

IACTO Chairperson's Q1 update to our CTC membership

Dear Chairperson and Board members,

*May I take this opportunity to wish each and every one who reads this update a peaceful and healthy New Year. I want to bring you up to date with the work of IACTO on your behalf and invite you to **join us on 6th February for our first Information Session of the year in Portlaoise** – venue to be confirmed when booking your place. So here's to a successful 2019 for all, and I look forward to seeing many of you at the various events throughout the year.*

Enhancing your IACTO membership experience

Throughout the latter part of 2018 we undertook our largest ever member feedback exercise through post event evaluations and direct discussions. All of these methods looked at how we are meeting your needs. I'd like to thank everyone who took the time to take part.

You told us that there were things we do well, and that you consider our wider purpose to be important and relevant. However, you also let us know where we could do better, and that's exactly what we plan to do. There were some consistent themes across all membership levels, such as the need for us to communicate more effectively and make all your interactions with us as easy and supportive as possible. We will soon be sharing the results of 2018 evaluations across the whole of the CTC network to include key stakeholders, as everyone has a part to play in giving you a great member experience.

Our Executive Director will soon be writing a more detailed piece about how we will be responding to the results of the feedback and asking you to engage with both our own and your CTCs strategic planning 2020 – 2022.

Planning & Evaluation of IACTO service

As previously mentioned, IACTO as a Board, have been reviewing its current 3-year strategy, which, in 2019 is entering its final year. Work on a new Strategic Planning process for the years 2020 – 2022 has already started and we will be back in touch with CTCs soon in relation to your input to this work. It is important the work we are planning is what our CTC members want us to do to support them in terms of available resources and of course integrates appropriately into the FET service from which we are all funded within. We take great care each year to evaluate our service, listen to your feedback and make the necessary changes to the service.

SOLAS - National Youthreach Programme (YR) Review

Our last Information Forum of 2018 and subsequent circulation of handouts and OHTs used gave CTCs the update about the ERSI draft report to SOLAS and their response to the evaluation. SOLAS Executive Director Andrew Brownlee has given us all an indication of the initial themes and issues to consider. We look forward to reading the final ERSI report and formal SOLAS response and expect that will be circulated to all soon.

CTC Staff Pay Claim

We attended the Labour Court on 9th January and await the Court's recommendations and will keep you updated on this item in the coming weeks.

CTC Corporate Governance & Continuous Professional Development (CPD)

As per our recently circulated Q1 & Q 2 Continuous Professional Development (CPD) calendar, IACTO will continue to provide Operational Management workshops/briefings, quarterly Information Forums, co-ordination of CTC working groups and Board & GM CPD inputs on a range of requested themes as required within our limited resources. In particular we look forward to the series of new Webinars our Executive Director is currently planning. This development will further our own Board's objective of making information and up to date best practice advice accessible to all CTC Directors.

As mentioned above IACTO continues to provide general HR/IR support to all CTCs and is also working with several CTCs on specific local issues. We ask our members to continue to support us and engage with these CPD events and to share dates with other Board members who may be able to attend on the CTCs behalf. As requested, 'hot' operational topics continue to be around managing discipline and investigations in the workplace, how to handle long term staff absences and what to do in terms of a poor performer. Possibly restructuring your CTC & the new Charities Governance Code will also take centre stage in 2019.

Finally, I would like to remind you again that we would be delighted to get suggestions from you in relation to IACTO events and membership services throughout 2019.

Guss O'Connell, Chairperson IACTO