798,335
Expenditure	(5,392,169)	(5,476,123)	(10,868,292)
Transfer Between Funds	(331,855)	331,855	-
Closing Balance at 31 December 2020	2,646,319	-	2,646,319

Prior Year	Unrestricted	Restricted	Total
	€	€	€
Opening Balance at 1 January 2020	2,701,671	-	2,701,671
Income	5,079,377	4,798,040	9,877,417
Expenditure	(4,750,630)	(5,112,182)	(9,862,812)
Transfer Between Funds	(314,142)	314,142	-
Closing Balance at 31 December 2020	2,716,276	-	2,716,276

The transfer of funds from unrestricted funds is to finance a deficit on a restricted fund.

23) ANALYSIS OF NET ASSETS BY FUND

Current Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	270,216	-	-	270,216
Current Assets	4,744,097	-	-	4,744,097
Current Liabilities	(2,367,994)	-	-	(2,367,994)
	2,646,319	-	-	2,646,319

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

23) ANALYSIS OF NET ASSETS BY FUND (CONTD)

Prior Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	287,518	-	-	287,518
Current Assets	3,842,348	-	-	3,842,348
Current Liabilities	(1,413,590)	-	-	(1,413,590)
	2,716,276	-	-	2,716,276

24) RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	€	€
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(69,957)	14,605
Adjustment for:		
Depreciation charges	23,081	11,945
(Increase)/ decrease in debtors	(115,468)	147,352
Increase in creditors	954,404	275,359
Net cash provided by operating activities	792,060	449,261

25) CASH AND CASH EQUIVALENTS

	2021	2020
	€	€
Cash and bank balances	3,271,317	2,485,036

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2021

26) PENSION COMMITMENTS

The company operates a defined contribution pension scheme for eligible employees at executive management level. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to €38,620 (2020: €21,865). No contributions were payable at year end.

27) OPERATING LEASE COMMITMENTS

	2021	2020
	€	€
Amounts payable:		
Within 1 year	49,555	164,771
Between 1 and 5 years	53,134	482,984
Greater than 5 years	-	459,672
Total	102,689	1,107,427

28) RELATED PARTY TRANSACTIONS

No related party transactions took place during the year ended 31 December 2021 (2020: NIL).

29) POST BALANCE SHEET EVENTS

There have been no other events since the balance sheet date, which necessitate revision of the figures included in the financial statements, or inclusion of a note thereto.

30) APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board of Directors on 25th May, 2022.

The following do not form part of the audited accounts

APPENDIX - DISCLOSURE OF STATUTORY & CORPORATE SUPPORT

Details of statutory funding received in 2021

Name of Grantor	Name of Grant	Purpose of Grant	Original Amount and Term of Grant	Amount of Grant taken into Income in Current Year	Deferred Income
Pobal and Department of Environment, Community and Local Government	Scheme to Support National Organisations 2019-2022	To enhance specialists supports strategic partnerships as well as improving organisational development	€269,172 - 3 years	€90,000	€50,068
Department of Housing, Planning, Community and Local Government	Community and Voluntary Pillar	Assist the Organisation in its role as a contributor to Public Policy	€30,144 - 1 year	€30,144	Nil
Pobal, Department of Rural and Community Development (Lead) and Department of Employment Affairs and Social Protection (Sponsor)	Dormant Accounts Funds Measure 2	To fund Family Carers Ireland to deliver the empowering carers project. The aim is to recruit three staff members to deliver a number of actions to support family carers including training programmes, workshops, engagement and support initiatives, information and resources	€645,428 - 18 months	€118,847	€36,909
Department of Health and National Lottery	Palliative Care Grant	Palliative Care Programme	€50,000	Nil	€6,644
National Lottery	National Lottery	Provide respite for Family Carers	€192,058	€109,106	€82,952
Community Foundation of Ireland	The RTÉ Toy Show Appeal	A wellbeing project for Young Carers	€90,897	€9,956	€80,941
Rethink Ireland	The Family Carer Support Project	Addressing the increasing need to assess and respond to the support needs of families caring for their elderly members throughout this crisis period. The programme provides access to a unique service partnership between voluntary (FCI) and statutory (HSE) systems to improve the targeting of resources, and offering family carers evidence-based assessments and supports to enable them to carry out their caring activities.	€141,175 - 1 year	€85,053	€56,122

REFERENCE & ADMINISTRATIVE DETAILS

CHARITY NAME:	Family Carers Ireland
COMPANY REGISTERED NUMBER:	572819
CHARITY REGISTERED NUMBER:	CHY 10962
CHARITIES REGULATOR NUMBER:	20029029
DIRECTORS AT 31.12.21:	Triona Fortune (Chairperson) (re-appointed 26 June 2021) Johanne Powell (Vice) Chairperson) Eilish Smith Barbara Kovach (re-appointed 26 June 2021) Peter O'Connell Rosemary Kratschmar (re-appointed 26 June 2021) Antoinette Green (re-appointed 26 June 2021) Veronica Baylon Cora Long Robert Anderson Tom Jordan
INDEPENDENT AUDITOR:	Mazars, Block 3, Harcourt Centre, Harcourt Road, Dublin 2
PRINCIPAL BANKERS:	Bank of Ireland, 2 College Green, Dublin 2
SOLICITORS:	William Fry, 2 Grand Canal Square, Dublin 2 Moran and Ryan, Baggot Hall, 41 Baggot Street Lower, Dublin 2
CEO & EXECUTIVE MANAGEMENT TEAM:	John Dunne Padraic Marrinan Catherine Cox Anna de Siún Mary Conway
SECRETARY & REGISTERED OFFICE:	Mary Conway, Unit 1, Hibernia Building, Heuston South Quarter, Dublin 8
BOARD COMMITTEES AT 31 DECEMBER 2021:	

Audit & Risk Management:

Grace Dempsey (Chairperson)
John Lonergan
Peter O'Connell
Luke Mooney

Finance & Organisation:

John Healy (Chairperson)
Triona Fortune
Eugene Conlon
Tom Jordan

Quality & Safety:

Triona Fortune (Chairperson)
Rosemary Kratschmar
Cora Long

Carer Support & Engagement

Johanne Powell (Chairperson)
Barbara Kovach
Cora Long
Eilish Smith
Veronica Baylon
Antoinette Green

Marketing & Fundraising

Peter O'Connell (Chairperson)
Barbara Kovach
Eilish Smith
Antoinette Green

Research & Policy:

Rob Anderson (Chairperson)
Johanne Powell
Veronica Baylon
Frank Goodwin
Deirdre O'Donnell





Family Carers Ireland, National Office, Market Square, Tullamore, Co Offaly

www.familycarers.ie | National Freephone Careline 1800 24 07 24



Charity Number 10692.