

IRISH NATIONAL ORGANISATION
OF THE UNEMPLOYED

Supporting Unemployed People



inou

ANNUAL REPORT 2019

INOUE Annual Report 2019

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Chairperson's Report



Ann Fergus
INOUE Chairperson

Welcome to our 2019 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.

2019 has been a difficult year for the staff and National Executive Committee of the organisation. The year started with the very tragic death of our friend and colleague Simonas (Simon) Petraska. Simon died at Beaumont Hospital on 26th January as a result of a head injury sustained as a result of an assault.

We were also very shocked and saddened at the passing of Des Bonass, our NEC colleague, on 26th September. Des was the longest serving member of the National Executive Committee and served for over 25 years as the elected representative from the Dublin Council of Trade Unions. Des' contribution to the work of the organisation, and particularly at our annual conferences will be missed. I would like to take this opportunity to extend my condolences to Des' family and to his colleagues in the Trade Union movement. Further information on Simon's and Des' involvement in the INOU is given on page 20 of the Annual Report.

2019 also saw the retirement of Eric Conroy, our long-standing Financial Controller, on 5th September. Eric joined the organisation on 4th March 2002, initially in the role of General Secretary and subsequently as Financial Controller, in February 2007. During his more than 17 years with the INOU, Eric played a key role in the financial management and development of the organisation. His financial skills and abilities have proven invaluable particularly over the last 14 years in his capacity as Financial Controller and Eric

played a central role in ensuring the on-going financial viability of the organisation during this period. Eric's contribution to the work of the INOU will be missed by all his friends and colleagues and the NEC and all of the staff of the organisation wish Eric a long and happy retirement. I would also like to welcome Eric's replacement as Financial Controller, Patrick Caulfield, and to wish Patrick every success in his new role.

2019 also saw some very positive developments. On 18th September, I was delighted to welcome Regina Doherty, TD, Minister for Employment Affairs and Social Protection to Araby House to launch the 26th edition of our flagship publication, Working for Work. The book has developed very significantly over the last 26 years and continues to be the primary source of information on back to work supports, education and training options, employment service provision and social welfare entitlements in the country. We look forward to publishing the 27th edition of the book during 2020.

I also want to take this opportunity to again congratulate all of the Building Futures' Learners for their achievements during the year. I was delighted to Chair the Building Futures Graduation Ceremony which was held at the Mansion House on 3rd October. I would like to thank Dublin's Lord Mayor, Paul McAuliffe, for hosting the event and for making everyone feel so welcome. I would also like to wish our Year 10 intake of Participants every success in the period ahead.

I am also delighted to report that the INOU has reached agreement with the City of Dublin ETB for the delivery of a second Local Training Initiative which we have called *Shaping Futures*. Recruitment to Shaping Futures was completed at the end of September and I would like to take this opportunity to wish both the staff and the Learners continued success with this new initiative.

During the year, the organisation developed links with the St. Stephen's Green Trust and we are delighted to be collaborating with the Trust on their Traveller Employment and Enterprise initiative. In this regard, I would like to welcome the Trust's Traveller Employment and Enterprise Policy Officer, Sinead Burke, to the INOU.

Chairperson's Report



I am also pleased to report that the INOU has successfully partnered with the Department of Employment Affairs and Social Protection in the Department's Consultation process around the next iteration of the Pathways to Work Strategy. I would like to thank the staff of the organisation for their involvement in this work and also all of the participants at the 5 Focus Group Meetings the organisation jointly ran with the Department.

We held our Annual Conference and AGM on Wednesday 29th May at Wynn's Hotel, Dublin. I was delighted to welcome Patricia King, General Secretary of the Irish Congress of Trade Unions, who gave the keynote address. The Conference was very well attended and I would like to thank everyone for their involvement.

I would like to take this opportunity to congratulate my colleagues Mick Creedon, Joanne Farrell, Breda Murphy and Seamus Orr who were re-elected to serve on the NEC as was our sadly missed colleague Des Bonass. I would like to take this opportunity to thank the Standing Orders Committee, Elaine Harvey, Frank McDonnell and Peter Melia for their work in support of the Conference. I would like to congratulate Joe Williams on his election to the Standing Orders Committee and to thank Peter Melia for his input in the past year. I would also like to thank Michael McNamara and Frank Vaughan, who stood down from the

NEC, for their support for the work of the organisation and also to congratulate Philip Fitzsimons who was elected to the NEC. Elections to Officer Board positions were held at the NEC meeting in July and I would like to congratulate Philip Fitzsimons and Joanne Farrell who were elected as Vice Chairpersons and Mick Creedon who was elected as Treasurer. I was also honoured to be re-elected as Chairperson for a further two year period and I would like to thank my NEC colleagues for their on-going support.

As we moved towards the end of the year, the Board took the decision that the organisation should apply for registration as a Charity. I am delighted to advise that the organisation's application was successful and the INOU is now registered on the Public Register of Charities (Charity Number 20205369). I look forward to providing a further update in this regard in the 2020 Annual Report.

I would like to end by thanking my NEC colleagues, all the staff of the INOU and all the representatives of our affiliated organisations who supported us during 2019 and I look forward to my continued involvement in the work of the organisation in the year ahead.

Ann Fergus
Chairperson



INOUE ADC 2019: (Left to Right) Ann Fergus, Chairperson, INOU, Patricia King, General Secretary of the Irish Congress of Trade Unions (ICTU) and John Stewart, Co-ordinator INOU.



John Stewart
Co-ordinator INOU

I would like to thank my Officer Board and NEC colleagues and all of the staff in the INOU 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.

As highlighted in our Chairperson's Report, 2019 has been a very difficult year for the staff and National Executive of the organisation. We were greatly shocked and saddened by the death of our staff colleague and friend, Simonas (Simon) Petraska in January. Simon sustained head injuries as a result of an assault and passed away at Beaumont Hospital in January. Simon had been in a coma for a period before he passed away. Myself and other colleagues visited Simon in hospital – it was a heart-breaking situation. I would like to pay tribute to my colleague Michael Quinn for all his support, particularly for Simon's mother, Neli and girlfriend, Renata. I would also like to pay tribute to my colleagues Laura Rossney and Robert Kelly for their care and support for Simon in what was his ultimate hour of need. I am also grateful to Ann O'Leary of The Employment Network for her support during this difficult time. I would also like to thank the staff of Beaumont Hospital for their care for Simon and also Masseys Funeral Directors for facilitating such a dignified funeral service for Simon at Mount Jerome Crematorium.

We were also greatly saddened by news of the passing of our NEC colleague, Des Bonass on 26th September. Des was the longest serving member of our National Executive Committee and I would like to offer my condolences to Des' family and to his friends and colleagues in the Trade Union Movement. Des was a passionate advocate for unemployed people and his contribution at NEC meetings and at our Annual Conferences will be greatly missed.

We also said a fond farewell to Eric Conroy, our long-standing Financial Controller who retired on 5th September. Eric worked for the organisation for over 17 years and played a major role in ensuring the on-going financial viability of the organisation. I would like to wish Eric a very long and happy retirement. I would also like to wish Eric's replacement, Patrick Caulfield, every success in his new role.

On other fronts, 2019 has been another year of very significant output and activity for the organisation in which we:

- Published and launched the 26th edition of our key publication Working for Work;
- Distributed 25,000 copies of the publication, the majority of which were dispatched within 3 weeks of delivery;
- Completed further work on our Employment Services research project and published a major INOU document – Best Practice in the Delivery of Employment Services;
- Partnered with the Department of Employment Affairs and Social Protection on the Pathways to Work Consultation Process;
- Developed relationships with the St. Stephen's Green Trust with a view to facilitating their work on Traveller Employment and Enterprise;
- Participated in numerous information events and jobs fairs;
- Continued to track job announcements and link 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 very demanding calendar of training events;

Co-ordinator's Report



- Successfully completed the 9th year of the Building Futures Programme and completed the recruitment process for the Year 10 intake;
- Signed off on the development and delivery of a second Local Training Initiative with the City of Dublin Education and Training Board and successfully completed recruitment to the new programme, Shaping Futures, which started in October;
- Formally adopted a new 5 year Strategic Plan for the organisation;
- 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;
- Continue to publish E Bulletins;
- Established a Governance Sub-committee to support the work being done on adopting the new Governance Code;
- Continued our involvement in SkillsMatch - a significant EU Project focusing on soft skills development;
- Revamped the INOU's website – www.inou.ie;
- Completed the application process to register the INOU on the Public Register of Charities.

Membership

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

- Monaghan/Cavan EmployAbility
- The British Legion
- Mahon Valley Community Employment Scheme
- West Waterford GAA Community Employment Scheme

We continued to work with the Samaritans to support front line staff in our Member organisations who are dealing with clients in distress. In 2019 we facilitated two 'Conversations

with Vulnerable People' Training events delivered by the Samaritans and aimed at frontline Information Providers in INOU member organisations.

The Training events were held in Sligo and Dundalk. The Dublin event scheduled for November was postponed and took place in January 2020. 30 participants from 14 member organisations attended the Sligo and Dundalk events.

We would like to thank the Sligo LEADER Partnership for hosting the Sligo event. We would also like to thank Anne Corcoran from the Samaritans for delivering the programme - the feedback from those attending continues to be very positive and we look forward to continuing this collaborative work in 2020.

Regional Discussion Forums

We held 4 Regional Discussion Forum meetings during the year – in Cavan, Cork, Dublin and Sligo. 86 participants from 51 organisations, including 33 affiliated organisations attended these events.

I would like to thank everyone who attended the meetings for their input and insights into the various themes addressed in the meetings. The themes discussed at the meetings included: An update on a range of policy developments; Returning to work while in receipt of disability related payments and Welfare to Work Incentives and supports.

Employment Services Research Project

In last year's Annual Report, I reported that we completed our work in researching unemployed people's experience of the Employment Services. During the year, we completed the final element of this work and published a major document – Ensuring Best Practice in the Delivery of Employment Services with a view to informing the discussions/deliberations on the future of the Employment Services. A copy of the document is available on the INOU's website.

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 2019. 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.

There was an opportunity at the 2019 Annual Delegate Conference to acknowledge the contribution of the work of General Branch members as the General Branch marked its twentieth anniversary.

We held two INOU Introductory Meetings for our Individual Members during 2019. We also circulated information, through email, our website and social media on a range of training events, JobFairs, and Information roadshows.

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 websites.

Throughout 2019, the demand for information and advocacy services on the Section remained very high. During the year, the Section continued to develop and refine its information provision and advocacy services in response to a growing and ever changing need.

As part of our Information and Advocacy services, in addition to dealing with several thousand individual queries, the Section:

- Supported 41 clients in seeking Reviews of Overpayment Recovery decisions prior to seeking a Social Welfare Appeal.
- Supported 412 clients in seeking Reviews of Decisions by Deciding Officers / DEASP prior to seeking a Social Welfare Appeal.

- Supported 175 clients in preparing appeals, both Standard and Oral hearing applications, to the Social Welfare Appeals Office.
- Supported 21 organisations and groups in assisting clients in making appeals to the Social Welfare Appeals Office.
- Attended 5 oral hearings with clients providing advocacy services at the Social Welfare Appeals Office, both in Dublin and outside of Dublin.
- Supported 10 clients in progressing Customer Service issues to the official DEASP Complaints Process.
- Supported 4 clients in preparing a complaint to the Office of the Ombudsman.
- Supported 1 client in preparing a case for Workplace Relations.
- Supported 3 clients in preparing a complaint to the Data Protection Commissioner.

As in 2019, the diversity and range of queries was equaled 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 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, the 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 JobFairs 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

Co-ordinator's Report



supported both the Department of Employment Affairs and Social Protection and other organisations / groups in assisting clients.

Working for Work

On 18th September, the INOU was delighted to welcome Regina Doherty, TD, Minister for Employment Affairs and Social Protection to Araby House to officially launch the 26th edition of our flagship publication, Working for Work.

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.

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 2019, we delivered a total of 48 days of QQI training; delivered 28 days of 'on request' training to organisations across the country and 2 non-accredited training days. These 78 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. Three of these modules were delivered during 2019 to 42 learners.

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 ninth year of our programme was completed in 2019. 14 Participants from Dublin and surrounding areas completed nine QQI modules at levels 5 and 6 with all 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. Recruitment

for the tenth year was completed in August and 15 new participants commenced training in September.

We reported last year that we had been approached by the City of Dublin Education and Training Board to launch a second Local Training Initiative at Level 4. Those discussions were concluded and it was agreed that we would run a second LTI, which we called Shaping Futures.

Shaping Futures is a QQI Level 4 Programme that encourages and supports learners to gain employability skills. As with Building Futures the programme focus on participants developing their own life experiences into learning and development. There is a significant workplace internship within the programme including voluntary work opportunities that allows participants to experience different realms of the labour market in order to find where they fit in best. The programme recruited 15 participants who began in October and continue to take part in the programme. 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+ 2019/20 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 2019/20 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 2019 we listed 207 Companies that were announcing 25,597 jobs. We also listed 24 Companies where the number of jobs being announced were unstated or unknown.

42% of the jobs announced were Dublin based. A further 24% of the jobs were countrywide where they were in a number of locations. 16% in Munster was next highest, followed by 12% in the rest of Leinster outside Dublin, 5% in Connaught and 1% in Ulster.

The statistics from the Job Announcements listed on JobsWatch show that, in 2019, Information Technology was the single largest sector with almost 5,472 job announcements.

Retail was the second largest sector we monitored with 2,720 jobs and both Hospitality/Business and Management exceeded 1,500 job announcements. Pharma/Science/Agriculture; Construction; Banking, Accounting and Finance; Engineering; Security, Defence and Law Enforcement; Public Relations, Human Resources and Marketing were all sectors where we noted over 1,000 job announcements during 2019.

SkillsMatch

This project aim is to develop and demonstrate a European-wide assessment and learning guiding and training technology which will help users 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 SkillsMatch web based platform and App will seek to identify and improve the development of NC skills of individuals. The platform and App will enable the

Co-ordinator's Report



assessment and evaluation of such skills and recommend user actions for bridging the gap between their skills profile and the one recommended for the person's desired or target occupation. The platform and App will also provide options for measuring NC skills development linked to open badges to provide recognition of the new learning and skills.

As the Irish Pilot Partner, we attended two co-creation sessions and carried out two stages of the platform testing phase. All participants were INOU individual members or referred through three of our affiliate organisations. This ensured that those participating in the testing phases had both a rural and an urban focus, included both unemployed and employed and across a broad range of age groups.

The testing is to be carried out in three phases. The first being what individuals would like to see in such a platform. Phase two was the testing of the platform framework. Phase three is to test the final versions of both the platform and the App with feedback for final alterations. During 2019 we successfully carried out the first two phases of the testing across approximately 100 participants. This provided very detailed and constructive feedback to the developers on the web based platform. Phase three is due to be carried out in Spring of 2020 with the platform due to be completed by June of 2020.

We would like to thank the EDI Centre in Longford, Arklow Jobs Club and South West Inner City Local Employment Service (SWIC LES) for their invaluable support in this work. We would also like to acknowledge the participation and involvement of everyone who attended our workshops.

I look forward to reporting on the completion of the project in our 2020 Annual Report.

Digital Skills and Jobs Coalition

I am delighted to continue to represent 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 for the digital economy, e.g. upskilling and reskilling workers, jobseekers; actions on career advice and guidance
- **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 23 years. Participants are based both in our offices here at Araby House and at the Ozanam 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.

Good Governance/Charity Registration

During 2019, the National Executive Committee took the decision to begin the process for compliance with the new Governance code published by the Charities Regulator.

In order to oversee the work involved, the National Executive Committee established a Governance Sub-Committee. The Sub-Committee has met twice since and very significant work has been completed on recording

Co-ordinator's Report

the extent of the organisation's compliance with the requirements of the new code. As we moved towards the end of the year, the Board took the decision that the organisation should apply for registration as a Charity. I am delighted to advise that the organisation's application was successful and the INOU is now registered on the Public Register of Charities (Charity Number 20205369). I look forward to providing a further update in this regard in the 2020 Annual Report.

Annual Conference

We held our Annual Conference and AGM on Wednesday 29th May at Wynn's Hotel, Dublin. We were delighted to welcome Patricia King, General secretary of the Irish Congress of Trade Unions who gave the keynote address. The Conference was very well attended and I would like to thank everyone for their involvement.

I would like to congratulate NEC colleagues on their re-election to the Board and wish them every success in the period ahead. I would also like to echo our Chairperson's thanks to the members of the Standing Orders Committee for their oversight of the Conference.

Elections to Officer Board Positions were held at the NEC meeting in July and I would like to congratulate Ann Fergus who was elected as Chairperson for a further 2 years and also Philip Fitzsimons and Joanne Farrell on their election as Vice Chairpersons of the organisation and also Mick Creedon on his election as Treasurer. I would also like to thank Michael McNamara and Frank Vaughan who stood down from the NEC.

Strategic Plan

I am delighted to report that our new five year Strategic Plan was formally adopted by the National Executive at their meeting in July.

The last number of years has seen some very significant changes and developments in the Irish economy and labour market. Some of these, such as the very significant

increase in employment and the fall in unemployment, have been very positive. Others have not, including the fact that a large number of people remain unemployed and at risk of long-term exclusion from the labour market. These, and other developments over the next five years, will provide a challenging context for our work, as well as some opportunities.

I would again like to thank Dr. Carmel Duggan for all her help in devising the new Plan. A copy of the Plan is available on the INOU's website.

Website Development

I'm delighted to report that the organisation has updated our website – www.inou.ie. The site has been 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 Jennifer Harrington for their input to the new site and also Tom Duke, Digital Revolutionaries for his technical input and support in the development of the site.

Funding

Details of the organisation's income and expenditure are set out in the Financial Report. 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, SkillsMatch and the St. Stephen's Green Trust for their financial assistance during the year. I would also like to thank Eric Conroy and Patrick Caulfield, Financial Controllers and Mick Creedon, Treasurer, for their efficient management of the organisation's financial resources.

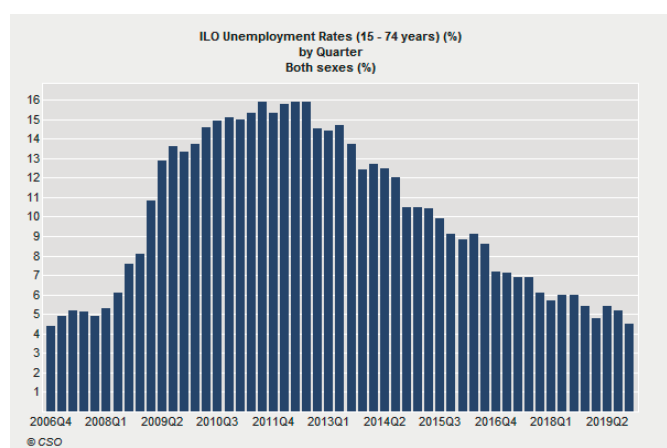
John Stewart
Co-ordinator

Head of Policy and Media Report



Bríd O'Brien
Head of Policy
and Media

According to the Labour Force Survey (LFS) Quarter 4 2019, unemployment decreased by 14% over the year, bringing the figure down to 110,600 people. The unemployment rate was 4.5%, a decrease of 0.9 in comparison to the fourth quarter of 2018. 38,700 people were long-term unemployed in Q4 2019, 11,400 fewer people than in Q4 2018. The long-term unemployment rate was 1.6%, 0.5 lower than at the end of 2018.



In Q4 2019, 2,361,200 people were employed, a 3.5% increase on the same quarter in 2018. Of this figure, 20.9% or 492,900 were working part-time. And of the people working part-time, 22% or 108,400 people described themselves as underemployed i.e. they would like to work more hours than they currently can acquire.

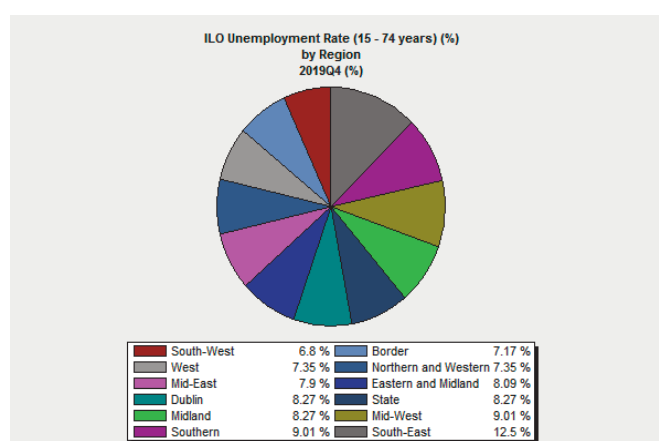
Looking at these figures from a regional perspective, the West (4%), the Mid-East (4.3%), the Border (3.9%), and the South-West (3.7%) had lower unemployment rates than the national rate of 4.5%. Dublin (4.5%) and the Midlands (4.5%) had the same rate. While the Mid-West (4.9%) and the South-East (6.8%) had a higher unemployment rate. All regions saw the numbers of people employed increase. Seven regions saw a decrease in the numbers of people



unemployed, but there was a small increase in the numbers of unemployed people in the Border region, which consists of the counties Cavan, Donegal, Leitrim, Monaghan, and Sligo.

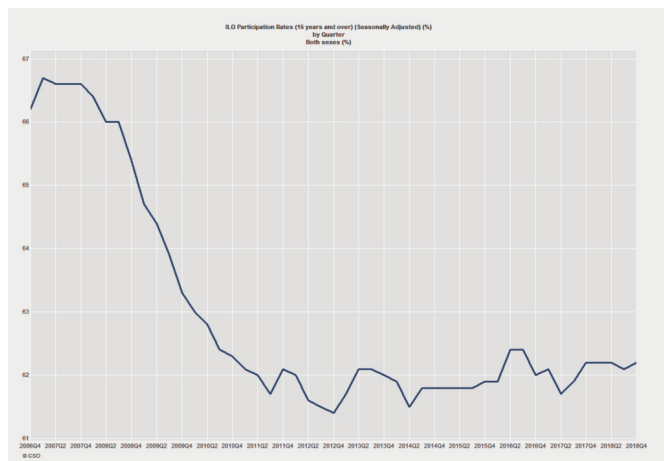
The Participation Rate is the number of people in the labour force i.e. those employed plus those unemployed, expressed as a percentage of the total population aged 15 or over. The participation rate in Q4 2019 was 62.7%, 0.5 higher than the rate in Q4 2018 (62.2%).

Looking at this rate from a regional perspective, seven regions saw their participation rate increase, and one saw it decrease.



Looking at these figures from an age perspective: the age group with the highest unemployment rate are young people aged 15-19 years of age (14.5%); and the age group with the lowest was people aged 65+.

As many in this age group, 65+ are already retired it is unsurprising that this age group had the lowest participation rate, at 13.1%.



The age group with the second lowest participation rate were young people aged 15-19 (24.2%), which again is unsurprising as many of this age group are in education or training. However, their high unemployment rate also indicates that for those young people who are in the labour force, securing employment remains a challenge.

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, 2019 PALF stood at 98,700 people, 9,600 fewer people than in Q4 2018.

Policy Developments

- In March, as part of the Community & Voluntary Pillar (CVP), the INOU met with the Department of Employment Affairs and Social Protection (DEASP) to discuss the issue of benchmarking and the current draft of the National Action Plan for Social Inclusion.

- In March, the INOU, again as part of the CVP, met with Department of Rural and Community Development Assistant Secretaries on development of Social Enterprise Strategy, coherence with other policy developments, and the need to ensure these developments are inclusive and supportive. In April there was a follow-up meeting to the INOU and other CVP organisations written responses to the draft document.
- In April the INOU met with SOLAS to discuss the development of the new Further Education and Training Strategy at a time when unemployment is much lower, and education and employment policies assume a certain level of qualification. Feedback from INOU affiliates and issues explored at Discussion Forums have illustrated the socio-economic exclusion facing people who are not at this level, and the need to explicitly address this issue.
- The INOU is one of the three CVP representatives on the National Economic and Social Council (NESC), which met in April, June, September and December. NESC's work included Transport and Climate Change Policy; Future Jobs Ireland 2019: Low-Carbon & Digital Transition Project; Transport Orientated Development: Assessing Opportunity for Ireland; and Welfare and Employment in Ireland.
- In June the INOU participated in the National Economic Dialogue 2019 and in the breakout sessions on 'future jobs: ensuring our enterprises and workers adapt successfully in a changing global environment' and 'supporting improvements in income and living conditions' led by Ministers Heather Humphreys and Regina Doherty respectively.
- In July the first of three working group meetings took place on the National Economic and Social Council's Welfare & Employment project. The second took place in September and the third in November, full engagement with the Council took place at two meetings on issues of concern and the project's proposed responses.
- In July the INOU and other colleagues in the Community and Voluntary Pillar met with the DEASP to discuss a range of issues of concern including income adequacy,

Head of Policy and Media Report



employment services and cross departmental work to tackle poverty and social exclusion

- In July and September the INOU ran five regional consultations on the proposed new Pathways to Work strategy in conjunction with the Department of Employment Affairs and Social Protection.
- In November the INOU attended the Futures Jobs Ireland 2020 Summit and participated in the Breakout Session on transitioning. Amongst the main discussion points noted on this topic were “Significant skills gaps exist in the economy – particularly when it comes to what is known as “soft skills” or “social skills”. The four C’s – Competency, Creativity, Capacity and Collaboration – need to be at the forefront of all individual learning” and “There are people outside the workforce who wish to return to work, to training, or to education but lack the confidence to do so. Our training system and public employment services need to bridge this gap by empowering people with the confidence and skills necessary to return to the labour market.”
- In October the INOU was chosen as one of the two CVP representatives for the new National Social Enterprise Policy Implementation Group. The Group had its first meeting in December. In November the first annual National Social Enterprise conference took place in Croke Park. The INOU participated as a panellist in the afternoon Parallel Session 3: Social Enterprise and the Community and Voluntary Sector – Complementarity of Purpose.
- The INOU took part in a telephone interview on the future design of employment services with the Institute for Employment Studies, UK on behalf of the Department of Employment Affairs and Social Protection’s (DEASP) Contracted Public Employment Services section.

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:

- The INOU HPM worked with colleagues in the Community Platform to develop clear messages and key asks to address the negative challenges the Local and European elections could present in addressing inequality and social exclusion.
- The INOU HPM worked with colleagues in CVP to think through the implications of the Department of Rural and Community Development’s three emerging strategies on social enterprise; volunteering; and the local and community development.
- The CVP also met to discuss a likely increase in carbon tax; its implications for the people the Pillar represents; the reality of energy poverty; the need for a whole of Government approach; and the potential of a climate justice focus.
- The INOU HPM became involved in the Coalesce research project, led by Maynooth University, which is particularly interested in the incorporation of a guidance model into the ‘Building a National Public Employment Service’ (BANPES). In June, Maynooth University hosted a conference on this theme at which the INOU presented its ‘Building A Quality Public Employment Service’ document.
- As part of the Better Europe Alliance, the INOU met with the European Parliament’s ECON committee. The INOU also wrote the section on ‘inclusive labour market’ in the Alliance’s response to European Semester Country Report for Ireland; and in May participated in the Alliance’s meeting with the European Commission representative in Ireland to discuss these reports.
- In April, through the CVP, the INOU HPM responded to the latest version of the framework document for local and community development, entitled ‘Sustainable, Inclusive and Empowered Communities, A 10-Year Action Plan to Support the Community and Voluntary Sectors in Ireland’. She also participated at the bilateral meeting between the CVP and the Department of Rural and Community Development.
- In May, the INOU organised a bilateral meeting between the Community and Voluntary Pillar and the Department of Public Expenditure and Reform. In May the preparation work for the July bilateral meeting between the CVP and the DEASP took place.

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- In May the INOU participated at the Social Inclusion Forum and chaired the workshop focusing on 'The role of employers in social inclusion: offering opportunity; accommodating difference; flexibility in employment patterns; and corporate responsibility'.
- In May the INOU was one of the responders to the VPSJ update of their MESL work.
- In June the INOU participated in the CVP bilateral meeting with the Department of Education and Skills, the preparation work for which had taken place in March.
- In September, the INOU along with other colleagues in the Community and Voluntary Pillar met with Minister for Finance, Public Expenditure & Reform, Pascal Donohoe T.D. to discuss Budget 2020 and Pillar organisations issues of concern.
- In September the INOU also participated in the CVP's bilateral meeting with the Department of Rural and Community Development which covered a range of topics including: the Strategy to Support the Community and Voluntary Sector; Social Enterprise Policy; and the review of the Community Services Programme.
- In October the INOU attended the ninth Monitoring Committee meeting of the Programme for Employability, Inclusion and Learning (PEIL) 2014-2020 which is the mechanism through which European Social Fund (ESF) is distributed in Ireland.
- In November the INOU attended the first meeting of the Level 3 & Level 4 Further Education and Training (FET) Evaluation Oversight Group. SOLAS have commissioned Indecon to evaluate a broad range of further education and training programmes provided at QQI Levels 3 and 4.

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

- The Board of the Dublin Adult Learning Centre (DALC).
- 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, her involvement

came to an end when a new Board was established in the Autumn following on from the Local Elections in May;

- 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.



Brid O'Brien and John Stewart attending the IN-VEST ICT Training Programmes 3 and 4 Graduation Ceremony.

Communications

In 2019 the INOU produced five E-bulletins which covered a wide range of issues drawing on the experiences of our individual members and affiliates, policy and other developments, and the INOU's own work as follows:

- Policy developments including Future Jobs Ireland 2019 and FJI Summit 2020; Action Plan for Education 2019; National Social Enterprise for Ireland 2019-2022; Sustainable, Inclusive and Empowered Communities: A five-year strategy to support the community and voluntary sector in Ireland 2019-2024; Budget 2020; Compliance and Anti-fraud Strategy 2019-2023; and synopsis of INOU submissions over the year.
- Statistics including SILC 2017 and 2018; Educational Attainment Reports 2018 and 2019; unemployment over a twenty year period; Labour Force Surveys; and CSO Remote Working Pilot Data.
- Research and articles on FOE's Twelve Steps to Fossil

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Free Ireland; the Gigeconomy; Crosscare's Do You Speak English? report; bogus self-employment; the European Commission's Country Report on Ireland; Fair Recovery report from the Office of the Ombudsman; Disability, Unemployment and Reasonable Accommodation; the Traveller Employment and Enterprise Policy Programme; Youth Work Ireland's Work to Learn programme; and My Street Ireland social enterprise.

- Work of the INOU including the INOU's education and training programme for people who are long-term unemployed: Building Futures; a transnational project called SkillsMatch in which the INOU is involved; the INOU's JobsWatch website page; Welfare Rights Information Section's 'Out and About' work; INOU's consultations on Pathways to Work with the DEASP.
- Work of INOU Affiliates including a piece from Doras Buí; Ballymun Job Centre on the IN-VEST IT Training Programme; Inner City Enterprise on social enterprise; AONTAS's 'One Step Up' programme; Galway Rural Development on the role of SICAP in addressing rural and social isolation; Pavee Point Travellers and Roma Centre; New Communities Partnership's Migrant Access Programme;
- Individual members and other people's experiences of being unemployed; their concerns about programmes on offer; and a conversation with a Building Futures graduate who won a Uveristy Scholarship.

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:

- Statistics: the breakdown of figures for people who have been on the Live Register for more than 10 years, people who are very long-term unemployed; the Monthly Unemployment and Live Register figures, which over 2019 returned to early 2008 levels.
- Media request for people who are unemployed to speak on a particular topic, or engage in a particular programme. The INOU brings these requests to the attention of our individual members for their consideration, and for them to decide if they wish to participate or not.

- INOU events including the Annual Delegate Conference and the launch of Working for Work 2019.
- Regional developments: the implications of the public discourse on 'full employment' and the debatable assumption that economic development was going well everywhere, and for everyone.
- Social protection: the use of sanctions since 2011; the recruitment challenges onto Community Employment; and Budget 2020.

Submissions and Presentations

- The INOU HPM continued to complete the Lobbying Register on behalf of the INOU: in January for September - December 2018; in May for January - April 2019; and in September for May - August 2019.
- **In January** a submission was made to the Department of Employment Affairs and Social Protection (DEASP) review of the National Action Plan for Social Inclusion (NAPSI) 2007-2017 to be undertaken by Indecon International Consultants.
- **In February** another submission was made to Indecon International Consultants, this time on their Economic and Social Impact Study of Kerry ETB, which was commissioned by SOLAS.
- **In February** a submission was made to the Low Pay Commission on the National Minimum Wage 2020; and in March the INOU met with the Commission to discuss its contents.
- **In February** the INOU also made a submission on the development of the DEASP's new Control Strategy covering the period 2019 to 2023.
- **In March** the INOU coordinated the Community & Voluntary Pillar's submission to Ireland's National Reform Programme 2019, which is led by the Department of An Taoiseach. The INOU also coordinated the CVP response to the draft NRP circulated in early April.
- **In May** the INOU made a submission to the Department of Rural and Community Development's public consultation on their draft 'National Social Enterprise

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Policy for Ireland’.

- **In May** the INOU completed the on-line ‘Stakeholder Consultation Survey for the Interdepartmental Group on Social Inclusion Work’ and SOLAS’ on-line questionnaire on ‘Further Education and Training Strategy 2020 – 2024’.
- **In June** the INOU submission was made to the independent review of the Community Services Programme, to be conducted by Indecon on behalf of the DRCD; the INOU HPM also participated in one of the key stakeholders’ consultation events undertaken as part of this review.
- **In July** the INOU made a Pre-Budget submission to the Department of Employment Affairs and Social Protection and participated in their Pre-Budget Forum.

- **In September** a wider Pre-Budget Submission was distributed to the Government and Houses of the Oireachtas.
- **In September** the INOU completed the on-line survey on the proposed new Pathways to Work strategy.
- **In November** the INOU completed on-line survey for the Department of Business, Enterprise & Innovation’s public consultation on the development of a National Strategy on Artificial Intelligence; and the on-line questionnaire for the Department of Education and Skills’ Action Plan for Education 2020.

Bríd O’Brien

Head of Policy and Media



Cavan Discussion Forum June 2019: Cavan Crystal Hotel, Cavan.

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 Delegate Conference and normally serve for an initial term of two years. There were 9 NEC/Board Meetings held during the year. We are very grateful to all the members of the National Executive Committee for their input to the work of the organisation. We would also like to send our condolences to the family of our late NEC colleague, Des Bonass, who passed away on 26th September.

INOUE Officers Board

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

National Executive Committee (NEC)

	Nominating Organisation
Seamus Orr	Springlawn Residents' and Community Development Group
Des Bonass (RIP)	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 **Michael McNamara** and **Frank Vaughan** who stepped down from the NEC in 2019 for all their support for the work of the INOU.

INOUE Staff 2019

We would 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. We would like to extend our condolences to the family of our friend and colleague Simon Petraska who passed away in January.

Senior Management Team

Co-ordinator	John Stewart
Head of Policy and Media	Bríd O'Brien
Financial Controller	Patrick Caulfield

Administrative and Finance Team

CE Supervisor	Laura Rossney
Book Keeper	Carol Thornton
HR Assistant	Karen Treston
Finance Administrator	Muhammad Kashif
Receptionists	Leanne Leech / Luke Dunne
Cleaner	Dinah Donegan
Caretaker	Hugh Gilhooley

Welfare to Work Team

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

Training Team

Head of Training	Lorraine Hennessy
LTI Co-ordinators	Laura Pierce / Michelle Kelly
Assistant LTI Co-ordinators	Sinead Boyle / Jonathan Carley
Training Administrator	Marie Hughes

Development Team

Membership / Project Worker	John Farrell
Admin. Support Worker	Ray Brennan
Web Administrator	Jennifer Harrington
Jobs Researcher	Dionne Byrne

Staff Based in Ozanam House:

Danielle Mulgrew, Leyla Evloeva, Patrick Brogan

Staff who left in 2019:

Eric Conroy, Amos Phillipson, Thomas Kavanagh, Susan Hickey, Ivor Quinn, Michael Quinn, Paulina Frydrych, Sandra Harold, Finbarr McGlinn, Seamus O' Lorcain and Paul Bermingham.

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 2019

Income	2019	2018
- Employment Affairs & Social Protection (DEASP) - Information and Welfare Rights	255,637	256,800
- Employment Affairs & Social Protection (DEASP) - Community Employment	239,288	217,988
- Dept. of Rural and Community Development - Social Partnership	41,448	41,448
- Dept. of Rural and Community Development / Pobal - Scheme to Support National Organisations	86,466	90,000
- SOLAS - Working for Work Publication	20,000	20,000
- CDETB - Local Training Initiative	126,591	82,379
- Office Rental	19,250	20,280
- Training Fees	39,487	31,293
- Other Income	29,700	16,973
TOTAL	857,867	777,161

Running Expenses	2019	2018
- Wages and salaries	381,529	353,962
- Community Employment Wages	228,301	212,485
- Social Security costs	46,468	43,187
- Staff recruitment costs	293	-
- Staff pension costs defined contribution	8,219	7,396
- Shaping Futures Project (LTI) 4	22,954	-
- INOU other services costs	6,420	3,712
- Building Futures Project (LTI) 5	21,942	18,539
- Outreach Work	3,554	1,872
- National Executive Committee	8,108	4,601
- Welfare to Work Information Support	3,079	3,313
- Dept of Employment Affairs and Social Protection - Sundry Projects	1,413	509
- Community Employment Materials & Training	8,177	5,356
- Rent and rates	15,598	16,086
- Canteen	4,447	4,166
- Membership	1,101	997
- Light and heat	6,475	5,687
- Repairs, maintenance and renovations	6,839	8,888
- Insurance	1,570	3,033
- IT purchasing & equipment	7,393	6,281
- Travelling expenses	1,851	1,435
- Annual delegate conference	3,462	3,434
- Legal and professional fees	2,583	4,738
- Audit fees	4,824	4,798
- Printing and publications (including Working for Work)	40,901	37,388
- Stationery	4,168	3,321
- Telephone	2,277	3,456
- SkillsMatch project (Sweden)	1,615	2,233
- Sundry expenses	10,064	4,615
- 30th anniversary event expenses	-	980
- Depreciation	4,673	7,014
	860,298	773,482
NET (DEFICIT) / SURPLUS	(2,431)	3,679

Des Bonass



Des Bonass, RIP

Our friend and colleague Des Bonass passed away on 26th September, 2019.

Des was the longest serving member of the INOU's National Executive Committee, having served on the Committee for nearly 30 years as the representative of the Dublin Council of Trade Unions. Des was a committed advocate for unemployed people and other marginalised groups and was involved in many INOU campaigns over the last three decades. Representatives from INOU member organisations would have gotten to know Des over the years as Des attended virtually every INOU Annual Conference since the organisation's inception. Des frequently spoke with passion and conviction at these and other INOU events.

The National Executive Committee and staff of the INOU would like to extend their condolences to Des' family and to his colleagues in the trade union movement. **May he rest in peace.**

Simonas (Simon) Petraska



Simonas Petraska, RIP

Our friend and colleague Simonas (Simon) Petraska. Simonas passed away at Beaumont hospital on the morning of Saturday 26th January.

Simonas joined the staff of the INOU on 4th July 2016 as a Community Employment Worker in the role of Cleaner. Simonas' duties took him into contact with everyone who worked in the building or who came to the building to attend meetings or training or other events. He quickly became well known by all members of staff throughout Araby House and by members of our National Executive Committee and members of our Building Futures Programme.

Simonas had a very outgoing personality. He had a good sense of humour, he was a warm character and was always smiling. We all got to know Simonas very well and we could see his enthusiasm for life in general. Simon loved Ireland. His tragic and premature death came as a great shock to all his colleagues and friends here in the INOU. We offer our heartfelt condolences to Simonas' mother Neli, his girlfriend Renate and to everyone who knew and cared for Simon. **May he rest in peace.**



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