Family-Advocate Breakfast Meeting
Wednesday 25th March 2026
10:00 a.m. – 12:30 p.m.
SHS, Taylor Centre, Bray

1.0 Welcome

The CEO welcomed everyone and thanked them for taking the time to attend.

2.0 Annual Consultation Exercise (ACE)

The Compliments & Complaints Officer presented the latest ACE survey results. This survey of 239 SHS clients, plus individual interviews and focus groups with Viewpoint and families, was to determine client satisfaction or otherwise with the SHS services clients receive. There was a general reduction in areas requiring improvement.

3.0 Overview of the Compliance Plan

The Deputy CEO spoke about the HIQA Regulatory Escalation Programme, including feedback from residents, compliance findings and the conclusion of the programme.

4.0 Human Resources Structure

The Director of People, Culture & Development reported on the new People & Culture framework, its key activities, future plans and the employment/vacancy situation.

5.0 Safeguarding

An SHS Social Worker outlined the Safeguarding situation for 2025 and to date 2026, highlighting the compliance rates and the monthly statistics of incidents in locations. Many of the incidents were peer to peer and repeated by the same people, so the readings can appear high. The Time to Talk programme which SHS runs regularly for clients has greatly increased client understanding in the area of sexuality, relationships and friendships, and has reduced the number of incidents in some locations.

6.0 Finance Update

The Financial Controller provided an update regarding the organisation's current financial position. SHS are €553k over budget so far this year. They were €3.783k over budget in 2025. SHS will receive a supplement from the HSE but it's unknown how much it will be or when, so it's challenging to make future plans.

7.0 Questions

Some of the questions raised included the music programme, the complaints process, staff using their own cars to transport clients, holiday and after-hours activities, the multidisciplinary team, agency staff, staff training and shortages, finance, housing and client training.

8.0 Close of Meeting

As the meeting drew to a close, attendees shared their positive feedback.