

IRISH NATIONAL ORGANISATION
OF THE UNEMPLOYED

Supporting Unemployed People



inou

ANNUAL REPORT 2018

INOUE Annual Report 2018

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Chairperson's Report



Ann Fergus
INOUE Chairperson

Welcome to our 2018 Annual Report.

I would like to thank my Officer Board, NEC and staff colleagues for their dedication and commitment to the work of the organisation during the year. The organisation has again risen to the challenges and the demands being placed on all aspects of our work during 2018.

In 2017 we marked the 30th Anniversary of the founding of the organisation – a major milestone in the life of any organisation. In 2018 we marked another very significant milestone – the 25th anniversary of our key publication Working for Work.

I want to congratulate everyone involved with the production of the publication. The book has developed very significantly over the last 25 years and is now, in my view, the primary source of information on back to work supports, education and training options, employment service provision and social welfare entitlements in the country. The book is unique and plays a key role in supporting the information needs of unemployed people and of others distant from the labour market. The book is also widely used by employment services personnel across all employment service providers.

I was delighted to welcome Regina Doherty, TD, Minister for Employment Affairs and Social Protection to Araby House on 13th September for the launch of the book and also Mike Allen, Director of Advocacy with Focus Ireland who spoke at the event.

Mike was INOU General Secretary when the first edition of the book was published. The INOU is, rightfully, hugely proud of Working for Work and we look forward to producing the 26th edition of the publication during 2019.

I also want to take this opportunity to again congratulate all of the Building Futures' learners for their achievements during the year. Unfortunately I was unable to Chair the Building Futures Graduation Ceremony which was held at the Mansion House on 1st November. I would like to thank John Stewart, INOU Co-ordinator, for deputising for me in my absence and also to thank Dublin's Lord Mayor, Nial Ring, for hosting the event and for making everyone feel so welcome. I would also like to wish our Year 9 intake of Participants every success in the period ahead.

The Irish economy has continued to improve and thankfully the levels of unemployment have maintained their downward trajectory during the year. I particularly welcome the continued fall in long-term unemployment. The very positive developments in terms of unemployment and job creation does not however mean that unemployment has been solved.

There are still large numbers of people who remain unemployed and a key priority for the INOU in the coming year is to continue to campaign for measures to support people who are long term unemployed. I welcome the introduction of the Youth Employment Support Scheme (YESS) and see this as an important measure in assisting to address youth unemployment.

In last year's Annual Report, I referred to the work that the organisation was undertaking on gathering feedback from unemployed people on their experience of the JobPath Service. This work has now been completed and a report of the third phase of our Employment Services Research Project will be available in the early part of 2019.

We held our Annual Conference and AGM on Wednesday 30th May at Wynn's Hotel, Dublin. I was delighted to welcome Regina Doherty, TD, Minister for Employment Affairs and Social Protection who gave the keynote address. The conference was very well attended and I would like to thank everyone for their involvement.

I am delighted to have been re-elected to serve for a further two years on the National Executive Committee and I congratulate my colleague Brendan Carmody who was also elected at Conference.

Chairperson's Report



I would like to take this opportunity to thank Standing Orders Committee member Paul Taylor, who stood down from the Committee, for all his involvement over many years in the work of the Committee and to wish him well for the future. I would also like to congratulate Peter Melia on his election to the Standing Orders Committee and to wish him well in his new role. I would also like to thank Padraig Malone, who stood down from the NEC and Officers Board, for all his work in support of the organisation over many years and to wish Padraig every success for the future.

Elections to Officer Board Positions were held at the NEC meeting in July and I would like to congratulate Michael McNamara who was elected as our new Treasurer and also Mick Creedon and Joanne Farrell who were elected as Vice Chairpersons of the organisation.

I would also like to thank Joe Williams who stood down from the NEC as the General Branch representative and to welcome Brendan Carmody as his replacement. I was also delighted to welcome new NEC colleagues Jerry

Dixon and Evanne Kilmurray who were co-opted on to the Committee.

During the year, the organisation embarked on a Strategic Planning process with the assistance of Dr. Carmel Duggan. The process is working well and Carmel has already met with a number of key stakeholders with a view to formulating the new Plan. I look forward to the Plan being finalised in 2019.

I wish to end by again thanking my Officer Board and National Executive Committee colleagues, the staff of the INOU and all the representatives of our affiliated organisations who supported us during 2018 and I look forward to my continued involvement in the work of the organisation in the year ahead.

Ann Fergus
Chairperson



Launch of Working for Work 2018: (L to R) Regina Doherty, T.D. Minister for Employment Affairs and Social Protection, Mike Allen, Head of Advocacy, Focus Ireland, Ann Fergus, Chairperson, INOU and John Stewart, Co-ordinator INOU.

Co-ordinator's Report



John Stewart
Co-ordinator INOU

I would like to thank my Officer Board and NEC colleagues and all of the staff in the organisation for their on-going support, dedication and commitment to the work of the organisation during the year.

I very much appreciate and value the contribution of everyone involved.

2018 has been another year of very significant output and activity for the organisation in which we:

- Published and launched the 25th Anniversary edition of our key publication Working for Work;
- Distributed 25,000 copies of the publication, most of which were despatched within 3 weeks of delivery;
- Completed and published the 'Best Practice in the Delivery of Employment Services' Conference Report in relation to the Conference held on 30th November 2017 to mark the 30th Anniversary of the founding of the organisation;
- Completed the research element of Phase 3 of the Employment Services Research Project;
- Participated in a number of local and national information events and jobs fairs;
- Tracked 385 job announcements relating to 45,236 jobs and linked in with many of these welcomed announcements to promote the employer incentives to recruit people who are unemployed;
- Met with a wide range of Ministers and Departmental officials and other key stakeholders;
- Participated in a range of forums/structures on issues affecting unemployed people;
- Made submissions on a range of themes relating to

unemployment/employment, education and training;

- Completed a demanding calendar of training events;
- Dealt with many thousands of queries through our Welfare Rights Information Service;
- Met directly with hundreds of unemployed people at the various events we attended during the year;
- Ran a series of Focus Group Meetings;
- Ran a number of training/development/capacity building events;
- Produced and distributed five E-Bulletins to INOU affiliates, INOU members and key policy makers;
- Commenced the process for the development of a new Strategic Plan;
- Commenced the journey to adopting the Governance Code;
- Commenced involvement in a significant EU Project focussing on soft skills development;
- Started the redesign of our website – www.inou.ie.

Membership

We were delighted to welcome the following organisations into membership during the year:

- EmployAbility West Cork.
- South Galway Money Advice and Budgeting Service (MABS)
- Involve Ltd
- The Mendicity Institution
- Hillview Resource Centre
- Headway Ireland
- Fingal Adult Education Service

Membership Development

As the organisation of the unemployed, we have always been very aware and mindful of the pressures facing many of the people who both use our services and the services of our member organisations.

Co-ordinator's Report



We are also mindful of the pressures on staff delivering frontline information services in member organisations.

In 2017 we met with the Samaritans to discuss how best to support front line staff dealing with clients in distress. In 2018 we facilitated 3 'Conversations with Vulnerable People' Training events which were delivered by the Samaritans and aimed at frontline Information Providers in INOU member organisations. The Training events were held in Cork, Galway and Dublin. 40 participants from 19 member organisations attended these events.

We would like to thank the Galway City Local Employment Service and the Cork Local Employment Service for hosting the Cork and Galway events. We would also like to thank Anne Corcoran from the Samaritans for delivering the programme - the feedback from those attending has been very positive. We are delighted to have established this key link with the Samaritans and we look forward to continuing this collaborative work in 2019.

Regional Discussion Forums

We held 5 Regional Discussion Forum meetings during the year – in Kilkenny, Longford, Limerick, Dublin and Wexford. 105 participants from 57 organisations, including 36 affiliated organisations attended these events.

The themes discussed included the 2018 Social Welfare Appeals Report; Employment, Education and Training Programmes and Budget 2019. I would like to thank everyone who attended the meetings for their input and insights into the various themes addressed.

Employment Services Research Project

In last year's Annual Report, I reported that we had commenced the third and final phase of our work in researching unemployed people's experience of the Employment Services. This phase of the work had a focus on researching unemployed people's experience of the JobPath service. This work has now been completed and a report on our research will be published in early 2019.

We are grateful to all of the unemployed people who took the time to talk to us and meet with us during the course of the project. We are also grateful to the Department of Employment Affairs and Social Protection for supporting this work and to the JobPath providers – Turas Nua and Seetec for facilitating us in undertaking this research.

Individual Membership

We greatly value the involvement of Individual/General Branch Members in the work of the organisation. Seven General Branch meetings were held in 2018. These meetings continue to provide important opportunities for Branch members to have an input into the work of the organisation and to participate in the wide-ranging discussions on unemployment/employment related issues.

We held three INOU Introductory Meetings for our Individual Members during 2018. We also circulated information, through email, our website and social media on a range of training events, JobFairs, Information roadshows and information on Polling Clerk positions to our members across the Country.

Information and Advocacy Service

The Welfare to Work Section provides a comprehensive, confidential and independent welfare rights information and advocacy service. The section provides these services through publications, a telephone helpline, by e-mail and directly through the INOU website.

Throughout 2018, the demand for information and advocacy services on the section remained very high.

As part of our Information and Advocacy services we:

- Supported 73 clients in seeking Reviews of Overpayment Recovery decisions prior to seeking a Social Welfare Appeal.
- Supported 283 clients in seeking Reviews of Decisions by DEASP prior to seeking a Social Welfare Appeal.



Co-ordinator's Report

- Supported 161 clients in preparing appeals, both Standard and Oral hearing applications, to the Social Welfare Appeals Office;
- Supported 29 organisations and groups in assisting clients in making appeals to the Social Welfare Appeals Office;
- Attended 14 oral hearings with clients providing Advocacy services at the Social Welfare Appeals Office, both in Dublin and outside of Dublin;
- Supported 2 clients in progressing Customer Service issues to the official DEASP Complaints Process;
- Supported 6 clients in preparing a complaint to the Office of the Ombudsman;
- Supported 2 clients in preparing cases for the Workplace Relations Commission (WRC);
- Supported 1 client in preparing a complaint to the Data Protection Commissioner.

As in 2017, the diversity and range of queries was equalled by the differing sources from which they came, with, as in previous years, a noted increase in the number of clients engaging with the Social Welfare Appeals process and seeking our assistance to request reviews prior to appeal and in making appeals directly.

The majority of the over 5,000 queries received were from individual unemployed people, and those in receipt of Social Welfare payments, with the INOU website providing the largest numbers of referrals and contacts.

The level of queries from INOU affiliated organisations, EmployAbility, Local Employment Services, Partnerships, Citizens Information Centres and other organisations remained consistently high throughout the year.

The Welfare to Work Section attended a number of Job Fairs and information events, hosted / promoted by the Department of Employment Affairs and Social Protection throughout the country, providing information and support for jobseekers seeking to return to work.

Through these events the Welfare to Work section distributed thousands of copies of Working for Work,

engaged directly with jobseekers on a one-to-one basis providing direct information on Back to Work supports and assisted and supported both the Department of Employment Affairs and Social Protection and other organisations / groups in assisting clients.

Working for Work

We were delighted to organise the launch of the 25th edition of Working for Work on 13th September. The book was launched by Regina Doherty, TD, Minister for Employment Affairs and Social Protection.

We were also delighted to welcome Mike Allen, Director of Advocacy with Focus Ireland, back to the INOU. Mike was the General Secretary of the organisation when the first edition of the publication was issued in 1993.

Working for Work is the most comprehensive guide to social welfare entitlements and education, training and employment options for unemployed people and others distant from the labour market. 25,000 copies of the book were distributed to a wide range of local community based organisations, state agencies and individual unemployed people during the year.

We are grateful to the Department of Employment Affairs and Social Protection and the Department of Education and Skills / SOLAS for their on-going support for the publication.

Training Services

The INOU delivers a significant suite of training programmes to a very diverse group of individuals and organisations. These include people who are unemployed; people in employment and people participating on employment and training programmes.

The organisations that we deliver training to include a mix of community and voluntary sector organisations but also include Education and Training Boards, employment services providers and others.

Co-ordinator's Report



Colleagues in the Training Unit also represent the INOU on several external groups and committees including Wicklow Local Community and Development Committee, The European Adult Learning Agenda Steering Group and the North East Inner City Adult and Education Community Forum.

During the 2018, we delivered a total of 48 days of QQI training, delivered 33 days of 'on request' training to organisations across the country and 2 non-accredited training days. These 83 training days included the following:

- Social and Civil Information – QQI Level 6
- Information, Advice and Advocacy – QQI Level 6
- Introduction to Social Welfare – Non Accredited
- Welfare to Work – Non Accredited

The Training Unit continues to work in partnership with Community Law and Mediation (CLM) in the delivery of a further three QQI, Level 6 awards - Accommodation and Housing Advocacy; Family Rights Advocacy and Employment Law Advocacy.

We also work closely with Dublin City University (DCU) providing student placement opportunities and to develop direct access for our Building Futures participants to DCU's Education and Training Degree programme.

Building Futures (LTI)

Building Futures, a Local Training Initiative, delivers a QQI accredited training programme and associated workplace internships that draws on participants own life experiences to enable them to become peer educators, trainers, community workers and mentors.

The eighth year of our programme was completed in 2018. 15 Participants from Dublin and surrounding areas completed nine QQI modules at levels 5 and 6 with 14 receiving QQI certification. The Participants also undertook workplace internships and volunteering opportunities which provided invaluable experience of and insight into

community and voluntary based workplaces. Participants also had opportunities to participate in conferences, workshops and additional training.

The programme continues to be a huge success and I am delighted to report that we continue to hold Local Training Initiative designation for the programme.

We began discussions, at the end of the year, with CDETB on the possible rollout of a second LTI based on the huge success of the Building Futures programme. We are grateful for the related supports and resources received from the CDETB.

Recruitment for the ninth year of the programme was completed in August and 15 new participants commenced training in September.

I would like to take this opportunity to thank all the staff involved, both directly and indirectly with the programme.

SpringBoard (HEA)

We were delighted to again host the Guidance Counsellors for the Springboard+ 2018/19 Freephone Helpline on behalf of the Higher Education Authority.

Springboard+ offered a choice of free, part-time and intensive conversion courses in higher education from certificate, to degree, to post-graduate level.

In 2018/19 courses were open to unemployed people, homemakers and to people in employment that wished to take a course in the manufacturing sector (e.g. Bio-pharma or medical devices technology) or an ICT Conversion course. All courses lead to qualifications in enterprise sectors which are growing and need skilled personnel.

I would like to take the opportunity to acknowledge the very significant level of expert support provided by the two Guidance Counsellors, Joan O'Reilly and Christina Dowling to the very significant numbers of unemployed people that used this key guidance service.



Employer Linkages

The organisation continues to monitor job announcements and to place key information about job opportunities on the Jobs Watch section of our website www.inou.ie.

During 2018 we listed 385 Companies that were announcing 45,236 jobs. 209 Companies announced that they planned to create 45,236 jobs and listed 176 Companies where the number of jobs announced were unstated or unknown.

Almost 60% of the jobs announced were Dublin based. A further 16% of the jobs were countrywide where they were in a number of locations. 13% in Munster was next highest, followed by 6% in the rest of Leinster outside Dublin, 4% in Connaught and 3% in Ulster.

The statistics from the Job announcements that we listed show that, in 2018, Construction was the single largest sector with almost 11,500 announcements of the over 45,000 jobs. Information Technology was the second largest sector with over 6,400 jobs. Other sectors where the job announcements exceeded 2,000 included Pharma/ Science Agriculture; Media and Publishing; Transport and Aviation and Manufacturing. Three other sectors where over 1,500 job announcements were listed included Retail; Hospitality and Customer Service.

Skills Match

I am delighted to advise that the INOU has been selected for involvement in a major European Funded Project called Skills Match.

The aim of the project is to develop and demonstrate a European-wide assessment and learning guiding technology which will help users to adapt their skills to the demands of the labour market with a particular focus on non-cognitive (NC) or 'soft' skills.

NC skills can be defined as the "*patterns of thought, feelings and behaviours*" that are socially determined and can be developed throughout a person's lifetime to produce a value: they can comprise personality traits, attitudes and motivations.

The proposed Skills Match platform will seek to integrate and improve the development of NC skills to enable the assessment and evaluation of such skills and recommending users' actions for bridging the gap between their skills profile and the one recommended for the person's desired or target occupation. The platform will also provide options for measuring NC skills development linked to open badges to provide recognition of the new learning and skills.

Seven partners joined forces in this Project with extensive expertise in co-creation, skills frameworks and tech innovation: eGovlab Stockholm University (Co-ordinator - Sweden), FundacioEurecat (Spain), DMC Metrix (Ireland), Universidad de Alcalá (Spain), Everis (Spain), Fondazione Politecnico di Milano (Italy) and Trinity College Dublin (Ireland). The Project will have 4 Piloting Partners as subcontractors.

One organisation in each country has been selected by the consortium as Pilot Partner to fulfil the piloting activities. The INOU will be one of the four Piloting Partners. Lorraine Hennessy, Head of Training, has been designated as the Pilot Leader and Lorraine and I attended the first Skills Match Co-Creation Meeting in Stockholm in December.

I look forward to reporting on the development of the project in our 2019 Annual Report.

Digital Skills and Jobs Coalition

I am delighted to be representing the INOU on the Digital Skills and Jobs Coalition. The Digital Skills and Jobs Coalition brings together Member States, companies, social partners, non-profit organisations and education providers, who take action to tackle the lack of digital skills in Europe. The Coalition tackles the need for digital skills of four broad groups:

- Digital skills for all – developing digital skills to enable all citizens to be active in our digital society
- Digital skills for the labour force – developing digital skills, e.g. upskilling and reskilling workers, jobseekers; actions on career advice and guidance

Co-ordinator's Report



- Digital skills for ICT professionals – developing high level digital skills for ICT professionals in all industry sectors
- Digital skills in education – transforming teaching and learning of digital skills in a lifelong learning perspective, including the training of teachers

Community Employment Project (CE)

The INOU has been a sponsor of a Community Employment Project for the last 22 years. Participants are based both in our offices here at Araby House and at the Ozanam House Resource Centre.

The work undertaken by the CE Participants continues to be essential to the effective running of both organisations and we greatly appreciate the work undertaken by all the Participants.

We were delighted to see a number of our CE Participants progress into employment during the course of the year and the focus of the CE Project continues to be on supporting Participants to gain key skills, competencies and work experience in order to enhance their progression outcomes.

Annual Conference

We held our Annual Conference and AGM on Wednesday 30th May at Wynn's Hotel, Dublin. We were delighted to welcome Regina Doherty, TD, Minister for Employment Affairs and Social Protection who gave the keynote address. The Conference was very well attended and I would like to thank everyone for their involvement.

INOUE Chairperson, Ann Fergus and Brendan Carmody, General Branch, were elected at Conference to serve on the NEC and I would like to congratulate Ann and Brendan and wish them every success in the period ahead.

I would also like to echo our Chairperson's thanks to Paul Taylor, Standing Orders Committee Member, who stood down from the Committee, for all his involvement over

many years in the work of the Committee and to wish him well for the future and to welcome Peter Melia on to the Committee. I would also like to thank Padraig Malone, who stood down from the NEC and Officers Board, for all his work in support of the organisation over many years and to wish Padraig every success for the future.



INOUE Annual Delegate Conference (ADC) 2018.

Elections to Officer Board Positions were held at the NEC meeting in July and I would like to congratulate Michael McNamara who was elected as our new Treasurer and also Mick Creedon and Joanne Farrell who were elected as Vice Chairpersons of the organisation.

I would also like to thank Joe Williams who stood down from the NEC as the General Branch representative and to welcome Brendan Carmody as his replacement. I would also like to welcome new NEC colleagues Jerry Dixon and Evanne Kilmurray who were co-opted on to the Committee.

Best Practice in the Delivery of Employment Services Conference Report

In last year's Annual Report, I referred to the major conference that the organisation held on 30th November at Wynn's Hotel, Dublin. The Best Practice in the Delivery of Employment Services Conference marked the 30th Anniversary of the founding of the INOU.

This year, we completed and published the Conference Report – available on the INOU's website. I would again like to thank everyone involved in this very successful event.

Co-ordinator's Report

Strategic Plan

In the latter part of the year, the organisation commenced the process for the development of a new Strategic Plan. We are being supported in the process by Dr. Carmel Duggan.

Carmel greatly assisted the organisation in devising the current Strategic Plan which expires at the end of March 2019. During the period October- December, Carmel met with and documented the views and perspectives of a number of key stakeholders, including the Officers Board/ National Executive Committee, the Staff Team and the General Branch. Work on developing the new Plan is well advanced and I look forward to reporting on the details of the Plan and its implementation in the 2019 Annual Report.

Website Development

I am delighted to report that the organisation will be significantly updating our website – www.inou.ie in the early part of 2019. The site is being completely modernised and developed in such a way as to be significantly more compatible with mobile devices.

I would like to thank the members of the organisation's Web Development Steering Group – Robbert Lynch, Ray Brennan and Seamus O'Lorcain for their input to the new site and also Tom Duke of Digital Revolutionaries for his technical input and support in the development of the website.

Araby House and the Environment

I am pleased to report that the INOU is playing its part in combatting climate change. We are very fortunate in the organisation to have a number of very environmentally aware and committed staff members who have successfully developed an Environmental Policy for our office, Araby House. We have established an Araby House Environmental Policy Steering Group and environmental considerations now inform how we work on a day to day basis in Araby House.

I would like to acknowledge the contribution of Eric Conroy and Michael Quinn to the development of this important policy and also to thank the members of the Steering Group - Laura Rossney, Tom McMahon and Eric Conroy, for their on-going work in this area.

Funding

Details of the organisation's income and expenditure are set out in the Financial Report, in the following pages. I would like to take this opportunity to thank the Department of Rural and Community Development / Pobal, the Department of Employment Affairs and Social Protection, SOLAS and the City of Dublin Education and Training Board for their financial assistance during the year.

I would also like to thank Eric Conroy, Financial Controller and Michael McNamara, Treasurer, for their efficient management of the organisation's financial resources.

John Stewart
Co-ordinator

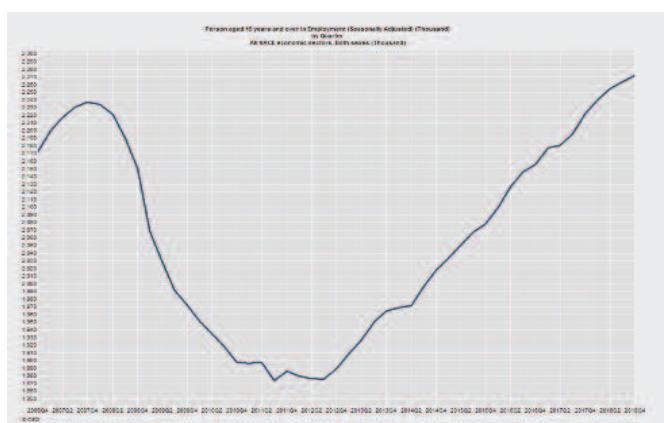


Head of Policy and Media Report



*Bríd O'Brien
Head of Policy
and Media*

According to the Labour Force Survey (LFS) for Quarter 4, 2018, seasonally adjusted employment was at an all-time high, at 2,272,200. The highest this figure stood pre-crises was 2,237,300 in Q4 2007. Looking at the unadjusted figures, there were 2,281,300 people employed, an increase of 50,500 on the same quarter in 2017.

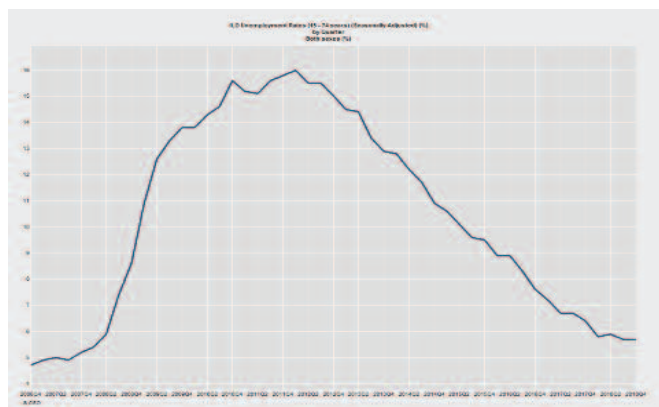


Graph 1 shows the numbers of people employed over the period Quarter 4, 2006 to Quarter 4, 2018.

An additional 48,200 people were in full-time employment, and 2,300 people in part-time employment. Part-time employment accounted for 20% of people in employment. 108,500 people who are working part-time described themselves as underemployed i.e. working less hours than they would like, 6,900 fewer people than in Quarter 4 2017. In that quarter people who were underemployed accounted for 5.2% of the employed, in Q4 2018 this figure had fallen to 4.8% of those in employment.

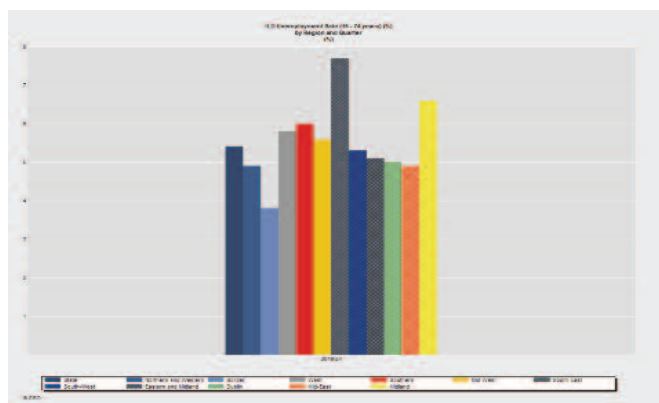
There were 128,800 people who were unemployed, a decrease of 15,200 over the year. The overall unemployment rate in Q4 2018 was 5.4%, 0.7% lower than the same quarter in 2017. Looking at this rate from a gender perspective,

the female and the male unemployment rates were both 5.4%. Young women, aged 15-19 years, had the highest unemployment rate at 19.1% in Q4 2018, while men aged 65+ has the lowest rate at 1.3%. The seasonally adjusted unemployment rate was 5.7%.



Graph 2 shows the Unemployment Rate over the period Quarter 4, 2006 to Quarter 4, 2018.

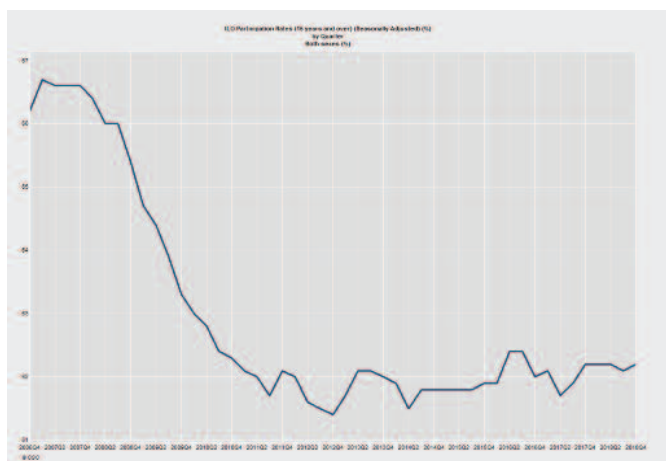
50,100 people were unemployed for more than a year. The long-term unemployment rate was 2.1%, down 0.4% on Q4 2017. Looking at long-term unemployment from an age perspective young people aged 15-24 account for 15.8%; people aged 25-44 account for 43.1%; while those aged 45 years and over account for 41.1%. Men account for 61% of the long-term unemployed, and women account for 39%.



Graph 3 shows the regional and national unemployment rates for Quarter 4, 2018.

The country is divided into eight regions: Border; West; Mid-West; South-East; South-West; Dublin; Mid-East and Midland. Four regions had unemployment rates higher than the State's rate of 5.4%: West at 5.8%; Mid-West at 5.6%; South-East at 7.7%; Midlands at 6.6%.

The State's Participation Rate, which is arrived at by dividing the Labour Force by the total population aged 15+ years, stood at 62.2%. The Participation Rate has remained flat, varying between 61%-63% since Q4 2010, and 5.2% lower than its highest point in Q3 2007. This rate was lower in the four regions with a higher unemployment rate.



Graph 4 shows the Participation Rate over the period Quarter 4, 2006 to Quarter 4, 2018.

Two regions had a higher participation rate, the Mid-East at 64.1% and Dublin at 66%. These two regions also had lower unemployment rates: 4.9% and 5% respectively.

Two regions had lower participation and unemployment rates: the Border region and the South-West. The participation rate in the Border region was 58.1% and their unemployment rate was 3.8%. The same figures for the South-West were 61.2% and 5.3%.

Other data published in the Labour Force Survey includes the Potential Additional Labour Force (PALF), which consists of two groups: 'persons seeking work but not immediately available' and 'persons available for work but not seeking'.

This figure captures people who are unemployed but may have lost heart seeking work; people who may face logistical challenges including childcare and transport; people who face marginalisation and exclusion in the labour market because of, for example, their age; ethnicity; disability; family status; socio-economic status. In Quarter 4, 2018 PALF stood at 108,300 people, 3,000 fewer people than in Q4 2017.

Policy Developments

The overall improvement in Ireland's employment and unemployment statistics carried through into policy developments in a number of ways. In the Action Plan for Education 2018 publication there was no mention of Jobseekers or unemployment, even though there is a strong correlation between educational status and employment status. 2018 saw the last of the Action Plan for Jobs as the state moved towards the development of what has become Future Jobs Ireland. In November, the Departments of An Taoiseach and Business, Enterprise and Innovation organised a summit on this theme.

In May, the European Commission published a 'Recommendation for a Council Recommendation on the 2018 National Reform Programme of Ireland and delivering a Council opinion on the 2018 Stability Programme of Ireland', which stated that Ireland should "Prioritise the upskilling of the adult working-age population, with a focus on digital skills". It will be particularly important that unemployed people and others distant from the labour market are given the opportunity to improve and use their digital skills, otherwise Ireland's labour market developments will not be inclusive.

The INOU attended a number of events organised by the various Government Departments on the issue of Brexit and its implications for trade; maintenance and development of business; social and economic implications for young people. By the end of 2018 the impact of Brexit remained unclear and the INOU continues to be concerned about its impact on unemployed people and those jobs reliant on trade flow to, from and through the UK.

The INOU's Pre-budget submission and analysis was fed into through the Annual Delegate Conference, the regional Discussion Forums, and the on-going work of the organisation. The themes of the submission included: adequate income; supportive employment services; access to decent employment; education and training; and community based organisations. The INOU welcomed the increase in social welfare payments, though it is disappointing that the reduced Jobseeker's Allowance payments for young unemployed people were maintained.

Head of Policy and Media Report



The organisation is keenly aware the employment services need to be properly resourced to deliver on a person centred approach and support people of working age to secure decent employment. The final roll-out of the Youth Employment Support Scheme (YESS) in October 2018 was also a welcome development.

In July the INOU attended the National Economic Dialogue, and raised concerns about socio-economic status, the lack of recognition of this issue in Ireland's equality legislation, yet the reality of this exclusion on the ground, including access to the labour market. The organisation also raised the challenge of how full employment is interpreted, and the disheartening effect this can have on unemployed people having little hope in securing decent employment.

In a variety of arenas the issue of data collection, and in particular the Programme and Learner Support System (PLSS) were robustly discussed. The INOU is keenly aware of the need for good data to assess what is working for whom, why, and to what end. Yet from the concerns raised by affiliates and others, the organisation is also aware of the importance of ensuring data collection systems are easy to use and are seen as a work aid by those on the ground who must do this work.

Working in Partnership

The INOU continues to work with colleagues in the community & voluntary sector on a range of socio-economic issues and in a variety of mechanisms including:

- Better Europe Alliance, a network of national community and voluntary sector organisations, SIPTU and the Environmental Pillar, continued its work on the European semester process and its implications for Ireland's policy making and implementation. As part of this work, the INOU HPM met with EU Commission Semester Office on the Commission's report on Ireland and contributed to the Alliance's response to this report.
- Community Platform, a network of twenty seven national organisations working to address poverty, social exclusion and inequality. In April, the INOU

HPM chaired the Community Platform governance workshop, which covered Charities regulation; GDPR; SIPO requirements; Lobbying Register; and Public Sector Duty. And through the Community Platform representative on the National Women's and Girl's Strategy, the INOU was able to comment on the draft progress report.

- In Ireland, the EAPN led European Minimum Income Network project focused on the issue of access to adequate social welfare supports. In May, the project bus visited three places in Ireland: Limerick; Longford; and Dublin. A seminar was also held in the Mansion House in Dublin, at which the INOU's HPM was one of the panellists; through this project the INOU also met with political spokespeople on social protection.
- Economic, Social and Cultural Rights Initiative which continued to call for the strengthening of these rights in the Constitution and called for the introduction of a socio-economic status ground in Ireland's equality legislation. As its final event, ESCRI held an event on December 6th, 2018 to mark the 70th anniversary of the Universal Declaration of Human Rights.
- TASC's focus group for the second phase of their research into precarious work; in April they published their report 'Living with Uncertainty', about the impact of precarious work on young workers ability to meet their health, housing and family formation needs and aspirations.
- Vincentian Partnership for Social Justice's Advisory Group on their Minimum Essential Standard of Living Work.
- The New Communities Partnership Migrant Access Programme Advisory Committee.

The Community and Voluntary Pillar (CVP) continued to meet on a quarterly basis. The INOU's year as the CVP secretariat ran up until the July 2018 meeting. As part of this work the INOU worked with other CVP colleagues to organise a meeting with the Department of Rural and Community Development on their proposed social enterprise strategy and its implications for the community and voluntary sector overall; and to establish bilateral meetings with the Department of Justice and Equality.

Head of Policy and Media Report

The INOU participated in the Community & Voluntary Pillar (CVP) annual Pre-Budget meeting with Minister(s) for Finance / Public Expenditure & Reform, Paschal Donohoe T.D.; the two bilateral meetings with the Department of Employment Affairs and Social Protection; and the Department of Justice and Equality. The INOU organised the bilateral meetings with the Department of Education and Skills (DES); and the Department of Public Expenditure and Reform.



INOUE Discussion Forum, Araby House.

The INOU also engaged with the CVP representatives on the Steering Committee for the Draft Implementation Plan for Local and Community Development, and commented on draft reports circulated for comment and feedback.

The INOU's HPM is one of the three CVP representatives on the National Economic and Social Council and participated on the Working Group on NESC's Low Work Intensity Households project.

In June, NESC published Council Report 146: Moving from Welfare to Work: Low Work Intensity Households and the Quality of Support Services; and held a seminar on this topic, at which the INOU HPM was one of the panellists.

Amongst the other work NESC undertook in 2018 is one project exploring Social Insurance and the Welfare System: Towards a Sustainable Developmental Welfare State, which has included the issues of Platform working and self-employment.

The INOU's Head of Policy and Media continued to participate on:

- The Council of the Economic and Social Research

Institute, up until May 2018 when her second term on the Council came to an end.

- The Board of the Dublin Adult Learning Centre (DALC), who held a very interesting Transforming Lives Conference in November.
- The Monitoring Committee of the Programme for Employability, Inclusion and Learning 2014-2020;
- The Board, Audit and Finance Committees of the City of Dublin Education and Training Board;
- And in September she joined the In-Vest Advisory Committee, an initiative targeting young people living in Ballymun to improve their ICT skills and the application of these skills to life and work.

Communications

In 2018 the INOU produced five E-bulletins which covered a wide range of issues to inform our readers of:

- Policy developments like the Action Plan for Education 2018; a Private Members Bill seeking to introduce a socio-economic status ground into Ireland's Equality legislation; the roll-out of GDPR; the Action Plan for Jobs 2018; the Social Inclusion Forum; Ireland's Sustainable Development Goals report to the UN; Budget 2019.
- Labour market, poverty and other statistical reports including the Adult Education Survey 2017; and JobsPlus Employers Survey.
- Research on Post Leaving Cert Courses; the impact of precarious work on people's lives; low work intensity households and their journey from welfare to work.
- Articles from affiliates on their work and developments they wish to highlight including the removal of the requirement to pay a financial contribution for legal aid in domestic violence cases; the transformative nature of adult education; Universal Credit and its implications for people in Northern Ireland.
- Articles from our Individual Members describing their experiences of unemployment including the impact of age and gender; trying to secure decent employment; the impact of learning, both programmatic and experiential.

Head of Policy and Media Report



- The INOU Out and About and in particular the work undertaken by our Welfare Rights Information Section; the INOU's regional Discussion Forums.
- Summaries of the submissions made by the INOU to, for example, the Low Pay Commission; Pre-Budget Submission; Ireland's National Risk Assessment 2018 report; the review of the Community Services Programme.
- Significant anniversaries including the 25th edition of the INOU's publication Working for Work; 21st anniversary of Kildare Local Employment Service; 70th anniversary of the Universal Declaration of Human Rights; and the 1st anniversary of the European Pillar of Social Rights.
- Opportunities and supports available to unemployed people including the potential of working in a Polling Station or Count Centre; that people on JobPath could also participate on CE or Tús; Fast Track; and developments in JobsIreland.ie.

The INOU also engaged with the print, radio and TV media on a broad range of issues facing unemployed people and how these issues impact on their lives, including:

- Long-term unemployment statistics, the questions they raise; and people's experiences of it, for example, a local unemployed person's unsuccessful experience of trying to get a job.
- The implications of changing national and regional employment and unemployment figures.
- Policy developments and roll-out including JobPath; Project Ireland 2040; Budget 2019.
- INOU events including the Annual Delegate Conference and the launch of Working for Work.
- Media coverage of social welfare issues including fraud; whether or not there would be a Christmas bonus; public comments on welfare by prominent people.
- Media requests for unemployed people to talk about the Budget; people who have now secured employment; youth unemployment.

Submissions and Presentations

- **January:** The INOU made a submission to the Mid-Term Review of the Further Education & Training Strategy 2014 - 2019 via the on-line survey, undertaken on behalf of SOLAS by Prospectus Management Consultants. The Lobbying Register for the period September to December 2017 was also completed.
- **February:** a submission made to Low Pay Commission Consultation 2018 on the National Minimum Wage.
- **March:** a submission was made to the National Action Plan for Social Inclusion (NAPSI) 2018-2021 through the on-line survey. At the Pobal Regional Seminar on 'enabling inclusive communities: achievements, challenges, future directions' the INOU made a presentation from a non-government organisation perspective.
- **April:** after the INOU attended the Low Pay Commission hearing on the organisation's NMW submission, a follow-up submission was made in April. In July the Low Pay Commission recommended that the National Minimum Wage be increased by 25c to €9.80, which was taken on board by the Government and announced in Budget 2019.
- **May:** at the Department of Employment Affairs and Social Protection's Social Inclusion Forum the INOU's HPM gave an input at the workshop entitled 'Strengthening the Voice of the Social Inclusion Forum: What Role Should the Social Inclusion Forum Play in the New National Action Plan for Social Inclusion?'. The Lobbying Register for the period January to April 2018 was completed.
- **June:** the INOU made a submission to the Department of An Taoiseach's draft National Risk Assessment 2018. The INOU's Head of Policy and Media has also participated as a panellist at the Department's National Risk Assessment seminar in April 2018.
- **July:** the INOU made a Pre-Budget submission to the Department of Employment Affairs and Social Protection and participated in their Pre-Budget Forum. The organisation also made a submission to the European Commission's on the measures proposed in the Council Recommendation on the integration

of the long-term unemployed into the labour market (2016/C 67/01).

- **August:** the INOU Pre-Budget Submission was emailed to the Government and the Houses of the Oireachtas; the context page was updated as the Labour Force Survey Q2 results were available.
- **September:** the INOU completed the DEASP's on-line survey on the introduction of Total Contributions Approach to State pension (contributory) from 2020. The Lobbying Register covering the period May to August 2018 was completed.
- **November:** INOU made a submission to the Department of Rural and Community Development on the proposed review of the Community Services Programme. The organisation also made a submission to the Department of Taoiseach on Ireland's new National Digital Strategy 2018.

Bríd O'Brien

Head of Policy and Media



INOUE Annual Delegate Conference (ADC) 2018.

National Executive Committee



The National Executive Committee is the governing body and Board of Directors of the INOU.

NEC members are elected from amongst the wider membership of the organisation at the Annual Conference and normally serve for an initial term of two years. There were 8 NEC / Board Meetings held during the year. We are very grateful to all the members of the National Executive Committee for their input into the work of the organisation.

INOUE Officers Board

	Role	Nominating Organisation
Ann Fergus	Chair	South Galway MABS
Joanne Farrell	Vice Chair	Belfast Unemployed Resource Centre
Mick Creedon	Vice Chair	Ballymun Jobs Centre
Michael McNamara	Treasurer	INOUE General Branch
John Stewart	Co-ordinator	INOUE

National Executive Committee (NEC)

	Nominating Organisation
Seamus Orr	Springlawn Residents' and Community Development Group
Frank Vaughan	Irish Congress of Trade Unions (ICTU)
Des Bonass	Dublin Council of Trade Unions
Brendan Carmody	INOUE General Branch
Breda Murphy	EDI Centre, Longford
Lorraine Hennessy	INOUE Staff Representative
Brendan Sherlock (Co-opted)	INOUE General Branch
Yvonne Browne (Co-opted)	National EmployAbility Service
Jerry Dixon (Co-opted)	Arklow Jobs Club
Evanne Kilmurray (Co-opted)	Inner City Enterprise (ICE)

Stepped Down: We would like to take this opportunity to thank **Padraig Malone** and **Joe Williams** who stepped down from the NEC in 2018 for all their support for the work of the INOU. We are very grateful to all the members of the National Executive Committee for their input into the work of the organisation.

INOUE Staff 2018

We would like to like to thank all our staff for their dedication and commitment to the work of the organisation and also to thank those staff who left during the year.

Senior Management Team

Co-ordinator	John Stewart
Head of Policy and Media	Brid O'Brien
Financial Controller	Eric Conroy

Administrative and Finance Team

CE Supervisor	Laura Rossney
Book Keeper	Carol Thornton
HR Assistant	Amos Phillipson
Finance Administrator	Michael Quinn
Receptionists	Thomas Kavanagh / Leanne Leech
Cleaners	Simonas Petraska / Paul Bermingham
Caretaker	Hugh Gilhooley

Welfare to Work Team

Manager Welfare to Work Section	Robbert J. Lynch
Senior Information Officer	Robert Kelly
Information Officers	Ivor Quinn / Tom McMahon
Admin Support Worker	Conor Flynn

Training Team

Head of Training	Lorraine Hennessy
LTI Co-ordinator	Laura Pierce
Assistant LTI Co-ordinators (Job Share)	Sandra Harold / Michelle Kelly
Training Administrator	Paulina Frydrych

Development Team

Membership / Project Worker	John Farrell
Admin. Support Worker	Ray Brennan
Web Administrator	Finbarr McGlinn
Jobs Researcher	Seamus O'Lorcan

Staff who left in 2018:

Theresa Golgan, Andrew McDonald, Eileen Gallen

INOUE Financial Report

IRISH NATIONAL ORGANISATION OF THE UNEMPLOYED

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



DETAILED INCOME AND EXPENDITURE ACCOUNT

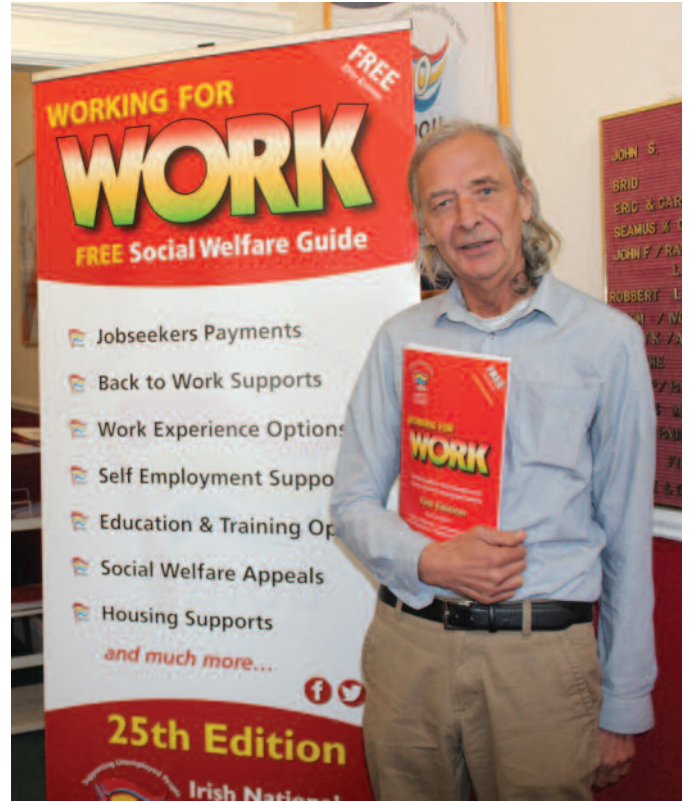
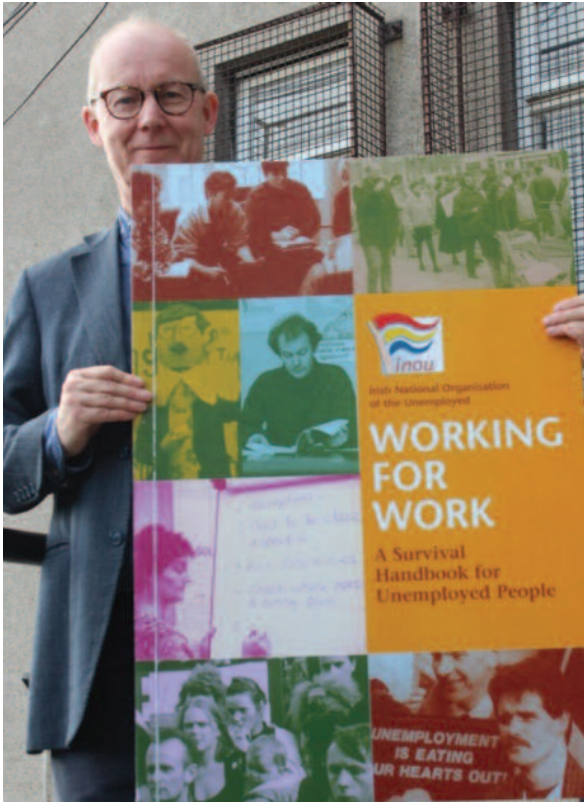
For the year ended 31st December 2018

Income	2018	2017
- Employment Affairs & Social Protection (DEASP) - Information and Welfare Rights	256,800	256,800
- Employment Affairs & Social Protection (DEASP) - Community Employment	217,988	229,922
- Dept. of Rural and Community Development - Social Partnership	41,448	41,448
- Dept. of Rural and Community Development / Pobal - Scheme to Support National Organisations	90,000	90,000
- SOLAS - Working for Work Publication	20,000	20,000
- CDETB - Local Training Initiative	82,379	85,496
- Office Rental	20,280	18,950
- Training Fees	31,293	37,650
- Other Income	16,973	15,578
TOTAL	777,161	795,844

Running Expenses	2018	2017
- Wages and salaries	353,962	360,518
- Community Employment Wages	212,485	214,914
- Social Security Costs	43,187	43,316
- Staff pension costs defined contribution	7,396	7,769
- INOU Other Services Costs	3,712	4,952
- Building Futures Project	18,539	15,059
- Outreach Work	1,872	2,107
- National Executive Committee	4,601	4,954
- Welfare to Work Information Support	3,313	3,096
- Dept. of Employment Affairs and Social Protection - Sundry Projects	509	2,724
- Community Employment Materials and Training	5,356	5,000
- Rent and Rates	16,086	15,558
- Canteen	4,166	3,092
- Membership	997	1,378
- Light and Heat	5,687	5,511
- Repairs, maintenance and renovations	8,888	7,175
- Insurance	3,033	2,712
- IT purchasing and equipment	6,281	5,885
- Travelling expenses	1,435	1,355
- Annual Delegate Conference	3,434	3,537
- Legal and Professional Fees	4,738	738
- Audit Fees	4,798	4,797
- Printing and Publications (including Working for Work)	37,388	37,726
- Stationery	3,321	3,569
- Telephone	3,456	3,898
- Skills Match project	2,233	-
- Sundry Expenses	4,615	4,931
- 30th Anniversary event expenses	980	6,285
- Depreciation	<u>7,014</u>	<u>8,182</u>
	773,482	780,738
NET SURPLUS	<u>3,679</u>	<u>15,106</u>



INOU Photos





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The INOU is supported by the Department of Employment Affairs and Social Protection and the Department of Rural and Community Development / Pobal (under the scheme to support national organisations in the Community and Voluntary Sector 2016 – 2019)

