

Supporting Unemployed People



inou

**The Irish National
Organisation of
the Unemployed**

ANNUAL REPORT 2016



INOUE Annual Report 2016

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Chairperson's Report

Welcome to our 2016 Annual Report.

2016 has been another year of very significant output from the organisation. The demands being placed on all aspects of our work continued at a very high level during the year and the manner in which the organisation has been able to respond to these pressures is testament to the exceptional commitment, dedication and ability both of the staff team and my NEC colleagues.

I particularly want to mention the completion of what is now the sixth year of the Building Futures programme.

I congratulate all of the learners for their achievements during the year and it was a privilege for me to again Chair the Building Futures Graduation Ceremony which was held at the Mansion House on 11th November. I would particularly like to thank the Lord Mayor, Brendan Carr, for hosting the event and for making everyone feel so welcome. I would also like to wish our Year 7 intake of Participants every success in the period ahead.

Unemployment has continued to fall during the year and the numbers of people at work has steadily increased. The significant drop in the numbers of people that are long-term unemployed is also to be welcomed as is the increase in the overall number of jobs being created.

On 23rd June, the UK voted for Brexit. The outcome of this momentous decision is likely



Ann Fergus - Chairperson

to have a very significant impact on Ireland. At this stage, however, it is too early to say precisely what that impact will be. Currency fluctuations arising from the Brexit decision have already impacted some companies here in Ireland and the INOU is concerned at the possible negative employment implications that Brexit will have on certain sectors of the economy.

At the NEC Planning Day on 13th October, it was agreed that the organisation should develop a Position Paper on the unemployment/employment implications of Brexit and the organisation has already been involved in a number of forums with a view to informing thinking and debate around the issue.

In last year's Annual Report, I commented on the roll out of the (then) new JobPath Service for unemployed people. I am pleased to report that work on gathering feedback from

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unemployed people on their experience of this new service will get underway in early 2017 and I look forward to reporting further on this research in the 2017 Annual Report.

We held our Annual Conference at Wynn's Hotel on 25th May. The theme of the Conference was particularly appropriate given the recent election - 'What the new Government needs to do to Support Unemployed People'. We were delighted to welcome Dr. Sean Healy, Social Justice Ireland, who officially opened the Conference.

The Conference provided the opportunity for the organisation to formally mark the centenary of the 1916 Rising. We did this both in an artistic and theatrical way and we would like to thank the Building Futures Participants for their wonderful artwork and great performances from Tomás Gleeson and Kieran McDonnell with their excellent theatrical piece, 'Road to Freedom'.

As the Conference was also the INOU's official Annual General Meeting, the event provided an important opportunity for the organisation to adopt new Memorandum and Articles of Association (Constitution) and also to ratify the new business name change required under the 2014 Companies Act - from INOU Ltd. to INOU Clg. (Company Limited by Guarantee).

The following NEC members were automatically elected at the Conference:

- Ann Fergus, Galway Peoples Resource Centre
- Padraig Malone, Limerick Resource Centre for the Unemployed
- Joe Williams, INOU General Branch

I would like to take this opportunity to thank the Standing Orders Committee:

- Elaine Harvey,
- Frank McDonnell
- Paul Taylor

for their work at the Conference. Elections to positions on the Officers Board were held at the NEC meeting in July and I would like to congratulate Seamus Orr and Aisling Cartmill who were elected Vice-Chairpersons of the organisation.

At our NEC Planning Day on 13th October, NEC colleagues were presented with the new Board Members' Handbook.

The Handbook provides an overview of the INOU's Governance and Operational structures and processes and is a vital source of information for Board Members.

The INOU's key publication, Working for Work was launched on 3rd August and I was pleased to welcome Minister Leo Varadkar to Araby House to officially launch the 23rd edition of the publication.

This year has also seen significant staffing changes in the organisation. Two of our long-serving staff members, Patricia Watters and Joe McDonagh left the organisation and we recruited a new CE Supervisor, Laura Rossney.

Patricia Watters, INOU CE Supervisor, retired on 30th August. Patricia joined the organisation on 29th April 2002. Patricia's experience as a CE Supervisor goes back to 1993 - she worked with Gingerbread Ireland, The Big Issue and the Vincentian Partnership.

Chairperson's Report

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Over the years, Patricia has played a key role in the management and development of the INOU's CE Project and has personally supported and assisted a great many CE Participants. The INOU organised a farewell presentation to Patricia on her last day. Patricia's colleagues, ex-colleagues, ex CE Participants, National Executive Committee members, DSP officials and a host of others were in attendance to thank Patricia for all her work over the years and to wish her a long and happy retirement.

Joe McDonagh, part-time CE Supervisor/ Development Officer left the INOU on 5th February to take up a full-time CE Supervisor position with the Southside Partnership. Joe worked for the INOU since March 2004. He was initially recruited as Welfare to Work Development Officer. Joe developed strong links with our member organisations through the rollout of the Regional Discussion Forum meetings and he also played a lead role in the INOU's work with employers – initially linking in with redundancy situations and more recently actively encouraging employers to recruit unemployed people. Joe also represented the organisation on many occasions at job fairs, information events and employer representative organisations' conferences.

In July 2013, Joe took up the position of part-time CE Supervisor (he remained a full-time employee and continued to undertake elements of his previous full-time position). Joe took an active interest and involvement in the development of the CE Participants and he initiated additional job seeking and training and development supports for CE Participants with a view to supporting Participant progression. I would

like to wish Joe continued success in his new role.

I was directly involved in the recruitment arrangements for the replacement CE Supervisor and I am pleased to report that the organisation appointed Laura Rossney as full-time CE Supervisor in September. Laura had previously been a part-time CE Supervisor with the organisation. I wish Laura every success in her new role.

2017 marks the 30th anniversary of the founding of the INOU. This will be a momentous year for the organisation and plans are already underway on ways of marking the occasion and we look forward to reporting further on this in our 2017 Annual Report.

I wish to end by thanking my Officer Board and National Executive Committee colleagues, the staff of the INOU and all the representatives of our affiliated organisations who supported us during 2016.

I look forward to my continued involvement in the work of the organisation in the year ahead.

Ann Fergus
Chairperson

Co-ordinator's Report

I am very grateful to my Officer Board and NEC colleagues and the staff of the INOU for their support for the work of the organisation during the year.

2016 was another year of very significant output and activity for the organisation. During the year, we:

- Published and distributed 25,000 copies of the 23rd edition of Working for Work;
- Participated in information events and jobs fairs;
- Met with a range of Ministers and Departmental officials;
- Participated in key committees/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;
- Dealt with 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;
- Completed Phase II of the Employment Services Research Project;
- Completed some very important governance work – at our Annual Conference we changed the legal name of the INOU, to INOU Clg, to ensure compliance with the 2014 Companies Act;
- Produced a new Board Members' Handbook for the Directors of the organisation;
- Held 4 Discussion Forum meetings during the year and we issued 5 editions of the E-bulletin during 2016.



John Stewart - Co-ordinator

Implementation of the INOU's Strategic Plan

The INOU's Strategic Plan continued to inform the on-going delivery and development of the organisation's work in 2016 and provided an important framework of priority actions and indicators for the organisation during the year.

The National Executive Committee held a Strategic Planning Day on 13th October. The event provided an opportunity for NEC colleagues to be briefed on the delivery of the wide range of work activities that relate directly to the agreed actions outlined in the Plan.

The day also provided an opportunity for NEC colleagues to reflect on the overall strategic planning process and implementation framework with a view to informing the development of a new Strategic Plan for the organisation from 2018 – 2021. Work will commence on this in the second half of 2017.

Co-ordinator's Report

Membership

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

- The Inner City Renewal Group (ICRG);
- Dress for Success Cork;
- Kilkenny-Carlow Employability Services;
- Employment Response North West Sligo;
- Employability Service Cork;
- Employability Service Tipperary;
- Arklow Job Club;
- RASP - Rehabilitation and Addiction Support Programme, Coolock;
- North Kildare Local Employment Service.

Employment Services Research Project

We completed our work on Phase 2 of the wider Employment Services Research Project. This phase involved researching the experience of people who are long-term unemployed of the Local Employment Service.

In December we produced our report - Mapping Unemployed People's Experience of the INTREO Employment Services Model delivered by the Local Employment Service. A copy of the Report is available on the INOU's website - www.inou.ie.

I would like to take this opportunity to thank all of the unemployed people who took the time to talk to us at the Local Employment Service Offices/Intreo Centres and who attended the Focus Group meetings.

I would also like to thank the two Local

Employment Service Managers, the officials at the Department of Social Protection and the Intreo Office Managers and Regional Managers for facilitating the INOU in undertaking this work.

Work will shortly be getting underway on the final phase of the Research Project - mapping unemployed peoples experience of the Jobpath Service. I look forward to reporting on the outcome of this work in our 2017 Annual Report.

Individual Memberhip

We greatly value the involvement of Individual/ General Branch Members in the work of the organisation. Seven General Branch meetings were held in 2016.

These meetings continue to provide important opportunities for Branch members to have an input into the work of the organisation and to participate in the wide-ranging discussions on unemployment/employment related issues.

We held three INOU Introductory Meetings for our Individual Members during 2016. We also organised a CV preparation workshop. I would like to thank Career Coach, Patricia Zemmour for delivering this excellent workshop.

Welfare Rights 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 through the INOU websites.

Co-ordinator's Report

Throughout 2016, 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 the section:

- Supported 118 clients in seeking Reviews of Overpayment Recovery decisions prior to making a Social Welfare Appeal.
- Supported 11 clients in progressing Customer Service issues to the Department of Social Protection Complaints Process.
- Supported 366 clients in seeking Reviews of Supplementary Welfare Allowance Decisions prior to making a Social Welfare Appeal.
- Supported 308 clients in seeking Reviews of Department of Social Protection scheme/ payment decisions prior to making a Social Welfare Appeal.
- Supported 22 individuals in preparing appeals for the Social Welfare Appeals Office.
- Supported 14 organisations and groups in assisting clients in making appeals to the Social Welfare Appeals Office.
- Supported 5 clients in preparing cases for Rights Commissioner/Employment Appeals Tribunal.

As in 2015, the diversity and range of queries was equalled by the differing sources from which they came, with, as in previous years, a noted increase in the number of clients undertaking Social Welfare appeals.

The majority of queries were once again from INOU affiliated organisations and individual unemployed people, while the level of queries from the Local Employment Services, Partnerships, Citizens Information Centres and other organisations remained consistently high throughout the year.

Social Media, including Facebook and Twitter, is also increasingly being used within the Welfare to Work Section to engage with people seeking Welfare Rights information.

Working for Work

We produced the 23rd edition of Working for Work during the year. 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 Social Protection and the Department of Education and Skills for their on-going support for the publication. I would like to take this opportunity to thank the Minister for Social Protection, Leo Varadkar, TD, who officially launched the publication at Araby House on 3rd August.

Training

During the year, we delivered a total of 50 days of QQI training, participated in 7 on-

Co-ordinator's Report

request presentations, delivered 21 days of 'on request' training to organisations across the country and 1 non-accredited training day. These 79 training days were provided through a training Calendar consisting of 3 training modules:

- Introduction to Social Welfare
- Delivering a Quality Service to the Unemployed
- Welfare to Work

We also ran 4 programmes at QQI (formerly known as FETAC) Level 6, covering 3 modules:

- Social and Civil Information
- Information, Advice and Advocacy
- Training Delivery and Evaluation

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

The Training Unit has also worked on developing awards with the City of Dublin Education and Training Board (CDETb), Quality and Qualifications Ireland and the Virtual Community College.

Building Futures

Building Futures is delivering a QQI accredited training programme and associated workplace internships which draws on participants own life experiences to enable them to become peer educators, trainers and mentors.

The sixth year of our programme was completed in 2016. 15 Participants from Coolock and surrounding areas completed nine QQI modules at levels 5 and 6 with 15 receiving QQI certification.

The Participants also undertook workplace internships and volunteering opportunities which have provided invaluable experience of and insight into community and voluntary based workplaces. Participants also had opportunities to participate in conferences, workshops and additional training.

The programme continues to be a huge success and I am delighted to report that we continue to hold Local Training Initiative designation for the programme. We are grateful for the related supports and resources received from the CDETb.

Recruitment for the seventh year of the programme was completed in August and 14 new participants commenced training in September. I would like to take this opportunity to thank all those involved with the programme.

SpringBoard

We were delighted to again host the Guidance Counsellors for the Springboard+ 2016 Freephone Helpline on behalf of the Higher Education Authority (HEA).

Springboard+ 2016 provided free part-time and full-time higher education places for up to 5,800 unemployed people. Almost half of these reskilling and up-skilling opportunities were on ICT courses reflecting the continuing demand for skills in this area. Opportunities to acquire

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skills in manufacturing were also significant in reflecting the improving performance of this sector.

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 Joan Fogarty, to the huge numbers of unemployed people that used the helpline.

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.

The following work was undertaken in 2016:

- Linked in with 374 companies that announced job gains to promote the range of incentives available to employers when they recruit unemployed people.
- Attended a wide range of information events and jobs fairs.
- Linked in with 3 redundancy situations.
- Printed and distributed 10,000 Looking for Work Leaflets and 1,000 Employer Recruitment Incentives leaflets.

CE Project

The INOU has been a sponsor of a Community Employment Project for the last 20 years. Participants are based both in our offices here

at Araby House, at the Ozanam Centre and at the Parish of the Travelling People.

The work undertaken by the CE Participants is essential to the effective running of the organisation and we greatly appreciate the work that they do both here in our offices and in the other projects.

2016 saw significant staffing changes on our Community Employment Project. Joe McDonagh, part-time CE Supervisor/ Development Worker, left the organisation in February to take up a position of full-time CE Supervisor with the Southside Partnership. Joe was replaced, initially on a part-time, temporary basis by Laura Rossney.

Our other part-time CE Supervisor, Patricia Watters retired in September and Laura Rossney was subsequently appointed to the full-time position.

I would like to echo our Chairperson's appreciation for all of the work done by both Patricia and Joe over many years in support of CE Participants and the wider organisation.

I'd like to wish Patricia a long and happy retirement and Joe every success in his new role. We were delighted to be in a position to appoint Laura Rossney as our new full-time CE Supervisor and I wish Laura every success in her new role.

Annual Conference

We held our Annual Conference at Wynn's Hotel on 25th May. The theme of the Conference was particularly appropriate given the recent

Co-ordinator's Report

election - 'What the new Government needs to do to Support Unemployed People'. I would like to thank Dr. Sean Healy, Social Justice Ireland, who officially opened the Conference.

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I would like to take this opportunity to thank the Standing Orders Committee - Elaine Harvey, Frank McDonnell and Paul Taylor for their work at the Conference. Elections to positions on the Officers Board were held at the NEC meeting in July and I would like to congratulate Seamus Orr and Aisling Cartmill who were elected Vice-Chairpersons of the organisation.

Twelve motions, including an emergency motion, were discussed and debated at the Conference. The Motions included calls on the Government to improve employment services; for the work of community and voluntary organisations to be acknowledged and funded; calls for the restoration of Jobseekers payments and for the full restoration of the Christmas Bonus in the forthcoming budget and also a call for the abolition of water charges and for water services to be funded through a system based on ability to pay.

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 Housing, Planning, Community and Local Government/Pobal, the Department of Social Protection, the Department of Education and Skills/SOLAS and the City of Dublin Education and Training Board for their financial assistance during the year.

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

John Stewart
Co-ordinator

Head of Policy and Media Report

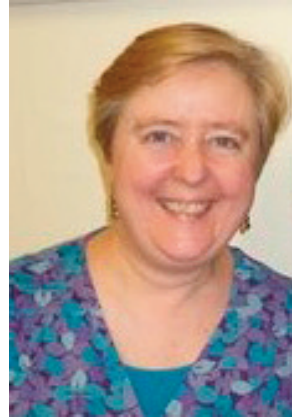
According to the Central Statistics Office Quarterly National Household Survey (QNHS) in Quarter 4, 2016 there were 40,000 fewer people unemployed than in the same quarter 2015. Of the 147,400 people who were unemployed at the end of 2016, 79,700 people were long-term unemployed i.e. unemployed for more than a year.

This figure is very similar to figures last seen in the autumn of 2009. However, at that stage the long-term unemployed only represented 27.9% of those unemployed; while at the end of 2016 they represented 54.5% of those unemployed.

During 2016 the unemployment rate dropped, by 1.9% to 6.7%. While the long-term unemployment rate decreased by 1.1% to 3.6%, bringing this figure back to Q3 2009 levels. However, even with this improvement the long-term unemployment rate is still 2-3 times higher than the rate seen from Q1 2000 to Q4 2008, when it varied from 1.2% to 1.8%.

In the Programme for Government there is a commitment to "Prioritise balanced regional development, which will allow us to aim for an unemployment rate in each county that is within one percent of the State average by 2020." (p36) Looking at the overall unemployment rate from a regional perspective there is clearly a long way to go to meet this commitment: as the unemployment rate varied from a low of 5.3% in the Mid-East to a high of 9.4% in the South-East.

The unemployment rate decreased across



Bríd O'Brien
Head of Policy & Media

the eight regions, varying from 0.7% in the Border region to a 3% drop in the Midlands. Employment also increased across the eight regions with the largest increase taking place in Dublin, 19,500 people out of the national increase of 65,100. The Midlands saw the smallest increase: 800 people.

Looking at the unemployment rate from a gender and age perspective, women aged 15-19 had the highest unemployment rate of 20.7%. While women aged 65+ had the lowest unemployment rate of 0.6%. At present most people in the 65+ age category are retired, however, as the state pension age continues to increase employment / unemployment will become a bigger issue for this age cohort. The unemployment rate of young people aged 15-24 is more than twice that of the overall rate: 15.2% vis-à-vis 6.7%. The only other age group with an unemployment rate higher than the national average is the 25-34 year olds, whose unemployment rate was 7% in Q4 2016.

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However, the employment rate for this age group, 25-34 year olds is also higher than the national average: 76.5% vis-à-vis 65.6%. The age group with a higher employment rate were people aged 35-44 who had an employment rate of 77.9%.

Looking at the employment rate from a gender perspective, men aged 35-44 have the highest rate at 85.2%, while men aged 15-19 have the lowest at 13.5%. At present employment rates are only produced for people aged 15-64 years, as the pension age increases this would need to change.

Amongst the statistics published in the Quarterly National Household Survey is the Potential Labour Supply Indicator (PLS), which captures people who are working part-time and who view themselves as underemployed; people who are unemployed but not included in the unemployment statistics because they are not actively seeking work or may not be available, for example, because of childcare issues.

The broadest of these indicators, PLS4, stood at 13.4% at the end of 2016: though down from 16.3% at the end of 2015 and a crisis high of 25.9% in Quarter 2 2012, it remains a figure that gives a better sense of the employment challenge that still faces Ireland.

Policy Developments

In the INOU's General Election Manifesto 2016 the organisation called on the political system to support unemployed people to achieve a minimum essential standard of

living; to deliver better services for unemployed people; and to provide them with decent and sustainable jobs.

These themes were further explored at the organisation's Annual Delegate Conference and Regional Discussion Forums and feed into the organisation's Pre-Budget submissions. Of particular concern to the organisation was the restoration of social welfare rates to 2009 levels; to end the inequitable age segregation to Jobseekers Allowance payments by reversing the cuts to younger jobseekers; and to fully restore the Christmas bonus and change the eligibility criteria from 15 to 12 months. Some welcome progress was made on the first and last asks: as a €5 increase was introduced for most welfare payments; and the Christmas Bonus was restored by 85%.

It was disappointing that the age segregation introduced to Jobseekers Allowance payments remains and as a consequence that this age cohort only saw a proportionate increase: €3.80 for people aged 25 in receipt of €144; and €2.70 for people aged between 18 and 24 in receipt of €100 payment.

In January 2016 Pathways to Work 2016-2020 was published. The Labour Market Council met eight times throughout 2016 and focused on the implementation of Pathways to Work; the roll-out of JobPath; the evaluation of JobBridge and its future development; qualitative research on the Back to Education Allowance; and initial discussions on Action Plan on Jobless Households.

During 2016 the employer and evaluation sub-groups met at similar times and the INOU attended the Evaluation sub-group. In June the LMC published the 'Response of the

Head of Policy and Media Report

Labour Market Council to Pathways to Work 2016-2020' and in October the 'Report of the Labour Market Council: Proposal for a New Work Placement Programme Drawing on the Lessons from JobBridge'.

These reports are available on the Department of Social Protection's website at <http://www.welfare.ie/en/Pages/LMC-Pathways-to-Work-Publications.aspx>.

Working in Partnership

The INOU continued to work with colleagues in the Community & Voluntary sector on a range of socio-economic issues and in a variety of mechanisms including:

- Better Europe Alliance, a network of national community and voluntary sector organisations and the Environmental Pillar which continued its work on the European Semester process and its implications for Ireland's policy developments and implementation.
- Claiming Our Future 1916-2016 event which was held in June and called 'Broken Politics, Civil Society's Role in Creating Real Change'.
- Community Platform, a network of 28 national networks and organisations working to address poverty, social exclusion and inequality.
- Economic, Social Cultural Rights Initiative which continues to call for the strengthening of these rights in Ireland's Constitution.
- Equality & Rights Alliance Public Sector Duty Working Group; and the INOU spoke

at the Alliance's launch of their report calling for the introduction of a tenth ground under the equality legislation: the ground of socio-economic status.

- EAPN Policy Group, formally the EAPN EU 2020 Working Group, which the INOU continued to chair.
- Inclusion Ireland Comprehensive Employment Strategy for People with Disabilities working group.
- In the summer of 2016 the INOU signed-up to the MRCI's undocumented workers campaign.
- Vincentian Partnership for Social Justice's Advisory group on their Minimum Essential Standard of Living work. Their work in 2016 included a report entitled Low Hour Work & Income Adequacy which focused on the income consequences of low hours; how the structure of the social welfare system supports and number of hours and days worked impacts overall household income, and places this in the context of the cost of an MESL and household income adequacy. The INOU spoke at the seminar launching this report.
- The User Group for the TASC and FEPS two year project examining the development of different forms of precarious work and their implications for people's lives, including housing, access to social welfare, and family formation.

The Community & Voluntary Pillar (CVP) continued to meet on a quarterly basis and the INOU participated in bilateral meetings the CVP organised with the Community & Housing

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Divisions in the Department of Environment, Community and Local Government which after the General Election became the Department of Housing, Planning, Community and Local Government; the Department of Social Protection; and participated in the pre-Budgetary meetings with the Ministers for Finance and Public Expenditure and Reform. The INOU's Head of Policy and Media (HPM) coordinated the CVP bilateral meeting with the Department of Public Expenditure and Reform on the Inter-Departmental work on 'fuller working lives'.

The INOU continued to be one of the four CVP representatives on the National Economic and Social Council. However, the Council only met twice in 2016: once before the General Election in January 2016; and once in November to discuss the future role and function of the Council.

The INOU HPM continued to participate on the Council of the Economic and Social Research Institute; the Board of the Dublin Adult Learning Centre; the Monitoring Committee of the Programme for Employability, Inclusion and Learning 2014-2020; and participated on the Local Advisory Board of the Strategic Transitions for Youth Labour in Europe project lead by NUIG and ESRI.

Communications

In 2016 the INOU produced five E-bulletins which covered a wide range of issues including individual members experience of ageism; participation on Springboard and Building Futures programmes; the General Election; accessing employment; the Budget; other policy developments; and focus on the work

of organisations affiliated to the INOU.

In June and October the INOU wrote a blog for the Claiming Our Future event 'Broken Politics, Civil Society's Role in Creating Real Change'; and wrote three articles for The Village magazine on the INOU's key asks in the General Election and from Budget 2017.

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:

- Income adequacy: the Christmas Bonus; Rent Supplement changes; social welfare rates and how they should be indexed; higher rates for shorter term unemployed; and water charges.
- Activation and participation: JobBridge; and JobPath.
- Work: Zero Hours contracts; the impact of the Action Plan for Jobs; promoting employment options for unemployed people.
- INOU events: Annual Delegate Conference 2016; Working for Work launch.
- Statistics: overall unemployment; youth unemployment; sanctions.
- Policy: General Election 2016; the implications of Budget 2017.

INOU made submissions on the following:

- Online to the Lobbying Register in January; May; and September. In March to SOLAS

Head of Policy and Media Report

e-learning questionnaire; and in June to the Department of Education and Skills on their Statement of Strategy which was published as the Department's first Action Plan for Education. This submission was also published on the INOU's website.

- In July the first pre-Budget submission was made to the Department of Social Protection, which formed the basis of the organisation's participation in the Department's Pre-Budget Forum. Later on that month a submission was made to the Department on their Statement of Strategy 2016-2019.
- In August the organisation made its submission to the Department of Jobs, Enterprise and Innovation's Action Plan for Jobs 2017.
- And in September the wider pre-budget submission was sent to the Government and key Departments dealing with adequate income; employment services and supports; education and training; employment; housing; and support for the community sector.

INOU spoke at:

- **March:** Unpacking Pathways to Work seminar in Maynooth University; and the Vincentian Partnership for Social Justice's seminar on Work, Low Pay and the interaction with Social Protection
- **May:** At Pobal's SICAP Targeting Support Event, the INOU facilitated the workshops on youth unemployment and gave one of the inputs; the South Dublin Community

Platform Symposium on Community Employment; and the DFI's Network of Interest on Income and Employment and the European Association of Service Providers for People with Disabilities' consultation on Developing an Inclusive Labour Market in Ireland. The INOU gave a presentation on Developing an Inclusive Labour Market in Ireland: role of Action Plan for Jobs; Pathways to Work.

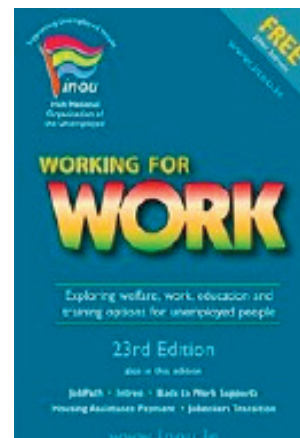
- **September:** Social Inclusion Forum workshop on the theme of 'in-work poverty and quality of work'; and the Oireachtas Business Committee's Symposium on Brexit.
- **October:** INOU made a presentation to the Joint Oireachtas Committee on Jobs, Enterprise and Innovation on the implications of Brexit.
- **November:** Pobal organised a conference on 'Creating an Inclusive Labour Market' and the INOU gave an input at the workshop entitled "Inter-agency co-operation for a more inclusive local labour market".
- The Disability Federation of Ireland organised a conference called 'Making it Work' the INOU gave a short presentation on 'blockages to employment experienced by people with disabilities who are active jobseekers, trying to gain access to the labour market'.

Bríd O'Brien
Head of Policy and Media

INOUI



Launch of Working for Work 2016. (Left to Right) John Stewart, Co-ordinator INOU, Leo Varadkar T.D., Minister for Social Protection and Ann Fergus, Chairperson INOU at the launch.



(Cover Image) Working for Work 23rd Edition - 2016



SPRINGBOARD+
www.springboardcourses.ie

Springboard Guidance Counsellors based in the INOU, (left to right) Joan Fogarty and Joan O'Reilly.



INOUI Annual Delegate Conference. (Left to Right) Ann Fergus, Chairperson INOU and John Stewart, Co-ordinator INOU, presenting a piece of artwork produced by INOU staff member Eileen Gallen.

National Executive Committee/Board of Directors

The National Executive Committee (NEC) 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 9 Board Meetings during the year, including a Planning Meeting which was held on 13th October. At the Planning Meeting, Board Members were presented with a new Board Members' Handbook. The Handbook gives an overview of the INOU's Governance and Operational structures and processes and will be key resource both for existing and new Board Members.

We are very grateful to all the members of the National Executive Committee for their input to the work of the organisation.

Officers Board

Ann Fergus
Seamus Orr

Chair
Vice Chair

Joanne Farrell
Michael McNamara
John Stewart

Vice Chair
Treasurer
INOU Co-ordinator

Nominating Organisation

Galway People's Resource Centre
Springlawn Residents' and Community
Development Group
Belfast Unemployed Resource Centre
INOU General Branch

NEC

- | | |
|-------------------------------|---|
| - Pdraig Malone | Limerick Resource Centre for the Unemployed |
| - Des Bonass | Dublin Council of Trade Unions |
| - Sylvia Ryan | ICTU |
| - Joe Williams | INOU General Branch |
| - Breda Murphy | EDI Centre, Longford (joined in October) |
| - Mick Creedon | Ballymun Job Centre |
| - Lorraine Hennessy | INOU Staff Representative |
| - Brendan Sherlock (Co-opted) | INOU General Branch |
| - Yvonne Browne (Co-opted) | National Employability Service |
| - Michael Glennon (Co-opted) | ex-Sligo Leader Partnership |

We would like to take this opportunity to thank Mary Smith and Aisling Cartmill who stepped down from the NEC in 2016 for all their support for the work of the INOU.

INOU Staff

INOU Staff 2016

We would like to acknowledge the dedication and commitment of all the staff in the organisation and also to thank those staff who left during the year.

Senior Management Team

- Co-ordinator
- Head of Policy and Media
- Financial Controller

John Stewart
Brid O'Brien
Eric Conroy

Administrative and Finance Team

- CE Supervisor
- Book Keeper
- Finance Administrator
- Receptionists
- Cleaners

- Caretaker

Laura Rossney
Carol Thornton
Michael Quinn
Joanne Flood / Marie Carroll
Simonas Petraska
Paul Bermingham
Hugh Gilhooley

Welfare to Work Team

- Manager Welfare to Work Section
- Information Officers

- Admin Support Worker

Robbert J. Lynch
Robert Kelly
Beata Pawluk / Ivor Quinn
Amos Phillipson

Training Team

- Head of Training
- LTI Co-ordinator
- Assistant LTI Co-ordinator
- Training Administrator

Lorraine Hennessy
Laura Pierce
Anne Devlin
Theresa Colgan

Development Team

- Membership/Project Worker
- Admin. Support Worker
- Web Administrator
- Jobs Researcher

John Farrell
Ray Brennan
Eileen Gallen
Finbarr McGlynn

INOU Staff 2016

CE Participants in external organisations – The Ozanam Centre and the Parish of the Travelling People:

- Annemarie Trusca
- Gary Donegan
- Pauline Murphy-Wilkinson
- Alan Hall

Staff who left in 2016:

- Patricia Watters
- Maeve Molloy
- Agnes Fortune
- Noel Landy
- Joe McDonagh
- Colm Moore
- Eoghan Peavoy
- Sylwia Schonfeld



(Left to Right) Carol Thornton, Bookkeeper, INOU, Joe McDonagh, CE Supervisor, INOU and Patricia Watters, CE Supervisor, INOU on the occasion of Joe leaving the INOU.



(Left to Right) Patricia Watters, INOU and Beatrix Sheehan, DSP Community Development Officer on the occasion of Patricia's retirement as CE Supervisor.

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 2016

	2016	2015
	€	€
Income		
- Dept. of Social Protection (DSP) - Information and Welfare Rights	257,500	255,200
- Dept. of Social Protection (DSP) - Community Employment	210,394	210,585
- Dept. of Housing, Planning, Community & Local Government	41,448	41,448
- Pobal - Scheme to Support National Organisations	81,090	75,180
- SOLAS - Working for Work Publication	20,000	20,000
- CDETB - Local Training Initiative	93,173	88,013
- Office Rental	18,450	19,700
- Training Fees	38,002	35,423
- Other Income	<u>17,266</u>	<u>15,858</u>
	<u>777,323</u>	<u>761,407</u>
Running Expenses		
- Wages and salaries	349,187	340,132
- Community Employment Wages	204,892	200,563
- Social Security Costs	41,406	40,812
- Staff pension costs defined contribution	7,401	7,277
- INOU Service Costs	6,334	9,375
- Building Futures Project	17,179	19,207
- Welfare to Work Development Project Costs	2,564	3,120
- National Executive Committee	7,750	4,976
- Welfare to Work Information Support	4,891	5,109
- Dept. of Social Protection - Sundry Projects	1,618	2,918
- Community Employment Materials & Training	4,564	5,278
- Rent	15,742	15,430
- Canteen	2,929	2,651
- Membership	1,600	1,453
- Light and Heat	6,575	5,585
- Repairs, maintenance and renovations	5,982	7,132
- Insurance	2,547	2,547
- IT purchasing and equipment	6,251	7,485
- Travelling expenses	1,248	2,599
- Annual Delegate Conference	3,254	4,906
- Legal and Professional Fees	2,269	-
- Audit Fees	4,804	4,806
- Printing and Publications (including Working for Work)	36,861	35,191
- Stationery	5,001	2,366
- Telephone	4,002	4,211
- Sundry Expenses	6,440	6,781
- Depreciation	10,601	9,947
	<u>763,892</u>	<u>751,857</u>
NET SURPLUS/(DEFICIT) FOR THE YEAR	<u>13,431</u>	<u>9,550</u>



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www.inou.ie
www.redundancy.ie

The INOU is supported by the Department of Social Protection and the Department of Housing, Planning, Community and Local Government/Pobal (under the scheme to support national organisations in the Community and Voluntary Sector 2016-2019).