

IRISH NATIONAL ORGANISATION
OF THE UNEMPLOYED

Supporting Unemployed People



ANNUAL REPORT 2021



INOU Annual Report 2021

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Chairperson's Welcome



*Ann Fergus
INOUE Chairperson*

I am delighted to welcome readers to the INOU's 2021 Annual Report.

This has been another challenging year with Covid 19 continuing to impact on communities, families, individuals, and organisations. I would like to take the opportunity again to express my condolences to the families and friends of loved ones who have lost their lives to the illness, and to pay tribute to the work of the staff throughout our health and other services, for their care of people who continue to be affected by the virus. I would also like to commend the health services on the highly effective roll-out of the vaccination programme.

I would like to express solidarity with people, who either temporarily or on an on-going basis, have lost their jobs because of the measures introduced to combat Covid 19, and to welcome the continuation for a further period of the financial measures introduced by the State to assist workers and business in these challenging times. The phased re-opening of society and businesses during the year, I believe, has offered hope of a return to a more normal life for our citizens. However, as we ended the year, we again faced the prospect of having to live with measures designed to prevent the spread of the disease.

Throughout the year, the INOU like most other organisations, continued to be impacted by Covid 19. The extensive work programme carried out by the organisation, as documented in this Annual Report, is testament to the extraordinary level of skills, commitment and dedication of the Staff Team and my NEC Board Member colleagues to the work of the INOU. Unfortunately, the planned phased return of staff to the INOU's office, Araby House, had to be put on hold until early 2022. I would like to take this opportunity to welcome our new Financial Controller, Amanda Kelly, to the INOU. Amanda joined the organisation in May and brings a wealth of financial knowledge and skills to the organisation. I would also like to thank Patrick Caulfield, our previous Financial Controller, for his input to the work of the organisation.

The measures introduced in response to Covid-19 continued to have a significant impact on the way in which the organisation operated during the year as my colleague John Stewart, Co-ordinator, has outlined in his report. Unfortunately, the shutdown continued in 2021 and we were required to maintain a broad range of work activities, meetings, and events etc. online. We learned lessons from our experiences in 2020, and I am delighted to report that many aspects of our service delivery were not only maintained, but significantly developed and expanded to meet the needs of our member organisations and other groups. The number of people engaging with the INOU, at Discussion Forum meetings, training and other events has increased very significantly, and this model of service delivery/engagement will continue to be a feature of our overall engagement strategies, I believe, well into the future.

Chairperson's Report



I want to take this opportunity to congratulate all the Building Futures and Shaping Futures Learners for their achievements during what has been a particularly challenging year, and to acknowledge the work of the staff in the Training Unit for their on-going innovative response to the need to maintain our education and training services. I am also delighted to report that discussions concluded earlier in the year with the City of Dublin Education and Training Board for the INOU to take over the running of a significant Training Centre in Townsend Street, Dublin 2. Extensive work has been carried out on this new INOU Learning Hub, and I want to pay tribute to all the staff in the Training Unit for their excellent work on developing this exciting new resource for the organisation.

On 24th March, we launched the 27th edition of our flagship publication Working for Work. The launch was held online again this year. I was delighted to welcome the Minister for Social Protection, Heather Humphries, TD to the event and to take the opportunity to thank the Minister and her officials for the on-going funding for the INOU.

We also held our Annual Conference and AGM online on Wednesday 9th June. I would like to take this opportunity to thank all the representatives from our member organisations that attended this event. I would also again like to thank Minister for Social Protection and Minister for Rural and Community Development, Heather Humphreys TD for kindly recording a video keynote address for the Conference. The Conference elected five members to the National Executive Committee (NEC). I would like to congratulate Mick Creedon of the

Ballymun Job Centre, Joanne Farrell of the Belfast Unemployed Resource Centre, Liam Shortall of the INOU General Branch, Breda Murphy of the Employment Development Information Centre, Longford, and Evanne Kilmurray of Inner City Enterprise on their election, and I look forward to continuing to work with my Board Member colleagues in the year ahead.

At the Board Meeting on 3rd September, it was agreed to re-elect the existing Officers Board comprising myself as Chairperson, Joanne Farrell as Vice-Chairperson and Mick Creedon as Treasurer. I would like to take this opportunity to thank my Officer Board and NEC colleagues for their on-going support for me and for the work of the organisation. I would also like to take this opportunity to thank Philip Fitzsimons, who stood down from his position as INOU Vice Chairperson, for his very significant input to the work of the Officers Board. I am delighted that Philip is remaining on the NEC as a co-opted member.

Earlier this year, the Full Employment Trust (FET), the owners of Araby House and the INOU's Landlord, embarked on a major upgrade of the building. This was a significant building project which was overseen by Basil Conroy, Chartered Quantity and Building Surveyor and the Board of the Full Employment Trust. The Building Contractors were Breffni Insulation.

I am incredibly grateful for the decision taken by my FET colleagues to proceed with such a major project, and we are delighted with the completion of this essential maintenance work, which should stand us in good stead for at least another 50 years. A related aspect to the work was reach-



ing an agreement between the INOU and the FET on a new Lease and rent, which ensures that the INOU will remain as tenants in this fine building for many years to come. I would like to thank everyone involved in this work, not least Michael Quinn, the Chairperson of the Full Employment Trust, and John Stewart, INOU Co-ordinator, for their dedication and commitment to delivering this key project. At the FET's AGM in November, Michael Quinn stepped down as Chairperson. I am delighted that Michael is remaining as an FET Trustee. I am also delighted to report that Elaine Harvey, who has been a particularly good friend to the INOU for many years agreed to join the Board of the FET as Chairperson. I would like to wish Elaine every success in her new role, and I look forward to working with Elaine in the period ahead.

As we move in to 2022, notwithstanding the setback that arose in November, I believe that the future is becoming a little more certain in terms of the reopening of Irish society and the economy, and I look forward to these improvements deepening into the year ahead. I would like to send my best wishes to all the INOU's unemployed Individual Members and their families and to our Member organisations for the year ahead. I would also like to again thank my NEC colleagues, all the staff of the INOU and all the representatives of our affiliated organisations for their incredible support for the work of the organisation during 2021.


Chairperson



Co-ordinator's Report



*John Stewart
Co-ordinator INOU*

The challenges facing the 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 INOU during what has been another most extraordinary year in the life of the organisation.

Throughout the year, the revised working arrangements arising from the need for staff to work from home continued to impact the way in which the organisation operated, and I am incredibly grateful to colleagues for their dedication, commitment and the resilience shown during what has been a very challenging time for all.

Notwithstanding the huge challenges facing the organisation, 2021 has been another year of very significant output and achievement in which we:

- Published the 28th edition of our key publication *Working for Work*.
- Continued to track job announcements and link with many of these welcomed announcements to promote the employer in-

centives to recruit people who are unemployed.

- Met on-line with a range of Ministers, politicians and Departmental officials and other key stakeholders.
- Participated in a range of on-line forums/structures on issues affecting unemployed people.
- Made submissions on a range of themes relating to unemployment/employment, education, and training.
- Significantly increased the delivery of on-line education and training.
- Successfully completed the process of establishing a dedicated INOU Learning Hub in Dublin's South Inner City.
- Successfully completed the 11th year of the Building Futures programme and completed the recruitment process for the Year 12 intake.
- Successfully completed the second year of the Shaping Futures programme and completed the recruitment process for the Year 3 intake.
- Dealt with over 7,500 queries through our Welfare Rights Information Service.
- Significantly increased the number of on-line Discussion Forum Meetings and other member events.
- Continued to publish E Bulletins on a regular basis.
- Successfully applied to the Irish Human Rights and Equality Commission for funding

for a project which has a focus on stigma and unemployment.

- Completed further work on ensuring compliance with the Governance Code for Charities.
- Worked in partnership with the Full Employment Trust, the owners of Araby House, on a major upgrade to the building.

Governance

From 28th February 2020, the INOU is registered on the Public Register of Charities – Charity Number 20205369.

The INOU's Charitable Purpose has 5 main strands:

- The prevention or relief of poverty or economic hardship through the provision of a comprehensive welfare rights/welfare to work information, advocacy, and training service.
- The advancement of education through the provision of training/education and acting as a sponsor of employability programmes such as CE (Community Employment) and two LTIs.
- The advancement of community welfare, including the relief of those in need by reason of youth, age, ill-health, or disability, through the provision of information on welfare, work, education, and training and directly supporting unemployed people and organisations working on unemployment.
- The advancement of community development, including rural or urban regeneration by supporting community-based organisa-

tions in their work, through the provision of training and information services, with a view to enhancing the capacity of organisations to provide services and supports to unemployed people and other people experiencing social and economic exclusion.

- The integration of those who are disadvantaged and the promotion of their full participation in society by way of representing the interests and views of all unemployed people and their dependents at a national level, campaigning for an acceptable standard of living for all unemployed people and their dependents, and by campaigning towards the achievement of full employment at an acceptable rate of pay.

The INOU is compliant with the requirements of the Charities' Governance Code. At the Board meeting on 3rd September, the organisation formally adopted a range of governance policies, procedures, and practices designed to further strengthen the governance and oversight framework within the organisation. These policies and practices included:

- Updated Board Members/Trustee Handbook.
- Updated Board Members/Trustee Induction Process.
- Updated Conflict of Interest / Conflict of Loyalty Policy.
- Updated Governance Code Compliance Record.
- Updated Financial Procedures Handbook.

Co-ordinator's Report



Board Meetings

The National Executive Committee/Board of Trustees met on 10 occasions during the year. Two Board Development sessions were also held. The first on 29th June had a focus on Governance and the second on 25th November had an issues and policy focus.

Annual Conference/AGM

We held our Annual Conference and AGM online on Wednesday 9th June. I would like to take this opportunity to thank all the over 70 representatives from our member organisations that attended this on-line event.

I would also like to thank Minister for Social Protection and Minister for Rural and Community Development, Heather Humphreys T.D. for kindly recording a video keynote address for the Conference.

In addition to formally agreeing the Financial and Annual Reports, and reinstating our Auditors, Browne, Murphy and Hughes for a further year, the Conference elected five members to the National Executive Committee (NEC), the INOU Board of Management. I would like to congratulate Mick Creedon of the Ballymun Job Centre, Joanne Farrell of the Belfast Unemployed Resource Centre, Liam Shortall of the INOU General Branch, Breda Murphy of the Employment Development Information Centre, Longford, and Evanne Kilmurray of Inner City Enterprise, Dublin on their election. I look forward to continuing to work with my Board Member colleagues in the year ahead.

Conference Delegates discussed several motions that had been proposed. Two motions proposed by the INOU General Branch were discussed and agreed. These included a call for increased social welfare rates and for comprehensive, affordable, and quality wi-fi provision countrywide.

Two NEC motions were also agreed – that unemployed people's participation in education, training and employment programmes must be by choice and that the Government must deliver on wrap around employment and support services that really meet the needs of people who are unemployed.

At the Board Meeting on 3rd September, it was agreed to re-elect the existing Officers Board – Ann Fergus as Chairperson, Joanne Farrell as Vice-Chairperson and Mick Creedon as Treasurer. I would like to take this opportunity to thank Philip Fitzsimons, who stood down from his position of INOU Vice Chairperson, for his very significant input to the work of the Officers Board and welcome that Philip is remaining on the NEC as a co-opted member.

Membership and Member Supports

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

- An Cosán as a Category 3 Organisation.
- SWAN Youth Service as a Category 2 Organisation.

We very much appreciate that our membership numbers have held up well, notwithstanding the

very considerable disruption experienced by so many of our member organisations during 2021. At the end of the year, we retained close to 200 organisations in membership – details of our member organisations can be found on the INOU's website www.inou.ie.

I am delighted to report that we have continued to deepen our relationship with the Samaritans and their vital work in supporting front line staff in our Member organisations who are dealing with clients in distress. In 2021, we facilitated 19 'Conversations with Vulnerable People' online training events, which were delivered online by Anne Corcoran from the Samaritans. The free events are aimed at frontline Information Providers in INOU member organisations and feedback has been significantly positive from programme participants. We look forward to continuing this collaborative work in 2022.

We also held a range of additional Online Events for Members. These were run in collaboration with Community, Law and Mediation, Maynooth University and Accenture and An Cosán. Almost 440 people representing 160 organisations attended these five online events.

Regional Discussion Forums

I am delighted to report that participation in our online Discussion Forum events has been exceptionally positive again this year and we are grateful to everyone who took time out to join us at these online events.

We held 7 online Regional Discussion Forum meetings during the year involving a total of 210

participants from 104 organisations. The themes discussed at the meetings included: the Pandemic Unemployment Payment and other Covid 19 related supports, Budget 2022, and updates on a range of policy developments.

I would like to thank everyone who attended the meetings for their input and insights into the various themes addressed in the meetings.

Individual Membership

We value the involvement of Individual/General Branch Members in the work of the organisation. Twelve online General Branch meetings were held in 2021. 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. Two online INOU Introductory Meetings for our Individual Members were also held during the year. Information, through email, our website, and social media on a range of training events, Job Fairs, and Information roadshows were also circulated.

We held two virtual get-togethers for Individual Members in 2021. These 'virtual chat and cuppa' provided an opportunity for INOU members to stay in touch with each other during a time of such significant worry and apprehension for people.

Welfare Rights Information and Advocacy Service

The Welfare to Work Section provides a comprehensive, confidential, and independent welfare rights information and advocacy service. The

Co-ordinator's Report



section provides these services through a telephone helpline, by e-mail, publications and directly through the INOU websites.

2021 was another year of incredibly significant demands on our information and advocacy services in large part due to lay-off, short-term and job losses caused directly by the COVID-19 Pandemic. The section:

- Supported 4,729 clients in seeking to access the Pandemic Unemployment Payment (PUP) inclusive of:
 - support in Review / Clarification of eligibility and qualification criteria.
 - preparing to request a review of eligibility and qualification for the Pandemic Unemployment Payment (PUP) with DSP.
 - accessing Supplementary Welfare Allowance (SWA) and secondary benefits where necessary.
- Supported 925 clients (Employees and Employers) in seeking to access the Temporary Wage Subsidy Scheme (TWSS) and Employment Wage Subsidy Scheme (EWSS) inclusive of support in Review / Clarification of eligibility and qualification criteria.

As part of our standard Information and Advocacy services the section also:

- Supported 84 clients in seeking Reviews of Overpayment Recovery decisions prior to seeking a Social Welfare Appeal.

- Supported 530 clients in seeking Reviews of Decisions by Deciding Officers prior to seeking a Social Welfare Appeal.
- Supported 95 individuals in preparing appeals, both Standard and Oral hearing applications (subject to any forms of Oral hearing available/provided due to Covid-19 restrictions), to the Social Welfare Appeals Office.
- Supported 26 organisations and groups in assisting clients in making appeals to the Social Welfare Appeals Office.
- Supported 29 clients going forward for 'telephone' / online oral hearings SWAO (Social Welfare Appeals Office) – in person Oral Hearings Suspended due to COVID-19.
- Assisted 3 clients in preparing a complaint to the Office of the Ombudsman.
- Supported 26 clients in progressing Customer Service issues to the official DSP Complaints Process.
- Supported 9 clients in preparing cases for the Workplace Relations Commission.
- Supported 9 clients in preparing a complaint to the Data Protection Commissioner.

This is in addition to supporting over 1,000 clients in applying for, accessing, and qualifying for a range of income supports from the Department of Social Protection including Jobseekers' Payments (Jobseeker's Allowance / Jobseeker's Benefit), Disability Payments (Disability Allowance /

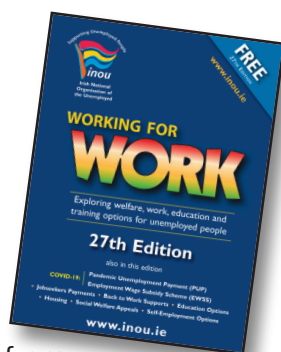
Illness Benefit / Invalidity Pension), Carer's Payments (Carer's Allowance / Carer's Benefit) and payments under the Supplementary Welfare Allowance (SWA) scheme.

Most of the queries received in 2021 were from individual people, directly affected by the loss of employment because of COVID-19, who were seeking the Pandemic Unemployment Payment (PUP), with the INOU website again providing the largest numbers of direct referrals and contacts.

As part of our ongoing work in support of Jobseekers, the Welfare to Work Section would normally have attended several job fairs and information events, hosted / promoted by the Department of Social Protection throughout the country, providing information and support for jobseekers seeking to return to work. Unfortunately, due to the COVID-19 pandemic, these events could not be held. However, we look forward to these events hopefully recommencing in 2022.

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 produced, inclusive of additional information specifically related to the COVID-19 measures as relevant to Jobseekers and those on the Pandemic Unemployment Payment (PUP), and



Temporary Wage Subsidy Scheme (TWSS) / Employment Wage Subsidy Scheme (EWSS). We are grateful to the Department of Social Protection and the Department of Education and Skills/SOLAS for their on-going support for the publication.

We officially launched the 27th edition of the publication on Wednesday 24th March and we were delighted to welcome Minister for Social Protection, Heather Humphries, TD to this online event.

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.

In response to the outbreak of Covid 19 in 2020, our training provision had to change significantly. Our usual delivery methods had to be altered or completely changed to blended and online provision. We are delighted to report that the move to training to online has very significantly increased our participation rates, resulting in a much wider reach across the country and a

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broader scope of participants. A wide range of training activity was undertaken during the year including:

- The delivery of specifically tailored training sessions on Welfare and Covid 19 and Budget Updates.
- On-going delivery of our Welfare Rights and Information, Advice and Advocacy QQI Level 6 programmes.
- The continuation of a range of non-accredited training programmes.
- A range of new 'bite sized' training programmes, including on Disability Payments, Back to Education, and changes to the PUP.

In total, the organisation delivered 37 training events to over 700 participants.

We also applied to and were successful in receiving a grant from Solas under the Mitigating Against Education Disadvantage Fund. Building on our successful application in 2020, this allowed us to develop further blended learning opportunities for those most distance from the labour market. We would like to thank SOLAS for their on-going support.

Building Futures

Building Futures, a Local Training Initiative, delivers a QQI accredited training programme and associated workplace internships that draws on learner's own life experiences, to enable them to become peer educators, trainers, community workers and mentors. Despite the impact of Covid 19, the 11th year of our programme was completed in 2021. All learners received QQI certification. Some learners also undertook workplace internships and volunteering opportunities, which provided invaluable experience of and insight into community and voluntary based workplaces. Learners also had opportunities to participate in workshops and additional training. Recruitment for the 12th year of the programme was completed in September, and the new Learners commenced training in September.

Shaping Futures

Shaping Futures is a QQI Level 4 Programme that encourages and supports learners to gain employability skills. Successful learners will receive a QQI Level 4 Major Award in Employability Skills. As with Building Futures, the programme focuses on participants developing their own life experiences into learning and development.

The second year of this programme was completed in 2021 with 9 learners successfully receiving a QQI award. The work undertaken in 2020 in response to the Covid 19 lockdown in developing and moving modules online and the development of an associated website was critical in enabling Learners to complete the programme. The Learners for the 3rd year of the programme started in September.

Both programmes, Shaping Futures and Building Futures continue to be a huge success and we are delighted to report that we continue to hold Local Training Initiative designation for the programmes.

INOUE Learning Hub

During the year, we successfully concluded discussions with the City of Dublin Education and Training Board on the INOUE developing a significant learning centre in Dublin's South Inner City. This was an exciting development for the organisation, and it significantly enhanced our capacity to develop further our Training Services. The INOUE's Learning Hub is based at 88-90 Townsend Street, Dublin 2 and is currently being used to deliver our two Local Training Initiatives. I would like to thank all the staff of the INOUE's Training Unit for their immense work in establishing the Learning Hub and I look forward to reporting on the on-going success of the Learning Hub in the 2022 Annual Report.

I would like to take this opportunity to thank all the staff in the Training Unit for their incredible work and commitment to the organisation during the year.

Employer Linkages

The organisation continues to monitor job announcements and to place key information about job opportunities on the JobsWatch section of our website www.inou.ie. During 2021 we listed 244 Companies that were announcing over 31,000 jobs. This was up from 2020 where we listed 135 companies that announced just over 18,000 jobs.

40% of the jobs were countrywide where they were in various locations. 15% of the jobs were in Dublin. 26% of jobs were in the rest of Leinster outside Dublin. 13% in Munster, followed by 5% in Connaught and less than 1% in Ulster.

The statistics from the Job announcements listed on JobsWatch show that, in 2021, Construction was the single largest sector with 6,300 job announcements. Information Technology (IT) was the next highest with almost 6,129 job announcements. Construction and IT accounted for 40% of the total job announcements in our JobsWatch section of our website. Manufacturing was the third largest sector we monitored with 4,225 jobs, with 3,718 jobs listed under Banking, Accounting and Finance. Hospitality, Retail, Engineering and Pharma/Science/Agriculture were all sectors where we noted over 1,000 job announcements during 2021.

Digital Skills and Jobs Coalition

I continue to represent the INOUE 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, job-

Co-ordinator's Report



seekers; 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 life-long learning perspective, including the training of teachers.

CE Project

The INOU has been a sponsor of a Community Employment Project for the last 25 years. Participants are based in our offices here at Araby House, at our Learning Hub in the South Inner City and at the Ozanam Centre. The work undertaken by the CE Participants continues to be essential to the effective running of the organisation and we appreciate the work undertaken by all the Participants. The focus of the CE Project continues to be on supporting Participants to gain key skills, competencies, and work experience to enhance their progression outcomes. I am delighted to report that a number of CE staff have progressed into long-term sustainable employment during the last year. We were also delighted that, in August, we were successful in our application for five additional CE places on the INOU's CE Project as part of the 2,600 additional places allocated to Community Employment and Tús schemes nationwide. These additional five places bring the numbers allocated to our CE Project to 21 Participants and a CE Supervisor. We are grateful to the DSP for their on-going support in this regard.

I want to sincerely thank all the CE Staff Team for their incredible commitment and dedication to the work of the organisation over the last year. I also want to thank our CE colleagues who left the organisation during the year – Luke Dunne, Conor Flynn, Tom McMahon, and to wish them every success for the future. CE staff have always played a key role in enabling the organisation to undertake its work. CE colleagues fill essential roles like Reception, Cleaning, Caretaking, Office Admin, Web Admin, Information provision and more. The flexibility demonstrated by my colleagues has enabled the organisation to continue to meet the needs of unemployed people during the Covid 19 pandemic and I am incredibly grateful to everyone for their input over this period.

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 Social Protection, SOLAS, the City of Dublin Education Training Board and the Irish Human Rights and Equality Commission for their financial assistance during the year. I would also like to thank Amanda Kelly and Carol Thornton for their efficient management of the organisation's financial resources during the year.



Refurbishment of Araby House

Araby House has been the home of the INOU for almost 25 years. The building is over 150 years old and in recent years, unfortunately, was beginning to show its age. Earlier this year, the new Board of the Full Employment Trust (FET), the owners of building, and the INOU's Landlord embarked on a major upgrade of the building. This involved the installation of high-quality insulation on both the exterior and interior of the building, replacement of all windows, the installation of a new heat pump heating system and upgrades to fire safety and the intruder alarm systems. This was a significant building project which was overseen by Basil Conroy, Chartered Quantity and Building Surveyor and Michael Quinn and his colleagues on the Board of the Full

Employment Trust. The main Building Contractors were Br-effni Insulation and general oversight was provided by KORE Insulation. I would also like to thank Ger Hanratty and his colleagues at Croke Park Stadium for facilitating the building work.

I am incredibly grateful for the decision taken by my FET colleagues to proceed with such a major project in the face of the Covid 19 pandemic, and we are delighted with the completion of this essential

maintenance work, which should protect the physical integrity of the building for at least another 50 years. The completion of this significant work has also made a major contribution to reducing the building's carbon footprint.

The removal of the old gas heating system, coupled with the upgrading of the building's insulation, will result in reduced energy usage, and will ultimately make a small, but nonetheless important, contribution to combatting climate change. A related aspect to the work was reaching an agreement between the INOU and the FET on a new Lease and rent- which ensures that the INOU will remain as tenants in this fine building for many years to come.

Head of Policy and Media Report



*Bríd O'Brien
Head of Policy
and Media*

Context

On February 17th 2022, the Central Statistics Office (CSO) published the Labour Force Survey (LFS) for the fourth quarter of 2021, which covers the months October to December. They continued to provide information using the International Labour Organisation's (ILO) definitions of employment, unemployment and inactivity, and estimated figures considering the impact of the COVID-19 pandemic on the labour market.

Using the standard LFS methodology (ILO), 2,506,000 people were employed in this quarter: an increase of 229,100 on Q4 2020. Full-time employment increased by 102,000 over the year to 1,955,000 people. Part-time employment also increased by 127,200 to 551,000. Over the year employment increased for both men and women. Part-time underemployment also increased to 110,200 people: however, it decreased for men to 40,400, while increasing for women to 69,800. In Q4 2020, women accounted for 56% of people who described themselves as underemployed, and in Q4 2021, this figure had risen to 63%.

Over the year the Labour Force rose by 214,800 to 2,633,300. Two factors influence changes in

the Labour Force:– the demographic effect, which was positive (+22,900); and the participatory effect, which had an even stronger impact (+191,900). The participation rate in Q4 2021 was 65.1%, four and a half percentage points higher than Q4 2020, when it was 60.6%. The participation rate measures the share of the total population aged 15 years and over who are in the labour force. The labour force consists of people who are in employment plus people who are unemployed.

In Q4 2021, 127,400 people were unemployed: 14,300 less people than in Q4 2020. The unemployment rate was 4.9%, a decrease of 1 ppt over the year. The number of people deemed long-term unemployed was 44,300 and the long-term unemployment rate was 1.7%. In Q4 2020 these figures were 36,800 and 1.5% respectively. At the end of 2020, people who were long-term unemployed accounted for 26% of the unemployed, by the end of 2021 this figure had risen to 35%.

The Principal Economic Status (PES) captures data on how people described themselves, for example whether they are at work or unemployed or a student or on home duties. In Q4 2021, 165,900 people described themselves as unemployed: a decrease of 83,700 on the same quarter last year.

The Potential Additional Labour Force (PALF) captures people who may not fit into the official definition of unemployment, whereby people must be actively seeking work for the previous four weeks and available to take up work in the coming two weeks of the survey. In Q4 2021 PALF stood at 103,500 people: a decrease of 69,600 over the year.

Impact of COVID-19

When the impact of COVID-19 is factored in and everyone who is on a Pandemic Unemployment Payment is assumed to meet the ILO definition of unemployment, the numbers of people unemployed increased to 195,313 at the end December 2021. While the unemployment rate is estimated to be 7.4%. The COVID-19 adjusted measurement of unemployment for the end of January 2022 saw unemployment rise to 202,027 people, with an unemployment rate of 7.8%.

The COVID-19 Adjusted Measure of Employment at the end of December 2021 was 2,439,099. While at the end of January 2022, this figure was slightly lower at 2,430,587 people. The employment rates were 70.9% and 70.7% respectively.

Policy Developments

The INOU continued to participate on the Labour Market Advisory Council and Evaluation Subgroup, which met four and two times respectively in 2021; oversight of Pathways to Work 2021-2025, published in July, will be an important part of the Council's work.

The INOU is one of the two Community and Voluntary Pillar (CVP) representatives on the Implementation Group for the National Social Enterprise Policy, which met four times during the year. The INOU is also one of three CVP representatives on the National Economic and Social Council which met on a quarterly basis. In June, INOU was one of the CVP reps to meet with An Taoiseach, Tánaiste, Ministers Eamon Ryan and Joe O'Brien on the theme and potential of social dialogue; and in October, INOU met with the Ministers for Finance, Public Expenditure and Reform to discuss Budget 2022.

The INOU ran two online events exploring the future of the social welfare system given the impact of COVID-19, the changing world of work, and the challenges facing people trying to manage on these supports.

During 2021, the INOU was invited to engage with different political parties to discuss a range of issues including the proposed changes to contracted public employment services; the impact of Covid-19; the type of supports that exist and are needed; the challenges facing younger and older unemployed people; and developments within social protection. The INOU also met with the Department of Social Protection to discuss rolling out of PES post COVID-19, additional CE/Tús places, Work & Skills / Jobs week, Work Experience Placement Programme; and was one of the #Addthe10th Alliance to meet with Minister Roger O'Gorman on the urgent need to incorporate socio-economic status as a new ground into Ireland's equality legislation.

The INOU facilitated Workshop 3 entitled Expanding the Opportunity of Employment at the Department of Social Protection's annual Social Inclusion Forum; was the Community & Voluntary Pillar rep on the mid-morning panel at the NESC event on The Future of the Irish Social Welfare System; and participated as a panellist at the Stop67 Campaign – the Next Steps webinar.

The organisation attended the National Economic Dialogue; the Department of Social Protection's annual Pre-budget Forum; participated in a roundtable meeting on youth unemployment, which was hosted by An Tánaiste and Minister for Enterprise, Trade and Employment; attended a number of the IHREC / FLAC webinars on the review of the Equality Acts.

Head of Policy and Media Report



Working in partnership

The INOU chaired the Community & Voluntary Pillar (CVP) annual think-in and first quarterly meeting; hosted the CVP follow-up meeting to develop the annual paper and its use as basis for the CVP's submission to the National Recovery and Resilience Plan. Throughout the year the organisation participated on the CVP DRCD Linkage Group; DSP Linkage Group; Further and Education Linkage Group; and DCEDIY Linkage Group. The purpose of these linkage groups was to prepare for bilateral meetings with the relevant Government Departments including Rural and Community Development; Social Protection; Further and Higher Education, Research, Innovation and Science; and Children, Equality, Disability, Integration and Youth.

The INOU continued to work with colleagues in a variety of ways including participation on the Roadmap for Social Inclusion Linkage Group; the COVID-19 NGO Group; the Community Platform; Community Platform Working Group on social dialogue / collaborative governance; the board of DALC; Advisory Committee for the New Communities Partnership's Migrant Access Programme; ACA PES Advisory Group; the NGO / Trade Union Group met on the National Women and Girls Strategy 2017-2020; the Just Recovery Group; #Addthe10th Alliance and worked on a joint submission to the review of the equality legislation; the Advisory Group to Ballymun Jobs Centre led project In-Vest 2; EAPN Policy Group; PEIL Monitoring Committee, the programme through which ESF was distributed in Ireland; and the Advisory Group for the VPSJ's MESL work.

In May the Maynooth University lead project ACA PES held its final event, a webinar entitled Leav-

ing no one behind in a Pandemic Recovery, at which the INOU participated as one of the panellists; the organisation was also a panellist at TASC's event on long-term unemployment; the Vincentian Partnership for Social Justice webinar; and a respondent in the MUSSI webinar on the lived experiences of employment services for people who are long-term unemployed.

The organisation participated in a Valentina Caimi (LinkinEurope) study commissioned from within the European Parliament on the use of the European Social Fund (ESF) 2014-2020 in fighting against poverty; and alongside other members of the EAPN Policy Group met with Minister Joe O'Brien on the issue of income adequacy, benchmarking and ensuring people can attain a minimum essential standard of living.

In July, following an invite from TU Dublin, the INOU participated in a Working Group on the inclusion of disadvantaged / minority / marginalised communities in the development of a Dublin Regional Enterprise Plan to 2024, this work fed into a consultation event on this Plan organised by the Department of Enterprise, Trade and Employment.

Communications

As part of the INOU's Decent Work Project, funded by the Irish Human Rights and Equality Commission Grants scheme, a three-minute video on the project was completed and put up on the INOU's YouTube page. A full report of the project is available at <https://www.inou.ie/resources/publications/decent-work-report/>

Throughout 2021, the INOU engaged with the media — radio, TV, and print. Amongst the is-

issues covered were:

- how to occupy young people who are out of work.
- the challenges facing people who were unable to work from home.
- National Economic Recovery Plan.
- Pay related / time limited Jobseeker's payments.
- ESRI's Pre-Budget Paper on COVID-19 and the Welfare System.
- the Pandemic Unemployment Payment: how it changed over the year; experience in particular areas; numbers of people transitioning from PUP to a Jobseekers payment.
- Budget 2022: INOU's key asks, expectations and the costs involved.

Five issues of the INOU's E-bulletin were published: Issue 45 - Issue 49 covering a wide range of topics including:

- Issues: Covid-19: the Pandemic Unemployment Payment (PUP); Remote Working; call for Socio-Economic Status Ground to be included in Ireland's equality legislation; broadband and digital inclusion; unemployment and mental health; personal experiences of unemployment; childcare as a barrier to employment; Budget 2022; employment exposures to Brexit; how unaffordable a healthy diet can be.
- Policy developments e.g., Economic Recovery Plan; recommendations from the Citizens' Assembly on Gender Equality; Ten Year Adult Literacy, Numeracy and Digital Literacy

Strategy; Our Rural Future strategy for rural development; Pathways to Work 2021-2025.

- Work of the INOU: Decent Work Project; Annual Delegate Conference; Pre-Budget Submission; short training modules; submission to the review of Ireland's equality legislation; INOU's new Learning Hub in Townsend Street, Dublin.
- Work of INOU affiliates: value of Local Employment Services; EmployAbility as they marked 20 years of helping people with additional support needs to live and earn a living independently; European Anti-Poverty Network Ireland on material deprivation and poverty in Ireland; Community Law and Mediation describe their database of social welfare appeal cases taken; Ballymun Job Centre's IN-VEST 2: Integrated Vocational Employability Skills Training program; Dublin Adult Learning Centre's student experience of learning; Belfast Unemployment Resources Centre work through EURES. Migrants Rights Centre Ireland and Justice for the Undocumented successful campaign for a regularisation scheme for undocumented workers.
- Resources: Maynooth University (MU) Model of Enabling Employment Guidance in Public Employment Services; An Cosán and Accenture's 'Skills to Succeed' program; an explainer of the FastTrack system which allows Jobseeker's recipients suspend their claim and take up a brief period of employment; MU report entitled the Lived experiences of employment services for people who are long-term unemployed.

Head of Policy and Media Report

The INOU's E-bulletins are available at: <https://www.inou.ie/analysis/e-bulletin/>

Submissions

In 2021 the INOU made submissions to:

- SOLAS on the development of a ten-year Adult Literacy, Numeracy and Digital Literacy strategy, which was announced in the Programme for Government.
- the Department of An Taoiseach on the National Recovery and Resilience Plan, this work was undertaken on behalf of the Community and Voluntary Pillar.
- the Low Pay Commission on Ireland's National Minimum Wage for 2022.
- the Child Maintenance Review Group's consultation process.
- the Department of Social Protection's Pre-Budget Forum, which took place in July.
- the Government and Houses of the Oireachtas on the INOU's key asks from Budget 2022.
- the Department of An Taoiseach on the draft National Risks Assessment 2021.
- the survey on the drafting of Ireland's second UN Sustainable Development Goals (SDGs) National Implementation Plan was completed on-line.
- the Department of Children, Equality, Disability, Integration and Youth on the Consultation on the Review of the Equality Acts; and as a member of the #Addthe10thAlliance with a strong collective call for the introduction of a socio-economic status ground into Ireland's equality legislation.

- The Lobbying Register was completed three times in 2021 covering the periods September to December 2020; January to April 2021; and May to August 2021.



National Executive Committee

Board of Trustees/National Executive Committee (NEC)

The National Executive Committee/Board of Trustees 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 10 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.

INO Officers Board

Officers Board

Ann Fergus	Chair
Joanne Farrell	Vice Chair
Mick Creedon	Treasurer
John Stewart	Co-ordinator

Nominating Organisation

South Galway MABS
Belfast Unemployed Resource Centre
Ballymun Jobs Centre

National Executive Committee (NEC)

Evanne Kilmurray	Company Secretary	Inner City Enterprise
Brendan Carmody		INO General Branch
Liam Shortall		INO General Branch
Breda Murphy		EDI Centre, Longford
Lorraine Hennessy		INO Staff Representative
Brendan Sherlock (Co-opted)		INO General Branch
Yvonne Browne (Co-opted)		National Employability Service
Jerry Dixon (Co-opted)		Arklow Jobs Club
Philip Fitzsimons (Co-opted)		INO General Branch



INOUE Staff 2021

2021 has been another challenging year for the staff in the organisation. We would like to thank the Staff Team for their commitment and dedication to the work of the organisation, and to thank those staff who left during the year.

Senior Management Team

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

Administration and Finance Team

CE Supervisor	Laura Rossney
Book Keeper	Carol Thornton
HR Assistant	Karen Treston
Finance Administrator	Muhammad Kashif
Receptionist	Leanne Leech
Cleaner	Dinah Donegan
Caretaker	Denis Maguire

Welfare to Work Team

Manager Welfare to Work Section	Robbert J. Lynch
Senior Information Officer	Robert Kelly
Information Officers	James O'Toole, Sheila O'Malley
Admin Support Worker	Rebecca Doyle

Training Team

Head of Training	Lorraine Hennessy
Building Futures LTI Co-ordinator	Laura Pierce
Assistant LTI Co-ordinator	Jonathan Carley
Shaping Futures LTI Co-ordinator	Michelle Kelly
Assistant LTI Co-ordinator	Sinead Boyle
Training Administrator	Marie Hughes

Membership and Development Team

Membership/Project Worker	John Farrell
Admin Support Worker	Ray Brennan
Web Administrator	Brendan Kinsella
Jobs Researcher	Dionne Byrne
CE Workers based at Ozanam House	Danielle Mulgrew, Leyla Evloeva
Staff who left in 2021	Luke Dune, Patrick Caulfield, Conor Flynn Tom McMahon, Patrick Brogan

The INOU's financial statements have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102). For the first time this year, the financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) (Revised 2015) 'Accounting and Reporting by Charities'.

The financial results for 2021 are set out in the Statement of Financial Activities. A surplus of income over expenditure of €44,192 (2020: surplus of €6,841) was recorded by the INOU for the year end 31 December 2021. The surplus arises due to the following:

1) The INOU, as a response to Covid 19, facilitated remote online learning and as such were able to obtain a wider geographical reach with our training courses.


2) The INOU introduced a new training course during 2021. These 2-hour modules included a focused, in-depth presentation on several welfare rights/welfare to work topics. There was a large demand for the new sessions and as they were facilitated online, the INOU achieved a wider reach with delivering these.

3) The INOU was engaged in some on demand training specifically requested from some of our affiliate members.

The INOU would like to thank our funders for their support throughout the year in allowing the organisation to continue delivering on our aims and objectives. In particular, we would like to thank the Department of Rural and Community Development, Pobal, the Department of Social Protection, SOLAS, the City of Dublin Education and Training Board, and Irish Human Rights and Equality Commission.



Statement of Financial Activities for the year ended 31 December 2021

	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2021 €	2021 €	2021 €	2020 €
Income from:				
Donations & Legacies	-	-	-	-
Charitable Activities	1,017,538	84,130	1,101,668	892,651
Other Income	-	41,770	41,770	39,128
Total Income	1,017,538	125,900	1,143,438	931,779
Expenditure on:				
Raising Funds	-	6,248	6,248	3,397
Charitable Activities	1,017,538	75,460	1,092,998	921,541
Other	-	-	-	-
Total Expenditure	1,017,538	81,708	1,099,246	924,938
Net Income/(Expenditure) and net movement in funds for the year	-	44,192	44,192	6,841

Statement of Financial Position for the year ended 31 December 2021

	2021 €	2020 €
Fixed assets		
Premises Improvements	6,268	6,750
Computer Equipment	53,644	73,292
Fixtures & Fittings	19,778	23,303
	<u>79,690</u>	<u>103,345</u>
Current assets		
Stocks	1,429	1,429
Debtors	54,110	26,920
Cash at bank and in hand	269,268	197,296
	<u>324,807</u>	<u>225,645</u>
Creditors: amounts falling due within one year	(155,956)	(124,641)
Net current assets	168,851	101,004
Total assets less current liabilities	<u>248,541</u>	<u>204,349</u>
Represented By:		
Unrestricted Reserves	248,541	204,349
Restricted Reserves	<u>248,541</u>	<u>204,349</u>



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