



RehabGroup

Investing in People, Changing Perspectives

Annual Report 2008



RehabGroup

Investing in People, Changing Perspectives

The Rehab Group is a leading non-governmental organisation which strives towards a world where every person has the opportunity to achieve their potential, working in local communities to provide high-quality services and opportunities to people who need them.

Almost 3,600 Rehab Group staff provide health and social care, training and education, and rehabilitation, employment and commercial services in Ireland, England, Scotland, the Netherlands and Poland.

The people who currently use Rehab Group services include young people and adults with physical, sensory and intellectual disabilities, people with mental health difficulties, people with autism and people with an acquired brain injury. A range of essential services is also provided to older people, carers and others who are marginalised.

Every year, more than 56,000 people and their families benefit from the supports provided by the Rehab Group in over 200 locations.

Registered in Dublin No. 14800

The Rehab Group

Legal Status

Company Data

The Rehab Group is a company limited by guarantee having no share capital

Registered Office

Roslyn Park, Sandymount, Dublin 4

Company Secretary

Mr K Poole, BBS, FCA

Bankers

Allied Irish Bank plc, Bank of Ireland, Barclays Bank plc, Royal Bank of Scotland and HSBC

Solicitors

McCann FitzGerald, ME Marren & Co., Withers, McClure Naismith

Auditor

PricewaterhouseCoopers

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Chairman's Statement



Chairman
Colm Allen SC

The Rehab Group was fortunate to continue to enjoy a period of growth in 2008 against a background of global change. New services and initiatives were launched and the organisation continued to develop and adapt its range of services to meet the evolving needs of its client group.

More than 56,000 people now access the Rehab Group's services, in over 200 locations across Ireland, England, Scotland, the Netherlands and Poland. The array of these services across health, social care, employment, training, education and rehabilitation is now among the broadest in any non-governmental organisation, ensuring that our clients have access to an unparalleled range of services to meet their individual needs.

Of significant note in the past 12 months must be the organisation's recognition by the Department of Education and Science in Ireland as a primary school patron, and the subsequent opening of our first school at Patrickswell, Co. Limerick. This marks a new chapter in the Rehab Group's history and we look forward to further developments in this arena.

As 2008 progressed, it became evident that the economic conditions, and the societal demands arising from these, will challenge the organisation in new ways in the coming years. A tightening funding regime and the growth of need in new areas, along with the challenges already facing the existing client base, will ensure that the organisation must continue to adapt and change to deliver on its mission.

The organisation is well placed to meet this challenge. Throughout the last decade of growth, the Rehab Group has put in place solid infrastructure and has developed strong corporate governance. In the more challenging times ahead, the Board is confident that the services of the organisation will continue to be recognised by its funders and partners as high-quality and providing excellent value for money.

As Chairman of the Board, I would like to express my gratitude to my Board colleagues for their continued commitment to the work of the Rehab Group. My particular thanks are due to those Board members who chair important sub-committees – Liam Hogan (Audit), Don Tallon (Best Practice) and Declan Doyle (Remuneration).

In particular, the Board and staff of the Rehab Group join in our combined thanks to, and appreciation of, our long-standing Board member Joe Treacy, who retired from the Rehab Group Board during 2008. Joe's involvement spanned over 30 years as a Board member including his two terms as Chairman from 1988 to 1991 and from 2003 to 2006. His tireless efforts on behalf of the Rehab Group have contributed greatly to its success over the last three decades and his Board colleagues wish him every happiness in his retirement.

In addition to Joe, this year saw a major scaling-down by our long-term Director and former Chairman, Des Cashell, of his involvement in the Rehab Group. Happily, he was persuaded to continue as a Rehab Group Board Director but has withdrawn from his involvement both as Chair and ordinary Director of all other subsidiaries with which he

was associated. Des has been a member of the Rehab Group Board for 41 years and his contribution at every level has been quite extraordinary. We are all deeply in his debt and, on a personal level, I am pleased to acknowledge his remarkable input over the years and the guidance and assistance which he has so generously given to me since I joined the Board.

The partnerships which the Rehab Group enjoys with organisations in the public, not-for-profit and private sectors are essential to the Rehab Group's work. I would like, in particular, to express our appreciation to our funding partners, including the Health Service Executive, FÁS, the Departments of Education and Science, Justice, Equality and Law Reform, and Community, Rural and Gaeltacht Affairs, as well as Pobal, in Ireland, and the Department for Work and Pensions, local authorities, health boards, Primary Care Trusts, and Learning and Skills Councils in the UK, as they continue to generously support the organisation's work.

On behalf of the Rehab Group Board, I would like to acknowledge all those who have given so much to the organisation over the last year.

To the staff of the Rehab Group, under the leadership of Angela Kerins and the Group Management Team, I extend our sincere appreciation and thanks for their motivation and dedication which produce such excellent results across all divisions. During the year, members of the Best Practice Committee of the Rehab Group Board adjudicated on the Innovation Awards which recognise excellence in new ideas and projects from Rehab Group services. The committee was extremely pleased at the level of commitment shown

by staff and service users to developing new ideas and continuing to evolve services, and we look forward to many more innovations in 2009.

Our sincere thanks also go to our voluntary committees and many volunteers who work so hard to ensure the success of our varied and imaginative fundraising events. Finally, I would like to thank the people who access our services and their families; we look forward to continuing to work with you in 2009.

The Rehab Group holds a key position as one of the largest not-for-profit organisations providing services to people with disabilities in Europe. In the changing times in which we live, the importance of organisations like ours which ensure that essential services are provided to those with disabilities and who are vulnerable is further underlined. The Rehab Group will continue to champion the rights of people with disabilities, older people and others who are marginalised to bring real difference to people's lives.



Colm Allen SC
Chairman

May 2009

Chief Executive's Statement



Chief Executive
Angela Kerins

The year 2008 was an exceptionally busy one for the Rehab Group due to continued growth and expansion of services and increases in commercial activity, as evidenced by a five per cent increase in turnover to €216 million.

The year became progressively more challenging as the downturn in the global economy began to impact, highlighting the need for prudent decisions, clear strategic planning and prioritisation of service development at a time of reducing public funding and increasingly competitive commercial markets. It is imperative that the great strides that have been made in recent years in the provision of services to people with disabilities and others who are marginalised are not eroded. The Rehab Group will continue to work to achieve its mission and to ensure the availability of services to those who need them.

In the UK, changes in funding structures, reductions in allocations from the European Social Fund and a projected slowdown in public service expenditure on contracts have had an impact on the organisation and will continue to do so. The Rehab Group in the UK has been building strategic partnerships and ensuring further collaborative working across divisions to maximise opportunities and to drive competitive bids for prime contractor positions and significant sub-contracting partnerships. New opportunities to provide services to those distant from the labour market have continued to emerge since the latter half of 2008 and these opportunities will be pursued to ensure that the Rehab Group can play its role in helping people back into work.

TBG Learning expanded its range of services and opened new centres in Southall, Ealing Common, Gillingham and Birmingham. The Chaseley Trust commenced plans for the acquisition of semi-independent living bungalows for

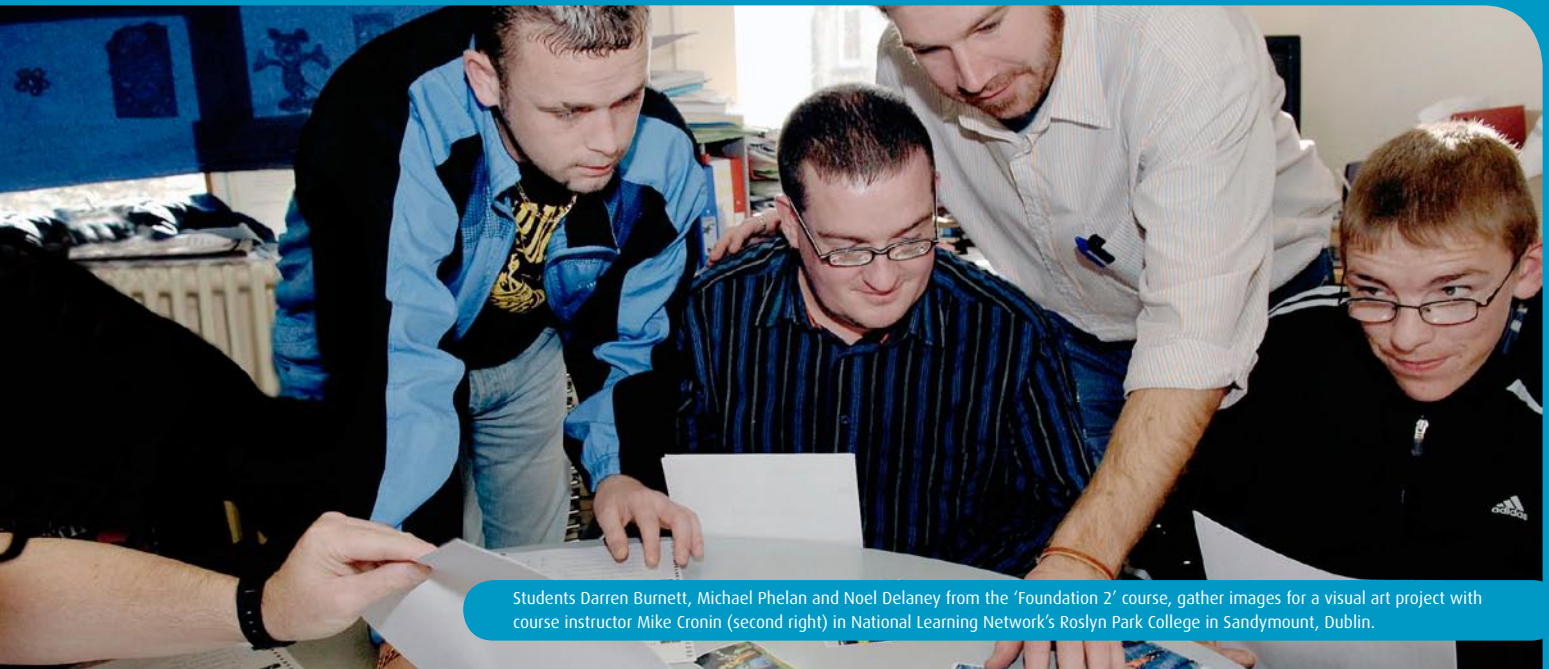
severely-disabled people. This is an exciting new development in line with the *Putting People First* recent government initiative to transform adult social care. Elsewhere, the Scottish Government supported the purchase of a new head office by Momentum, through funding from the Scottish Investment Fund.

In Ireland, implementation of the National Disability Strategy, and monitoring by the National Disability Strategy Stakeholders' Monitoring Group of the funds allocated and the achievement of the strategy's objectives, were ongoing. The Rehab Group takes an active role in ensuring that progress continues in this area.

The Rehab Group has made a significant contribution to the Government's employment target of an additional 7,000 people with disabilities in employment by 2010. In the period from the announcement of this goal to the end of 2008, over 1,545 people completing training with National Learning Network have entered employment on a full- or part-time basis, which is an outstanding achievement by any standard. Furthermore, there are over 220 people with disabilities employed by Rehab Enterprises on the Wage Subsidy Scheme and over 200 people using RehabCare's services are being supported in part-time work in local businesses.

Red Hill School for children with autistic spectrum disorder in Patrickswell, Co. Limerick is a historic first for the Rehab Group. The initial intake of six pupils is expected to rise to 60 by 2010 and a wide range of teaching methods is used to support individual pupils.

RehabCare's reputation as a provider of quality services continues to grow and its partnership approach with local communities led to the commencement of new services in 2008, including a unique rural day service in Knocklofty, Co. Tipperary, resource centres in Bailieboro and Shannon, outreach services and residential services.



Students Darren Burnett, Michael Phelan and Noel Delaney from the 'Foundation 2' course, gather images for a visual art project with course instructor Mike Cronin (second right) in National Learning Network's Roslyn Park College in Sandymount, Dublin.

Rehab Enterprises operates a successful recycling and logistics business, and had good results in 2008 despite changing commodity prices giving rise to a very challenging environment. Its partnerships with major international customers, such as Dell in Poland and Microsoft in the Netherlands, continue to develop.

Rehab Lotteries, which forms an essential part of the Rehab Group's fundraising operations, celebrated 20 years. The division continues to be at the forefront of lottery innovation, particularly through its very successful online gaming products at www.rehabbingo.com and www.rehabgames.com, and has enabled the organisation to constantly develop and improve services.

HeadsUp, our suicide prevention and mental health promotion programme for young people in Ireland, launched its new interactive website supported by a team of dedicated youth volunteers and was well received. Its text support service was also expanded to include localised services available in 21 colleges and universities, demonstrating its value to young people.

The nature of the Rehab Group's work means that the talent and dedication of staff is vital to the delivery of quality services to individuals. An employee engagement survey was undertaken during the year by the Excellence Ireland Quality Association and this found that colleagues are highly committed and loyal, with the job satisfaction outcomes exceptionally positive and among the highest seen for this survey. The results are a testament to the dedication of our staff and the pride that we all take in the quality of the services provided. I want to take this opportunity to thank each and every one of my colleagues for their unique contribution; their commitment and enthusiasm are essential to the positive 'can-do' culture of the organisation.

I would like to thank the Rehab Group Board members and the Boards of all of Rehab Group's companies for giving of

their time and expertise. I would like also to express my gratitude to my colleagues on the Group Management Team for their continuing leadership, dynamism and support.

While some progress has been made in Ireland on the issue of standards for disability services, there remains a great deal of work to ensure that these essential markers of quality are developed and enforced to protect the vulnerable, and to ensure efficiency and value for money for funders. The Rehab Group is committed to the provision of quality services, a fact recognised in the number of prestigious independent excellence and quality awards received both in Ireland and in the UK. We continue to advocate for national standards to be introduced and monitored to ensure compliance and quality services across the sector.

A society must be judged on the way it treats its most vulnerable citizens and the Rehab Group is committed to supporting people to advocate for themselves and to assisting those who are voiceless in our community. We will continue to work hard to influence leaders and policymakers to deliver positive change in the lives of people with disabilities and others who are marginalised.

It is with a real sense of pride that I note that the organisation celebrates its sixtieth birthday in 2009/2010. As evidenced over the last 60 years, Rehab is an organisation which is adaptable and resilient and which, with the ongoing support of all of its friends, will continue to go from strength to strength.

Angela Kerins

Chief Executive

May 2009

Group Boards of Directors

The Rehab Group

Mr C Allen SC (*Chair*)

Mr B W Kerr (*Vice-Chair*)

Mr J Browne

Mr H D Cashell

Ms P Cremin

Mr D Doyle

Ms N Gildea

Mr H D Governey

Mr J Herlihy

Mr L Hogan

Mr B T Keogh

Mr G Lambert

Mr P Lydon

Mr M E Marren

Mr D Tallon

Mr J M Treacy*

National Learning Network Ltd

Ms A Kerins (*Chair*)

Mr J Browne

Mr K Poole

RehabCare

Ms A Kerins (*Chair*)

Ms M Joyce

Mr K Poole

Mr D Tallon

Rehab Enterprises Ltd

Ms A Kerins (*Chair*)

Mr M O'Sullivan

Mr K Poole

Mr J M Treacy*

Momentum Scotland

Ms A Kerins (*Chair*)

Ms S Boyne

Mr F Flannery

Mr D Gentleman

Mr A Heron

Mr J Houston

Mr K Poole

The Training and Business Group Ltd

Ms A Kerins (*Chair*)

Mr C Allen SC

Ms S Boyne

Ms S Gidman

Mr I Hounslow

Mr K Poole

Mr J M Treacy*

Mr I Welsh

The Chaseley Trust

Ms A Kerins (*Chair*)

Mr R Bugler

Mr F Flannery

Mr J J Q Howes

Mr P Salmon

Mr I Welsh

Rehab Lotteries Ltd

Mr C Allen SC (*Chair*)

Mr J Browne

Mr F Flannery

Ms A Kerins

Mr B Kerr

Dr J McGuire

Mr K Poole

Mr J M Treacy*

* Mr J M Treacy resigned on 20 August 2008

Staff Profile

Rehab Group

Chief Executive

Ms A Kerins, SRN, SCM, LLD

Director of Finance

Mr K Poole, BBS, FCA

Director of Human Resources

Ms S Boyne, BA, Dip HRM, FCIPD

Director of Fundraising

Dr J McGuire BSc, PhD, FMII, MICI

Director of Policy and Co-ordination

Ms S J Dillon, MBA, BSc OT

Director of Health and Social Care Services

Ms M Gillard, RGN, DSN

Director of Enterprises

Mr M Horgan, BSc Mgt, Dip Mgt Studies, Dip Bus Mgt

Director of Training and Employment Services

Ms M Kelly, MBA, ACMA, MAAT

Director of UK Services

Mr I Welsh, MA, MA, DPSE, FRSA

CEO Programme Manager

Ms C O'Neill, BA (Intl), H Dip DD, Dip LS

Chief Information and Technology Officer

Mr G Merrigan, MSc Mgt Ops, BSc Comp Apps, MICS, MACM

Group Financial Controller

Mr M Cronin, FCCA

Group Internal Auditor

Mr T Connaughton, ACCA

Group Property Manager

Mr P Costelloe, MIPFMA, Dip Proj Mgt

Head of Fundraising

Ms P Crowley, B Comm, MBS

Head of Communications and Public Affairs

Mr D Delaney, BSc Commun, Adv Dip Comm, MPRII

Divisional Financial Controller, Enterprises

Mr E Hardy, FCCA

Divisional Financial Controller, Health and Social Care

Ms M McEvoy, ACMA

Divisional Financial Controller, Training and Employment Services

Ms C O'Dowd, ACA

Divisional Financial Controller, Fundraising

Mr W Doyle

Divisional Financial Controller, UK Services

Mr I Hounslow, BA, FCMA

Head of Development, UK Services

Mr S Black, DMS, MBA

Senior Human Resources Operations Manager

Ms K Fanneran, BBS, MCIPD

Resourcing Manager

Ms D Jackson, MMII (Grad)

Human Resources Manager, Enterprises

Ms N Byrne, MSc, BSc, MCIPD

Human Resources Manager, Health and Social Care

Ms C McKenna, BA, MCIPD

Human Resources Manager, Training and Employment Services

Ms M Kearns, MSc, H Dip

RehabCare

Assistant Director of Health and Social Care Services

Ms L Keane, MSc (Health Services Management), Dip COT

General Manager, West and North West

Mr K Clancy, Dip HCM

General Manager, Midlands and North East

Mr P McKevitt

General Manager, South and Mid-West

Ms R Thurlby, BA Eur Bus

Locum General Manager, East and South East

Mr M O'Connor, BA Mgt, MBS

Principal Clinical Psychologist

Mr A Abrahams, MA Clinical Psychology, MSc Adult Psychotherapy

Home-based Services Manager

Mr K Dhondt, Dip App SS, Dip Mgt

Health and Safety Manager

Ms M Peate-Morgan, MSc, Dip LS, CMIOH, MIIRSM

Rehab Enterprises

General Manager, Rehab Recycle
Mr R Rowat

General Manager, Rehab Logistics
Mr P Murphy

Business Development Manager
Mr J McEntee, MMII Grad, PG Dip

Quality Manager
Mr M Maguire, BSc, Dip Prod Eng, Cert Ind Eng

Environmental, Health and Safety Manager
Mr J Crummy, MBS, BSc, GMIOSH

National Learning Network

Director of Operations
Mr J O'Brien

Manager of Learning and Assessment Services
Ms D Duffin, Cert Ed, M Phil

Head of Accreditation, Standards and Supports
Mr D Muldoon, BComm, M Ed

Regional Director, Midlands, West and North West
Ms L Bird, BA, MA, M Ed, Dip SVR

Regional Director, Dublin, Wicklow and North East

Mr C Gibbons, MSc Rehab Studies, Dip SVR, Grad MII, Grad CIPD

Regional Director, South West, Mid-West and South East
Mr M O'Sullivan, BE

Principal Psychologist
Mr M Coughlan, MA, H Dip CBT, AFPsSI

Environmental, Health and Safety Manager
Mr P Dempsey, BSc, CMIOSH

TBG Learning

Regional Manager, London Central and West
Ms A Osho, ADMS

Regional Manager, East London and Employer Division
Mr D Avery

Regional Manager, Kent
Mr M Burger

Regional Manager, East and West Midlands Employer Division
Mr F Seeley

Regional Manager, Derbyshire and West Midlands
Mr L Thirlaway, BA

Human Resources Manager
Ms B Read, MA, MCIPD

Momentum

Financial Controller
Mr D Whyte, BAcc, CA

Head of Community Health and Social Care
Ms R Dorman, RGN, RCOE, Dip SW

Head of Operations, Momentum Skills
Mr D Taylor, MA, Dip Ed

Director of Operations, Haven Products
Mr T Bruin

Human Resources Manager
Mr K Richmond, MSc, MCIPD

Programme Development Officer
Ms N Neilson

Communications Manager
Ms A Lennon, MA, M Phil

The Chaseley Trust

Chief Executive
Ms S Wyatt, RGN

Registered Manager
Mrs H Barrow, RGN, MCMI

Rehab Group in the UK



Director of UK Services
Ian Welsh

“Strengthening its position as an innovative provider of rehabilitation, social care, training and employment services to people with disabilities and socially-disadvantaged groups across Scotland and England.”



Momentum client Robert Sturgeon proudly stands before a 30-foot full-colour wall mural, designed and painted by participants of the 'Pathways' programme for people with acquired brain injuries.

Rehab Group in the UK incorporates Momentum Skills, Momentum Care, Haven Products, and TBG Learning and The Chaseley Trust in England. The organisation works in partnership with the Department for Work and Pensions (DWP), local authorities, health boards, Primary Care Trusts, Learning and Skills Councils, Community Planning Partnerships, further education colleges, the University for Industry, regional development agencies, the Big Lottery Fund, insurance companies and a range of trusts and individual donors.

Momentum

Momentum Skills is one of Scotland's leading providers of rehabilitation and training services, empowering disabled and excluded people to learn the skills that they need to live independently and to gain access to employment. Established in 1990, the organisation now operates from 25 locations across the country, assisting around 2,200 people annually.

During the course of the year, Momentum Skills joined forces with Glasgow's five Local Regeneration Agencies to win the contracts for delivering the DWP's Cities strategy and piloted new approaches to community engagement and assistive technology, working in conjunction with Glasgow Community Planning. Momentum Skills also became the biggest recipient of European Social Fund monies in Central and Lowland Scotland in the first round of the 2007–2013 programme. In addition, a significant new investment by the Big Lottery Fund will allow Momentum Skills to develop a volunteer network which will support people with a spinal injury in accessing information technology in their communities and homes.

Momentum Care offers a variety of social care services for people with a wide range of needs. An experienced team of professional social care staff provides flexible services which support people in their communities, enabling them to live independently in their own homes and to take part in community-based activities. In 2008, new housing support and home care services with the Care Connect service in South Lanarkshire commenced, along with the provision of several 'Living Options' packages in Momentum Care's North and East, and Central and West branches.

In advance of potential restructuring, a review of brain injury services within Rehab Group in the UK was

undertaken. Following on from this, arrangements are being put in place for brain injury services in both the Birmingham and Newcastle centres to be managed by Momentum. The centres provide assessment, training and development programmes that enable people with disabilities to break into the workforce, and have demonstrated a consistently high average of service users returning to work, education and training.

Haven Products operates as a commercially-viable and efficient business, providing employment opportunities for disabled people – around 86 per cent of its employees are disabled. The model is widely acclaimed and, in 2008, Haven Products won STAR Social Firm status and a Social Enterprise Coalition Enterprising Solutions Award, as well as a leading supplier award from its largest private sector customer, the Edrington Group. It works with some of Scotland's largest blue-chip companies which have outsourced vital elements of their production processes. Haven Products operates from a number of key sites across Scotland, delivering business services in a range of areas, from packaging to component assembly to print finishing. The majority of Haven's workforce is referred by Jobcentre Plus through its 'WORKSTEP' programme which supports disabled people in accessing employment.

TBG Learning

TBG Learning continued to grow in 2008 and is now one of the UK's leading youth and adult learning organisations. The majority of people accessing TBG Learning's services come from socially-disadvantaged groups such as people who are long-term unemployed, people with skill training needs or basic skills needs, as well as people who need to upskill to improve their employability or career prospects.

Rehab Group in the UK *continued*

Learners can choose from a wide variety of learning opportunities, ranging from basic literacy and numeracy skills to computer engineering, which are delivered at TBG Learning's network of 18 learning centres across England. In 2008, new centres opened in Southall, Ealing Common, Gillingham and Birmingham.

TBG Learning continues to provide learning, development and employment opportunities for a large number of socially- and economically-disadvantaged clients, aged from 14 to over 80 years. The clients can range from disengaged school pupils to adult learners on further education programmes wishing to learn IT skills for the first time. Over 45,000 learners accessed courses, achieved qualifications, or progressed to employment or further education in 2008.

During the course of the year, TBG Learning continued to compete in the busy world of UK skills and learning tendering, winning Entry to Employment and Flexible Routeways business in Birmingham and West Bromwich, DWP logistics activity for Shirebrook in Derbyshire, New Deal for Disabled People business in Colchester and Clacton, and Skills for Jobs activity for South London and Tower Hamlets. Notwithstanding the reducing availability of funding for adult skills provision in further education, TBG Learning also secured a new further education contract with Chesterfield College.

Staff training and development continued to be a high priority for TBG Learning in 2008 to ensure that all employees have the relevant knowledge, skills and expertise to perform their work to consistently high standards. During the year, staff attended 119 internal and external training events and seminars, equating to 707 training days.

The Chaseley Trust

The Chaseley Trust, a residential home in Eastbourne on the south coast of England, enjoyed another very successful year, operating at capacity. The home provides treatment and rehabilitation services for people with significant physical disabilities. As well as being a permanent home

for up to 55 residents, it also offers facilities for respite and holiday care, rehabilitation for those who are able to return to the community, and day care services for non-residents.

The Trust completed work on its £500,000 Diamond Jubilee project and now has a new therapy department with fully-equipped gymnasium, a new computer activity centre and newly-refurbished recreational rooms including a theatre, cinema and conference suite.

Following a decision of the Rehab Group Board in 2008, the Trust acquired a number of semi-independent living bungalows for severely-disabled people, offering a chance for the service user group to live a more independent lifestyle and affording greater choice, privacy and dignity.

2008 Key Highlights and Developments

There was a range of other new developments and initiatives across Rehab Group in the UK in 2008:

Momentum

- A new head office in Glasgow was purchased, supported by a successful application to the Scottish Government's Scottish Investment Fund.
- Momentum was invited to join Bighearted Scotland, a consortium of seven Scottish charities fundraising together.
- Innovative programmes and services continued to be introduced, such as the Momentum Scotland GP-based employability programme in Aberdeen.

Momentum Skills

- Momentum Skills was the top performer of 40 Jobcentre Plus 'WORKSTEP' providers in Scotland.
- Momentum Skills secured three-year funding from the Scottish Government to assist in financing job retention support for people with acquired brain injury within the Grampian area.



Councillor Peter Balbirnie, Chairman of Tendring District Council, gets pampered by learners at the launch of the new Nail and Beauty salon at TBG Learning Tendring.



Two of The Chaseley Trust's bungalows in Eastbourne, part of a new semi-independent living community which has been developed for severely-disabled people.

- Momentum Skills' service user assessment is now being used as an example of good practice by the Scottish Borders Council.
- The Big Lottery Fund awarded Momentum Skills' Spinal Injuries Service a three-year grant for TECH-NET, in which a network of supported volunteers assist people with a spinal injury in the use of assistive technology after they have returned home from hospital.
- In partnership with Glasgow Caledonian University, Momentum Skills has developed the Momentum Ph.D. which will research best practice in employability assessment.

Momentum Care

- Momentum Care was awarded funding from the Scottish Government to take the lead across the country in co-ordinating activity with other providers, carers and service users in the training and awareness of the Adult Support and Protection (Scotland) Act 2007.
- Momentum Care took over two private domiciliary care and housing support providers.
- Momentum Care achieved Scottish Qualifications Association accreditation to deliver Scottish Vocational Qualifications for Care from levels II to IV and to deliver Leadership and Management level IV.

Haven Products

- Haven Products' Complementary Workforce numbers doubled.
- Haven Products new learning centre at Hillington was established, delivering IT, numeracy and literacy training for employees.

- There were high-profile visits to Haven Products from the CEO of Standard Life and the Scottish Government's Minister for Enterprise, Energy and Tourism, and Deputy First Minister.
- The Managing Director of Haven Products was appointed as a Director of Social Firms Scotland.

TBG Learning

- A TBG learner won the London Regional Learning and Skills Council Basic Skills Learner of the Year award.
- TBG Learning achieved the Matrix Quality Award for information, advice and guidance.
- ISO 9000 monitoring visits to TBG Learning centres confirmed continued approval of the quality mark.
- Ofsted undertook a successful inspection of the TBG Learning New Deal Prime Contract in Kent.
- Ofsted undertook a successful monitoring visit of the TBG Learning New Deal Prime Contract in Derbyshire.
- TBG Learning conducted a Learning and Skills Council Pilot of the new foundation learning tier within Entry to Employment.
- TBG Learning introduced and delivered a new national vocational qualification in care.
- TBG Learning won London Regional Learning and Skills Council Provider of the Year 2008.

The Chaseley Trust

- The Chaseley Trust inaugurated a series of NHS consultant-led clinics in partnership with East Sussex Out-Patient Services, with clinics set to expand in 2009.

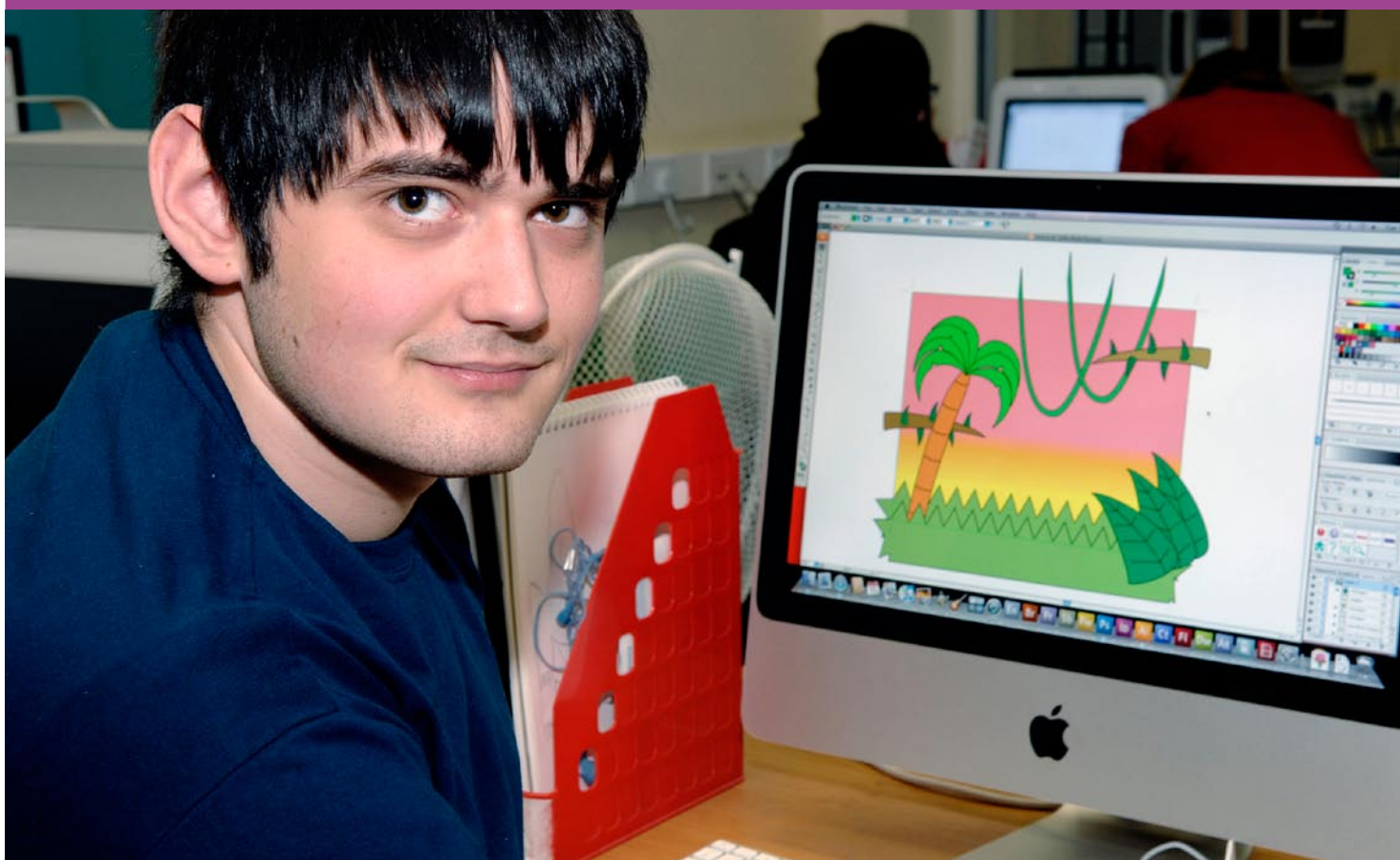
National Learning Network

Investing in People, Changing Perspectives



Director of Training and Employment Services
Marie Kelly

“Providing person-centred, outcome-focused training, with over 90 per cent of learners who complete their training progressing to employment or to further education and training.”



Adam Kemp, a student of 'Multimedia and Digital Graphic Design', just one of the many innovative courses offered by National Learning Network.

National Learning Network is an internationally-recognised leader in the provision of high-quality, accredited training and specialist support to people who are distant from the labour market. National Learning Network works with a range of key partners – FÁS, the Health Service Executive (HSE), Department of Education and Science, City of Dublin Vocational Education Committee and Institutes of Technology – to deliver innovative programmes that assist learners in learning the skills that they need to build lasting careers in jobs that reflect their interests and abilities.

The division also works closely with a bank of some 3,000 employers who collaborate with local centres in providing work experience, training and learning opportunities, and full- and part-time employment. Over 5,000 learners benefit each year from National Learning Network's accredited training and support services through a range of delivery methods including centre-based training, employer-based training, continuous professional development and distance learning.

Services' Growth

Demand for services continued to exceed supply in 2008. By the end of the year, over 90 per cent of those completing training across all programmes progressed either to employment or to further education and training. These results are without parallel in either specialist or mainline provision of similar training. National Learning Network has developed considerable knowledge and expertise in delivering training courses to meet individual needs. The division is currently restricted to providing its services to people with disabilities only, but would welcome the opportunity to offer access to other learner groups, for example, those who are unemployed and others who may need specialist support.

2008 Key Highlights and Developments

- **National Standards**

National Learning Network is a FETAC-accredited organisation, and operates within a culture of continuous improvement and best practice. During 2008, National Learning Network was awarded the prestigious Recognised for Excellence level 4 award from the European Foundation for Quality Management.

National Learning Network was also delighted to receive the European Quality in Social Services award.

- **'Focus'**

'Focus' is a one-year person-centred programme which adopts a recovery-oriented approach for persons experiencing mental health difficulties. In 2008, programmes were completed in three new locations – Limerick city, Carrigaline and Macroom. 'Focus' is delivered in the heart of the community and offers a wide range of modules, including personal development, community integration, exploration of physical and mental well-being, and vocational orientation, with health and social gain recorded throughout.

- **'Home Focus'**

'Home Focus' is a unique assertive outreach programme provided in partnership with the HSE which aims to enhance people's mental health and well-being. It is delivered in people's homes by a multi-disciplinary team comprising a recovery worker, a community nurse and a vocational instructor. The programme was evaluated by University College Cork in 2008 which found substantial increases in participants' health and social gain, independent living skills and social engagement, with the number of hospital admission days by participants cut by almost half.

- **Internships with Irish Life and Permanent**

A new ten-week internship programme was launched in July in partnership with Irish Life and Permanent's corporate division. This programme offered placements to participants from centres across Dublin to allow them the opportunity to practise the skills, knowledge and competencies of their programme of study and to experience the commercial world of the financial services sector.



Theatre performance, theatre studies, and craft and design are just some of the exciting modules offered as part of National Learning Network's 'Performing Arts' course.



A 'Culinary Skills' student at National Learning Network's Roslyn Park College in Sandymount, Dublin.

• **Suicide Prevention**

A community-based peer-support programme initially established in Midleton, East Cork, expanded to groups from other parts of Cork and Kerry in 2008. The programme, which is provided in partnership with the HSE, sees training provided to community workers and facilitators within An Garda Síochána and the Traveller community in delivering the programme to young people.

• **'Partners in Recovery'**

'Partners in Recovery' was the title of a community conference on wellness and recovery, jointly organised by RehabCare and National Learning Network in Galway in October. Speaker Stephen Pocklington from the Copeland Center for Wellness and Recovery described how people with mental health difficulties can prepare for their own recovery by focusing on the WRAP (Wellness, Recovery, Action, Planning) recovery tool, which has had very positive results.

• **School Leavers' 'Access' Programme**

'Access' is a new service which was launched in October in National Learning Network in Tallaght for young people who require assistance in planning their future, having left formal education or training. The main aims are to facilitate the development of skills, knowledge and confidence in participants so that they can access occupational opportunities within their local communities and to support participants in accessing employment, higher-level training, vocational training programmes, further education and other options.

• **CDVEC Disability Support Service**

The CDVEC (City of Dublin Vocational Education Committee) Disability Support Service provided by National Learning Network continues to serve significant numbers of students and staff of the CDVEC. It provided a range of support services and has assisted a considerable number of people in successfully applying to the Higher Education Authority for student supports at third level.

• **Assessment Service**

The educational assessments service continued to experience significant growth in 2008. It expanded its activities into screening and learning styles' services which identify learning and support needs. The Do-IT Profiler – a learning strengths and weaknesses online tool – was launched in May at the 'Kaleidoscope of Learning' event jointly hosted with the Institute of Technology, Blanchardstown.

• **Continuous Professional Development**

As a registered FETAC provider, the continuous professional development department provides accredited and tailored training to a range of external organisations and individual professionals. The various training courses available cover all aspects of disability and equality, as well as learning diversity and tools for inclusive teaching.

RehabCare

Investing in People, Changing Perspectives



Director of Health and Social Care Services
Margaret Gillard

“Continuing to lead developments in health and social care services with an increased emphasis on person-centred planning and expansion of the range of programmes available to all clients.”



Dale Casserly and Glenn Keating, pupils at Red Hill School, Rehab's new school for young people with autism in Patrickswell, Co. Limerick, enjoy an interactive computer game.

In 2008, more than 2,700 people benefited from a range of quality services provided by RehabCare. A number of new services were developed with the support of the Health Service Executive (HSE), including a major capital development in Kilkenny and a host of accommodation services. However, the focus was on maintaining and managing the current provision of services in the context of a changing economic climate and reducing funding.

There were further developments within day services with an increased emphasis on person-centred planning and a range of programmes provided. Significant efforts were undertaken and achievements made in supporting clients in accessing supported and part-time employment within their communities, in line with their personal goals.

2008 Key Highlights and Developments

- **Kilkenny Development**

A significant Rehab Group property development in William Street, Kilkenny, was completed and opened. This purpose-built facility comprises a RehabCare resource centre, National Learning Network services, regional offices and eight apartments providing supported accommodation to 16 clients. Phase one of the accommodation services opened at the end of the year.

- **Red Hill School, Limerick**

Following the Rehab Group's recognition as patron of a special school within the primary sector, Red Hill School opened in Patrickswell, Co. Limerick, in September, providing a much-needed specific educational environment for children with autism. The school commenced with an initial intake of six pupils and aims to provide up to 60 places by 2010 once approval is received from the Department of Education and Science for the construction of a purpose-built school building.

Rehabilitation Network

The HSE and the Department of Health and Children established a joint working group to formulate a strategy

for the development of rehabilitation services in Ireland. The Neurological Alliance of Ireland is facilitating a sub-group of the main steering group which comprises organisations representing people with physical and sensory disabilities, including the Rehab Group. The Rehab Group was also appointed as a board member of the Neurological Alliance of Ireland in 2008 and looks forward to pursuing the issue of rehabilitation services in 2009.

Resource Centre Services

A new rural day service commenced during the year in Knocklofty, Co. Tipperary. This is a specialist day service with a strong emphasis on agriculture, horticulture and animal husbandry. This unique service focuses on meeting the needs of clients from a rural setting or who have expressed a wish to become involved in these activities through their person-centred plans.

A service in Shannon, formerly provided by Irish Country Potteries, transferred to RehabCare. The service opened in new premises specifically designed to facilitate individual programmes that enable people to develop independent living skills and greater integration with their local community.

In November, the President of Ireland, Mary McAleese, officially opened RehabCare's new resource centre in Bailieboro which caters for 22 people and is a satellite development from the Cavan resource centre.

A new day service for adults with autism was established in Tullamore, Co. Offaly, with the emphasis on person-centred planning and community-based programmes.



The launch of a new booklet and DVD on person-centred planning as part of the 'Crossing the Line' project delivered by RehabCare and sponsored by Cooperation and Working Together through the European Union INTERREG IIIA funding programme.

Residential Services/ Accommodation Services

RehabCare works in partnership with Newgrove Housing Association to provide a range of housing solutions to meet the needs of clients. In this regard, a new semi-independent accommodation service for four people was opened in Sligo, in addition to the two supported accommodation services already in place. A new house, providing supported accommodation and a semi-independent transitional living unit, was purchased for five clients in Castlebar, Co. Mayo.

A property in Ennis, Co. Clare, was purchased and has the capacity to provide support and accommodation for five clients, one of whom lives in an independent living apartment attached to the property. A new supported accommodation service which caters for four clients was opened in Cavan town.

Specialist Services

A new community support service and social club has been developed for young adults with Asperger's syndrome in Galway city. Up to ten people are accessing the social club, with five people being provided with specific community support each week.

Outreach Services

Following a two-year review, the Costelloe Outreach/Community Support Service for people with severe and enduring mental health problems was highlighted by the HSE Clinical Director in Galway West Mental Health Services as an excellent and effective model that should be replicated elsewhere.

In response to the needs of clients in Castletownbere, West Cork, who were isolated and unable to access any services, RehabCare developed a new satellite project providing an outreach day service each week within the local community.

Respite

A new sensory playground and garden at Red House children's respite service in Limerick, funded by a grant from the Department of Justice, Equality and Law Reform, has greatly enhanced the play opportunities for the children.

A new premises for RehabCare's children's residential respite service in Navan was purchased with funding support from the HSE.

Home-based Services (CareLink)

A new automated system was introduced across CareLink services in the east region which will enhance efficiency, logistical management, service quality and provide a lone worker system for staff. This will be rolled out to the remainder of CareLink services in 2009.

Programmes/Research

The production of a person-centred planning DVD to support training and knowledge of the concept to people who use RehabCare's services, their families and staff was completed.

Clinical Supports

An additional behaviour therapist joined the team, providing a much-needed service to clients and staff within the high support services.

Rehab Enterprises

Investing in People, Changing Perspectives



Director of Enterprises
Michael Horgan

“Providing sustainable employment for people with disabilities in leading-edge businesses, and promoting the employment of people with disabilities through its Access Ability and Workability services.”



Rehab Recycle is Ireland's largest post-consumer waste recycler and recycled a record total of 300 million bottles and jars in 2008.

Rehab Enterprises provides integrated employment for people with disabilities in over 16 locations around Ireland, as well as in the Netherlands and Poland. In 2008, the Rehab Enterprises group of companies developed and expanded services in both the retail and logistics areas.

At the end of the year, a total of 433 people were employed directly by Rehab Enterprises, of whom 227 were employed under the Government's Wage Subsidy Scheme (WSS). The WSS, which is run by FÁS, provides financial supports to employers taking on people with disabilities. Rehab Enterprises also seeks to promote the employment of people with disabilities by assisting companies to avail of this scheme through its Access Ability and Workability services.

Rehab Logistics

The Rehab Logistics facility in Limerick provides storage, 'just-in-time' delivery, pad printing and electronic assembly services to a variety of companies in the Mid-West, including Dell Computers. Arising from this very successful relationship, Rehab Enterprises was requested to set up a similar operating process in Poland to service Dell's new facility there. In line with the Rehab Group's mission, this is being done in conjunction with local disability service providers and Rehab Logistics Poland currently employs eight people with disabilities.

Rehab Logistics in Navan offers a quality manufacturing and distribution service and is ISO 9000-approved. Its product offerings include DuPont Tyvek protective garments and a range of aids and appliances to the healthcare sector. In Mountmellick, Rehab Logistics offers local assembly solutions to industry in the Midlands, and the facility has ISO 9001:2000 approval.

Rehab Recycle

Rehab Recycle is Ireland's largest post-consumer waste recycler. During 2008, it recycled in excess of 85,000 tonnes of mixed waste – including a record total of 300 million bottles and jars. In addition to running the largest network

of bring banks in Ireland, Rehab Recycle operates an IT equipment and waste electrical recycling business and provides consultancy services to industry. Cans, cardboard, paper and plastics are also recycled.

Rehab Recycle offers a full 'take-back' service that ensures not only disposal of WEEE (waste electrical and electronic equipment) but also guaranteed data destruction and a complete audit trail. As part of this service, a yearly environmental report is provided, summarising recycling activity carried out by customers. Rehab Recycle is also responsible for Dell's asset recovery business and WEEE 'take-back' of out-of-date and obsolete products.

Agreement was reached with WEEE Ireland and Microsoft for Rehab Recycle to supply every primary school in Ireland with a recycled computer as part of a programme to raise awareness about electrical and electronic waste recycling, with over 600 schools supplied with in excess of 1,200 computers.

Rehab Recycle operates an expanded polystyrene plant in Navan, the first of many facilities to be opened around Ireland. This plant can reduce expanded polystyrene by a factor of 400 per cent.

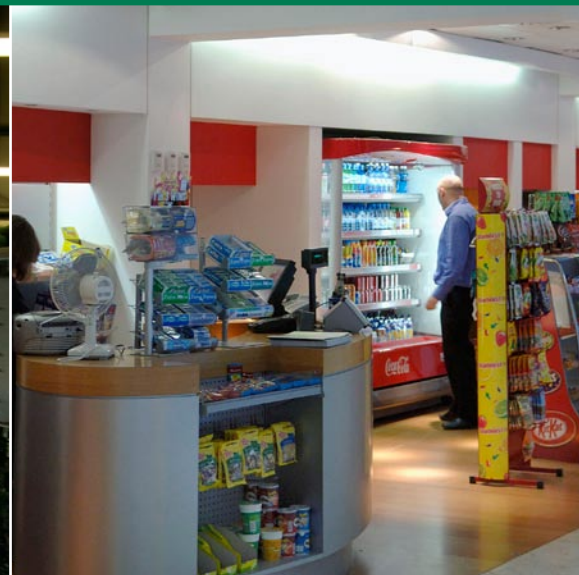
In the Netherlands, Rehab Recycle operates a reverse logistics system that reports product 'take-back' from the marketplace for some of the largest software manufacturers.

Workability

Workability comprises Rehab Retail, Rehab Packaging, Access Ability and Mediability. The main focus is the employment of people with disabilities in the workplace, whether they are employed by Rehab Enterprises or by a Rehab Enterprises customer.



Fran Heffernan and Pauline Brady refurbishing computers in Rehab Enterprises in Tallaght as part of the Microsoft Authorised Refurbisher (MAR) programme.



Rehab Retail operates from eight locations across Dublin, including Vodafone's head office in Leopardstown.

Seven Rehab Group employees became the first people in Ireland to receive certification in disability management during the year. The certificates provide practitioners who deliver services for people returning to work after acquiring an illness or a disability with an internationally-recognised professional qualification. The Rehab Group holds the only licence in Ireland to provide this certification, which was developed by the Canadian National Institute of Disability Management and Research (NIDMAR).

- **Rehab Retail**

Rehab Retail successfully operates a wide range of convenience store retail services at various locations in Dublin and opened two new shops in 2008.

- **Rehab Packaging**

Rehab Packaging specialises in packaging solutions for the electronics, pharmaceutical, telecommunications and food sectors and is ISO 9002-approved. Plant facilities enable the company to offer both high- and low-volume production of premium packaging materials customised to the needs of hi-tech businesses. Rehab Enterprises' strength lies in its quick response, offering a 'just-in-time' service to its major customers. In 2008 it saw the development of new business offerings in Kilkenny with the opening of a call centre as well as the introduction of new services for the customised supply of products to local pharmaceutical companies.

- **Access Ability**

Access Ability is a disability management consultancy company providing advice and best practice in all areas relating to the employment and retention of people with disabilities. Through five phases – access services; learning; recruitment and selection; best practice; and Rehab absence management services – Access Ability provides practical 'one-stop-shop' advice on employment issues and guidance on recruiting and retaining people with disabilities.

Following on from the Rehab Group's previous involvement in other awards initiatives in Ireland, a new disability standard for business – the ABLE Award – was announced during the year in partnership with the Excellence Ireland Quality Association. This will set the standard for Irish companies in demonstrating their commitment to people with disabilities, both as employees and as customers, in the provision of services.

- **Mediability**

Rehab Media Enterprises, trading as Mediability, is a production company funded by Pobal which employs people with disabilities trained as journalists, research assistants and producers. It offers an extensive range of in-house production services culminating in high-end, tailored print and audio-visual solutions for corporate and community clients. In 2008, Mediability expanded its service to include the evaluation of website accessibility.

Rehab Fundraising



Director of Fundraising
Dr John McGuire

“Supporting the development of services through flagship national fundraising, local community fundraising and lottery activities.”



Model Aoife Cogan with All-Ireland champion, Kilkenny hurler Richie Power, at the launch in September 2008 of the National Rehab/Powers Whiskey Pub Quiz in association with the Vintners' Federation of Ireland.

Fundraising is a key activity of the Rehab Group which helps to bridge the gap between income from funders and expenditure on services. In particular, fundraising income is important in the context of developing new projects.

The Rehab Group is engaged in a wide range of fundraising activities at national and local levels as well as being involved in a number of lottery businesses.

National Fundraising in Ireland

The Rehab Group's flagship national fundraising event is the annual People of the Year Awards which give public recognition to individuals who, through their achievements, have made an outstanding contribution to the community, at local, national and international levels.

In 2008, the Awards, which were sponsored by QUINN-healthcare, were attended by 800 people in Dublin's Citywest Hotel and broadcast live on RTÉ One, attracting a viewership of almost 400,000. An Tánaiste, Mary Coughlan TD, attended and presented one of the awards.

Irish boxers Kenny Egan, Darren Sutherland and Paddy Barnes were each honoured with an Award for their character, courage, determination and sheer hard work, over many years, culminating in their success at the Beijing Olympic Games. Fr Shay Cullen received the honour of being named the International Person of the Year for his relentless courage and commitment to protecting vulnerable children from abuse, cruelty and exploitation, and for giving them the opportunity to rebuild their lives with dignity. In addition, a high-profile winner was singer/actor Keith Duffy, who was presented with a People of the Year Award for his passionate commitment to the cause of children with autism.

The Rehab Great Investment Race is another important national fundraising activity. This initiative sees teams of investment managers invest sponsored funds over the period of a year, with all profits generated by the investments being for the benefit of the Rehab Group. The fifth race concluded in July and raised €160,000 in very difficult investment conditions. The participating teams were AIB Investment Managers, Irish Life Investment

Managers, Bank of Ireland Asset Management, KBC Asset Management, and Merrion Investment Managers, who were the winners.

The Rehab Group also actively pursues donation income from philanthropic foundations, dormant account funds, business corporations and bequests.

Local Fundraising in Ireland

The Rehab Group employs regional fundraisers who raise funds locally to facilitate the development of services in their areas. Activities include the selling of tickets for the Rehab Bonanza Draw; the development of Rehab Radio Bingo with local radio stations; and the organisation of local People of the Year Awards, sponsored walks and church-gate collections.

In 2008, one of the most successful community fundraising events was the National Rehab/Powers Whiskey Pub Quiz which was organised with the Vintners' Federation of Ireland and sponsored by Powers Irish Whiskey. This event attracted 2,000 teams to 315 pubs in 25 counties. The team from Farrelly's pub in Oldcastle, Co. Meath, emerged as the overall winner.

Another successful event was the Rehab/Top Oil Car Wash Day. This event took place at 28 Top Oil outlets in 14 counties. Volunteers washed cars for free and car owners made a donation in return.

Rehab Radio Bingo had a successful year with sales increasing significantly. This product is promoted in partnership with local radio stations. East Coast FM in Wicklow and Midlands 103 in Laois, Offaly and Westmeath joined the growing list of stations involved in 2008 and there are plans to add further stations in 2009.



The BBC's political correspondent Nick Robinson in the Parliamentary Pancake Race in Westminster.



Staff from RehabCare's autism services in Limerick, with the minibuss donated in 2008 by the Lord's Taverners. Funding was also provided by Dóchas.

In addition to the national People of the Year Awards, the Awards are organised on a county basis and are a very important means of recognising human achievement at community level. In 2008, award ceremonies were held in 11 counties stretching from Donegal to Wexford. This activity is a significant means of building awareness of the Rehab Group and the services it provides locally.

Fundraising in the United Kingdom

In Scotland, Momentum has a range of fundraising events including an annual abseil, a Ski Santa challenge and corporate white water rafting days. Other fundraising activities include private sector donations and grants from the Big Lottery Fund. As well as a major drive to secure funds from Trusts and Foundations, Momentum has run an outbound telemarketing campaign to recruit donors and has a 'Committed Giving' programme.

In England, fundraising activities include two annual golf classics and the Parliamentary Pancake Race. 'Name the Teddy' competitions, nursery school pyjama days, parachute jumps and client sponsor days all support unrestricted income. Additional revenues are generated from advertising in *Renew* magazine and the *Brain Injury Handbook*.

The primary source of income for The Chaseley Trust is generated from grants, particularly from the Armed Forces Benevolent Funds due to the presence of some ex-service personnel in the home. Fundraising events such as garden parties, art exhibitions and auctions are also held.

RehabLotteries

Investing in People, Changing Perspectives

The Rehab Group benefits from a number of lottery activities – the main activity being through Rehab Lotteries, which celebrated its twentieth anniversary in 2008, where the core business is the marketing of a range of scratch card games through a network of 1,400 retail agents nationwide.

Rehab Lotteries established its new internet-based online bingo activity at www.rehabbingo.com in 2006 and this business continued to grow progressively in 2008. Rehab Bingo sponsored the Bray Wanderers Premier Division football team for the 2008 season and this sponsorship will continue into 2009. During the year, Rehab Lotteries launched a second internet-based activity at www.rehabgames.com.

The Rehab Group continued to benefit from the Charitable Lotteries Fund in 2008 as a result of sales generated by Rehab Lotteries. The fund was established by the Irish Government in 1997 to supplement the income of the promoters of charitable lotteries experiencing difficulties in competing with the National Lottery.

In addition to Rehab Lotteries, the Rehab Group continued to benefit from separate lottery activities where it is in partnership with other organisations. These include Conquer and Care Lotteries, a scratch card lottery in Ireland in partnership with the Irish Cancer Society, and the Care Trust, a lottery in Ireland in partnership with the Central Remedial Clinic.

RehabGroup

Investing in People, Changing Perspectives

- Finance
- Human Resources
- Policy and Co-ordination
- Service User Representation and Advocacy
- International Activities
- External Environment



People of the Year Award winners and Olympic medallists (left and right) boxers Kenny Egan and Paddy Barnes, with Ronan Hayes (centre), Young Person of the Year, at the People of the Year Awards which took place in September 2008.

RehabGroup

Investing in People, Changing Perspectives



Director of Finance
Keith Poole

Finance

In 2008, the Rehab Group reported an operating surplus of €2.1 million, representing one per cent of turnover which grew by five per cent to €216 million during the year due to some new care services coming onstream and an increase in commercial activity. However, this growth declined in the second half of the year as the economic downturn began to affect funders and customers, and significant challenges are anticipated in 2009. Net borrowings at the end of the year stood at €3 million, in line with the previous year, and the cost of servicing debt was €750,000.

The Rehab Group has adopted Financial Reporting Standard 17 on retirement benefits. In 2008, the liability in respect of the defined benefit pension scheme increased by €18.7 million to €30.9 million. This was the result of the downturn in global equity markets having a serious impact on the scheme, a common feature among many similar schemes in other organisations. Steps are being taken in 2009 to address this significant deficit.

Turnover in the UK services grew by four per cent due, in the main, to the inclusion of a full year's activity for St Andrew's HomeCare in Scotland, which was acquired in 2007, while TBG Learning continued to perform well.

The drop in the €/£Stg exchange rate during the year also had a detrimental effect on the organisation's reserves of €2.1 million and this, combined with the increase in the defined pension scheme liability, reduced net assets to €40.4 million.

The Board and management of the Rehab Group are committed to maintaining a high standard of corporate governance. The internal audit function is now well established and the Board's Audit Committee, chaired by Liam Hogan, oversaw the work plan for 2008 and formally approved the work plan for 2009.

As a not-for-profit organisation, resources are committed to services for people with disabilities and other socially-disadvantaged groups. With over 3,500 staff and more than 56,000 people and their families benefitting from the supports provided by the Rehab Group each year, the organisation needs to create and hold reserves to support itself as an independent, viable undertaking.

While it is the Rehab Group's aim that its core services should be self-financing, some services are currently operating with deficits; in addition, the organisation continues to invest in a capital programme.

Historically, the Rehab Group developed ancillary activities such as pools, lotteries and fundraising activities to ensure that these deficits are covered, contribute income to the capital programme and allow for unfunded innovation in certain service areas.

During the year, capital expenditure accounted for €12.6 million which was funded in part by way of capital grants from various agencies, from fundraising and from borrowings. The Rehab Group continues to look at different ways of raising funds and consolidated its online lottery activity in 2008. Fundraising operates in a very competitive arena and most of the Rehab Group's fundraising is now event-driven rather than through traditional donations.

The Rehab Group acknowledges with gratitude the contribution by the public authorities both in Ireland and in the UK to the development of its services.

The Rehab Group

(Extracts from Consolidated Financial Statements)

Consolidated Revenue Account to 31 December

	2008 €'000	2007 €'000
Turnover	215,624	204,957
Operating surplus	3,414	2,495
Net finance costs	(997)	(167)
Taxation	(340)	(53)
Minority interest	(5)	(38)
Surplus attributable to the Group	2,072	2,237

Consolidated Balance Sheet as at 31 December

	2008 €'000	2007 €'000
Fixed assets	112,523	108,869
Current assets		
Stocks	1,115	1,755
Debtors	22,516	30,957
Bank	17,528	17,097
	41,159	49,809
Creditors – amounts falling due within one year	(25,750)	(32,227)
Net current assets	15,409	17,582
Total assets	127,932	126,451
Provision for liabilities and charges	(2,681)	(1,561)
Creditors – amounts falling due after more than one year	(53,880)	(51,933)
Defined benefit pension scheme	(30,973)	(12,263)
Net assets	40,398	60,694
Capital and reserves	71,371	72,861
Defined benefit pension scheme deficit	(30,973)	(12,263)
Minority interest	0	96
Total reserves	40,398	60,694



Director of Human Resources
Shona Boyne

Human Resources

The Rehab Group continued to experience growth in staffing numbers in 2008, albeit at a lower level than in previous years, and in specific service provision areas. The total number of staff at the end of 2008 stood at 3,569. The changes in the economic climate resulted in reduced funding in some divisions and necessitated difficult decisions in the last quarter, including some reductions in staff numbers in specific divisions.

The Human Resources (HR) function completed a change management process during the year, which involved a range of structural and policy changes including the decentralisation of operational HR provision and the introduction of a Group HR policy framework. The resourcing unit also became fully operational in 2008 with the introduction of a defined candidate management process, providing a full recruitment management service from advertising, screening, shortlisting and interviews through to offer stage, pre-employment checks and appointment. This has greatly improved efficiencies and allowed recruitment processes to be streamlined and modelled on HR best practice. The system facilitates online candidate applications via the Rehab Group and leading recruitment websites.

Work commenced on the implementation of the Human Capital Strategy (HCS) of the Rehab Group, which consists of six components:

- Strategic HR
- Performance management

- Employee resourcing
- Learning and development
- Compensation and benefits
- Employee relations

Achievement of a range of human capital objectives under the above categories will support and assist the organisation in the attainment of specific business objectives and will challenge staff in a variety of key project areas. The HCS is designed to give the Rehab Group a much-needed competitive advantage, in particularly challenging times, when the key priority of the HR function will be to concentrate on what makes a difference to the business and the provision of services to service users.

Perhaps one of the most challenging areas of HR development that commenced in 2008 was the planned introduction of a new management information system to assist the organisation in the management and analysis of employee data. A steering group overseen by the Group Management Team led the initiative with a project group tasked with mapping system requirements and HR reporting needs. The development of HR metrics will follow as part of the HCS development process and these formal measurements will support the utilisation of HR Key Performance Indicators into the future.

Health and Safety

New safety management structures were introduced across the Rehab Group in 2008, with a view to supporting divisions and ensuring compliance with legislative responsibilities. A large-scale review of safety policy commenced and a number of new processes were



Ann O'Sullivan, Michael Noone and Mary Feeney at the 2008 Rehab Group Long Service Awards in Ireland.



Hilda Allison, Debra Arthur, Margaret Fraser, Angela Kerins, Betty Denny and Gary Barron, at the UK Rehab Group Long Service Awards in 2008.

developed within a risk management framework. The revised safety management system will be implemented throughout 2009 and the new management information system will extend to online accident/incident reporting, thus eliminating the current manual process.

In line with the commitment of the Rehab Group to ensuring that managers at all levels are aware of their safety management responsibilities, an extensive programme of management training accredited by the Institution of Occupational Safety and Health was rolled out across divisions. This marked a significant investment in both safety management and in overall management development. Safety training for front-line staff is currently under review across the Rehab Group. The role of the health and safety function will continue to develop throughout 2009.

Excellence and Continuous Improvement

The divisions of the Rehab Group continued to develop and implement continuous improvement plans throughout the year. The organisation is committed to the achievement of best practice and continuous improvement in service delivery. Operational and support management teams have defined responsibility for the achievement of specific quality objectives, under the European Foundation for Quality Management accreditation framework.

National Learning Network commenced a process of re-assessment against the Excellence Through People HR standard in late 2008. The assessment will review HR practice across National Learning Network nationally and is the largest application of its kind in Ireland. The outcome of the process is eagerly awaited in early 2009.

Within Momentum, Momentum Skills was also successful in the achievement of the Investors In People HR standard in 2008. This achievement is a credit to the efforts and dedication of all staff.

Undoubtedly, the Rehab Group will face some considerable challenges in 2009 and it is anticipated that the environment for the organisation as an employer and service provider will be very different to that experienced in recent times. Staff can, and will, play a significant part in ensuring that the organisation rises to these challenges, meets objectives and continues to be a significant employer within the voluntary sector.

RehabGroup

Investing in People, Changing Perspectives



Director of Policy and Co-ordination
Sarah Jane Dillon

Policy and Co-ordination

The Directorate of Policy and Co-ordination has a lead role in supporting the development and ongoing management of a number of key activities across the Rehab Group. These include policy framework and processes, research, advocacy, international activities, knowledge management and other specific projects.

Significant development continued in 2008 in aligning all Rehab Group policies and processes with international standards of best practice. This major project requires input, collaboration and the expertise of staff from across all divisions and is proceeding apace. The aim is to ensure coherent policies that are compliant with all relevant legislation and standards, and which meet the diverse needs of the entire Rehab Group, its clients and staff.

Research

ProMenPol

The year 2008 was the second of the ProMenPol project, an EU-funded initiative that focuses on mental health promotion in educational settings, workplaces and older people's residences. The Rehab Group's work on this project is focused on the development of a conceptual framework for mental health promotion. This has been achieved by using the international classification of functioning devised by the World Health Organisation and a combination of mental health promotion models. ProMenPol is now in the process of assisting organisations to implement field trials of both the search function it has devised on its website – www.mentalhealthpromotion.net – to categorise mental health promotion tools, and also of the tools themselves.

Rare Disorders Research

In 2008 RehabCare published a report, funded by the Health Research Board, into the current provision of information and support services for people with rare disorders. The report surveyed over 230 GPs and interviewed more than 20 families affected by rare disorders across the island of Ireland, and found severe deficits in the information available. It recommended the establishment of a centre of excellence, providing information and support to medical professionals, patients and their families. A rare disorder is classified as affecting five or fewer people in every 10,000 and it is estimated that between 5,000 and 7,000 rare disorders exist. The Rehab Group will continue to work on progressing developments in this area.

Recovery Research

RehabCare received funding from the National Disability Authority's Research Promotion Scheme to carry out research in 2008 into processes for introducing a recovery ethos to organisations that provide services to people with mental health difficulties. The research, which is due to be published in 2009, provides a set of practical guidelines for organisations wishing to develop a recovery ethos in mental health service provision.

HeadsUp

HeadsUp, the Rehab Group's suicide prevention project, targets young people aged 15–24 years. It takes a mental health promotion approach and aims to enhance resilience, raise awareness, encourage help-seeking, provide information and reduce the stigma associated with mental health difficulties. In November, HeadsUp Text expanded to include student services, providing information on national support services along with localised services available on third level campuses.



Members of The Blizzards band at the launch of www.headsup.ie, the new interactive website for HeadsUp, Rehab's suicide prevention project for young people.



Angela Kerins (second left) with the Kinne-Coyle family at the launch of the RehabCare report into rare disorders in Ireland.

The HeadsUp website was also launched during the year, following development with a group of youth advisors in order to ensure relevance to the target audience. HeadsUp.ie includes many unique features, including an online cognitive behavioural therapy-based life skills course, factsheets, articles, 'Art from the Heart', reviews and competitions.

'Raising Boys for Fathers', a parenting course for fathers of sons, continued to be delivered throughout the country and was also given in Mountjoy prison in Dublin. Through sponsorship from Top Oil, HeadsUp delivered the two-day ASIST (Applied Suicide Intervention Skills Training) course to 26 people in Castlebar, Co. Mayo, and this partnership is set to continue in 2009.

HeadsUp was actively promoted throughout the year at outdoor music events, on Setanta TV, through the distribution of HeadsUp postcards, and in radio interviews and press articles.

Group Management Advisory Committee

A Group Management Advisory Committee on Research and Best Practice commenced in 2008. It will help to develop policy and networks and ensure shared learning of research activities and practice development across the Rehab Group. It will also provide for an ethical framework for research and advise on the mechanisms for the dissemination of best practice and shared learning.

Other research conducted within the Rehab Group during 2008 included:

- Brand and customer research by Rehab Lotteries.
- New product development in both Rehab Enterprises and Rehab Lotteries.
- Employee surveys.
- Review of advocacy services in Ireland.

Community Rehabilitation Facilities

The Rehab Group continued to research and advocate for the development of a much-needed network of community-based rehabilitation facilities in Ireland. The commencement of a process to develop a National Rehabilitation Strategy was particularly welcomed and, through representative bodies, the Rehab Group actively participated in informing this work.

Service User Representation and Advocacy

It is a core belief of the Rehab Group that its service users should play a key role in decisions that affect the services they use. Consequently, the organisation places considerable importance on service user consultation, representation and involvement at all levels.

The Rehab Group advocacy forum meets four times a year to facilitate the exchange of best practice and to enable collaboration, where appropriate.

The groups representing service users include the National RehabCare Advocacy Council (NRAC), the National Representative Council (NRC), The Chaseley Trust's Residential Forum and the Momentum Service Users' Council.

Towards the end of 2008 work commenced to review service user engagement processes within the Rehab Group in Ireland with a view to further strengthening this important aspect of the Group's work. This will be completed during 2009.

National RehabCare Advocacy Council

NRAC had another successful year in 2008. The national committee met regularly, ensuring a close link between clients and senior management at a national level. Local committees continued to meet and resolve issues, as well as meeting with management on matters of importance and ensuring that service users have a say in their services. The national NRAC seminar was held in February and delegates at this meeting decided that NRAC should develop new rules to provide a clear structure, both locally and nationally. New rules for the election process for NRAC

were put in place, and proposals have been developed to ensure there is particular emphasis in future on supporting local committees.

National Representative Council

Local committees were very active in 2008 and a national seminar was held in June on the theme of 'Advocacy and your Rights'. A highlight was a talk delivered by a learner on the positive impact that advocacy has had on his life. Following the seminar, the NRC hosted a further three regional seminars, which gave service users the opportunity to discuss issues at a local level.

The NRC provided training in advocacy and local committee development to learners in various National Learning Network centres throughout the country. In addition, the NRC continued to provide an independent advocacy service to a number of designated National Learning Network centres, funded by the Citizens Information Board. This service provides one-to-one advocacy supports.

TBG Learning

In 2008, learners and employers had the opportunity to feed back comments and observations on the quality of services through TBG Learning's easy-to-use online system. The feedback is monitored centrally on a monthly basis and then made available to managers so appropriate action can be taken and improvements made.

Another key focus for the year was the encouragement of learner involvement in programme design and continuous improvement. A number of learner forums called 'Learner Voices' were held, in which a representative group of learners met centre managers to discuss their experiences and provide views on programmes.



The NRAC national committee, outside Gandon House in Sandymount, Dublin, at one of its monthly meetings.



Members of the advocacy committee in the Park House Day Activity Centre in Stillorgan, Dublin, enjoy a musical interlude.

The Chaseley Trust

Within The Chaseley Trust, resident representatives attend management, trustee and senior management meetings on a bimonthly basis. Residents play a very active role in the recruitment of staff as they are involved in the interview process.

The Chaseley Trust facilitates the work placements of people from a number of key community training courses, e.g. police, doctors, nurses and therapists. Both the resident representatives and other service users support placements by providing information to the students. Representatives have also acted as advocates for other less able service users when required.

Momentum Service Users' Council

The Momentum Service Users' Council had a challenging year in 2008. With a clear need for more involvement by a greater number of service users to ensure an effective voice, an action plan was devised by the chairperson and vice-chairperson in consultation with other council members. This action plan outlined ways of making the council work more effectively. Considerable preparatory work was carried out in the second half of 2008 on funding applications, determining the current level of service user involvement, and interest in improving this, and looking at best practice in the area. The council now looks forward to greater progress in 2009 and to a re-energised council to ensure a say for Momentum service users throughout Scotland and in its new services in England.

International Activities

During 2008, the Rehab Group continued to grow and enhance its international memberships. These memberships enable the sharing of learning and best practice and offer the opportunity for synergies among organisations in developing leading, cutting-edge services for people with disabilities. Over the year, the Rehab Group hosted a number of international visits by organisations seeking to share information and knowledge, with delegates visiting from Finland, Albania, Lithuania and the United States.

A delegation from RehabCare visited the Astley Ainslie Hospital in Edinburgh and the Cameron Hospital in Fife to view their rehabilitation services, including a mobility service, disabled living centre, driving assessment centre and rehabilitation engineering service. This visit was part of research on best practice in community rehabilitation services to inform the Rehab Group's rehabilitation network proposal. This would see the implementation of a strategy of locally-based rehabilitation services, provided in partnership with other agencies, to respond to current gaps in service provision.

European Platform for Rehabilitation

The Rehab Group is an active member of the European Platform for Rehabilitation (EPR), a network of leading European providers of rehabilitation services to people with disabilities and other disadvantaged groups.

EPR's membership has continued to grow and now stands at 28 organisations from 17 countries, with each organisation committed to the provision of high-quality service delivery in the fields of vocational education and training, reintegration, medical rehabilitation and social care. The key activities of EPR centre on the development

of a network of individual members, innovative projects and learning groups, proactive input into international public affairs, professional development, research and innovation, and knowledge management.

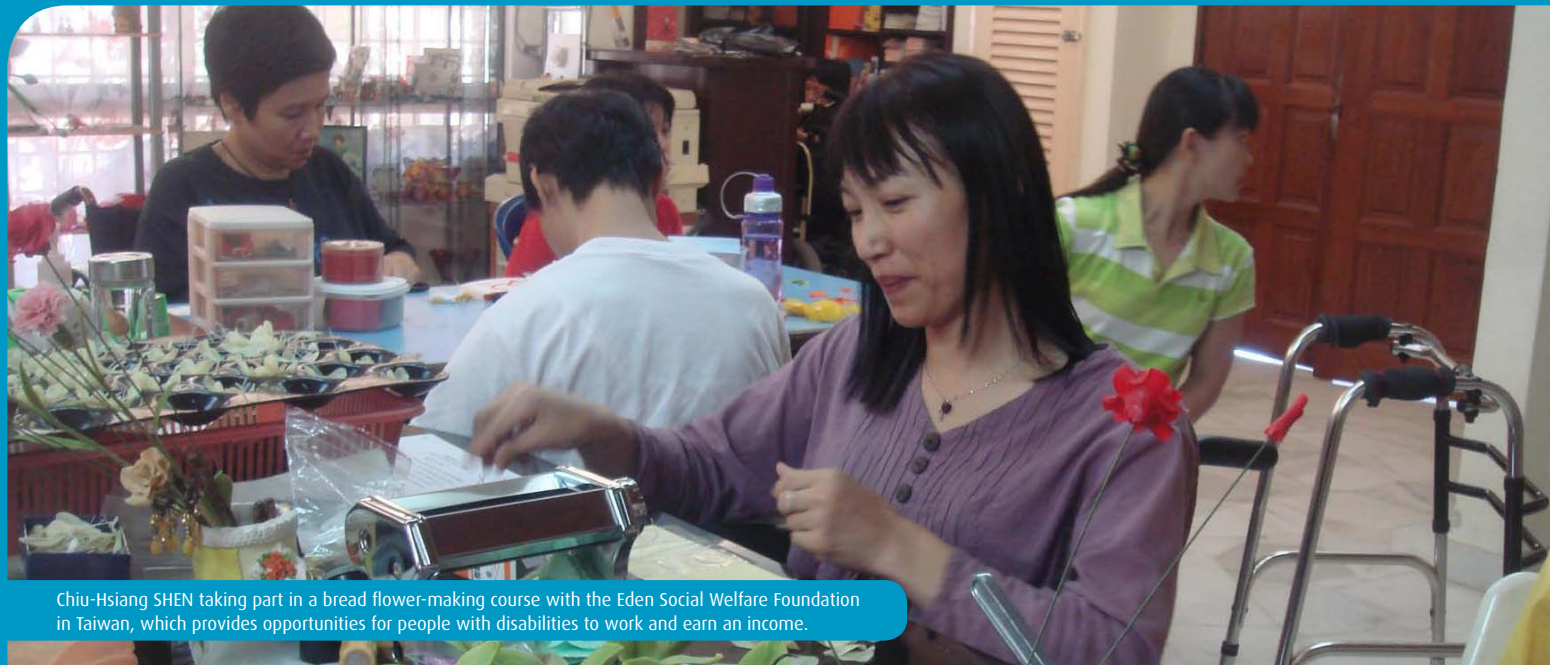
National Learning Network is involved in many European projects through its involvement with EPR. One such project, Equabench, brings together eight vocational, education and training organisations from across Europe, each with a proven track record in innovation and continuous improvement. It involves a two-year work programme of sharing expertise and best business practice and is funded under the European Commission's 'Leonardo da Vinci' Transfer of Innovation programme.

RehabCare participated in EPR's pilot in the use of the international classification of functioning as an assessment tool for services. The findings were presented at EPR's annual conference held in Roermond, the Netherlands, in September. In addition, presentations were made on RehabCare's acquired brain injury services and on person-centred planning, and by the Rehab Group on measurable outcomes and evidence-based practice. The conference was also attended by Momentum and The Chaseley Trust.

European Association of Service Providers for Persons with Disabilities

The European Association of Service Providers for Persons with Disabilities (EASPD) promotes equality of opportunities for people with disabilities through the provision of effective and high-quality services across Europe. Today, EASPD represents over 8,000 service provider organisations in Europe across all areas of disability.

During the year, the Rehab Group continued its involvement with EASPD and, specifically, contributed to the work of the



Chiu-Hsiang SHEN taking part in a bread flower-making course with the Eden Social Welfare Foundation in Taiwan, which provides opportunities for people with disabilities to work and earn an income.

EU Commission-funded 'Conversion' project. This project was established to develop an instrument which can be used by providers of vocational education and training to better measure the impact of programmes on the quality of life of people with disabilities in employment.

Workability International and Workability Europe

Rehab Enterprises is a lead member of Workability International, a worldwide network of over 135 member organisations in some 41 countries, and actively participated in the Workability Europe annual conference held in San Sebastian, Spain, in May.

As part of this network, a private limited company – Workability Europe Business (WEB) BV – has been established to negotiate and transact all commercial agreements with external companies on behalf of member social enterprises. This extremely successful business-to-business initiative facilitates members in maximising cost efficiencies and in creating meaningful opportunities for work for people with disabilities.

A Rehab Group International Disability Employment Development Fund launched in 2007 for organisations in developing economies, in association with Workability International, was extended to 2010. This is a pilot grant scheme that seeks to fund, or provide seed funding to, new and innovative projects that support the development of enterprise, staff training and personal development projects for people with disabilities within sheltered and supported employment settings.

The successful organisations which applied for financial assistance to the fund were formally announced at Workability International's conference in Sapporo, Japan, in September. The first year's pilot grant scheme funding of €50,000 was awarded to three start-up projects in Nepal,

Taiwan and India, and each project will provide updates on progress in due course. A new call for applications to the fund will be made in 2009.

United Nations Activity

The Rehab Group continues to participate in United Nations activities through its consultative status with the Economic and Social Council (ECOSOC). During the year, the Rehab Group's Quadrennial Report for the period 2004/2007, which details the activities undertaken by the organisation in support of the goals of the United Nations, and which underpin its consultative status, was submitted to ECOSOC.

In 2008, the UN Human Rights Committee considered periodic reports submitted by both the Irish and UK Governments in respect of measures adopted to give effect to the provisions of the International Covenant on Civil and Political Rights. The Rehab Group participated in the consideration of the Irish report, providing a written submission to the committee and attending its 93rd session in Geneva. The UK's report in respect of activities under the International Covenant on Economic, Social and Cultural Rights will be considered by the Committee on Economic, Social and Cultural Rights at its 42nd session in 2009.

By the end of the year, neither Ireland nor the UK had ratified the UN Convention on the Rights of People with Disabilities. In Ireland, work in preparation for ratification began with the publication in September of the scheme for mental capacity legislation, an area deemed a prerequisite for ratification. It is expected that legislation will be published towards the end of 2009. The Rehab Group continued to contribute to discussion on these issues through its membership of the Irish Government's Department of Foreign Affairs/NGO Joint Standing Committee on Human Rights.

External Environment

The year 2008 saw both positive and negative developments for people with disabilities in both Ireland and in the UK, with the changing environment requiring ongoing monitoring and input at a government policy-making level.

IRELAND

Four years into its implementation, the National Disability Strategy is firmly embedded in the work of Government with the support of a robust monitoring framework. However, in comparison with the previous five-year period, developments in the disability sector slowed. The Disability Stakeholders Group, in which the Rehab Group plays an active part, welcomed reassurances from the Government that the most vulnerable will be protected against the worst effects of the current economic recession, that disability remains a priority and that the National Disability Strategy will continue to be implemented subject to the availability of resources. The Rehab Group will continue to play an active role in this area.

Health

Following the establishment of a National Working Group, on which Rehab is represented through the Not-for-Profit Business Association, the Health Service Executive (HSE) commenced a review of all HSE-funded Adult Day Services to map out its vision for progressing a modern person-centred service. The HSE also began a process to introduce Service Level Agreements and Grant Agreements to clarify its contractual arrangements with voluntary service providers.

The Health Information and Quality Authority continued the development of statutory standards for disability services, publishing the final *Standards for Residential Services for Older People* as well as a draft document in respect of such services for people with disabilities.

Employment

The Department of Enterprise, Trade and Employment commissioned an independent review of the Wage Subsidy Scheme (WSS). Rehab played a role in this review, reiterating its calls for operational reform. Following the review's publication, the Department announced that the scheme is now on a permanent footing from 1 October 2008. Employees already in the scheme and new entrants will now retain their medical card for three years. In September, the Department presented its draft outline for the implementation of a Comprehensive Employment Strategy for people with disabilities.

Social and Family Affairs

The Department of Social and Family Affairs conducted a consultation in relation to the development of a future National Carers' Strategy. A review of the disability allowance scheme was also undertaken by the Department, but had not concluded by the end of the year.

Law Reform

The scheme for mental capacity legislation was published to provide for a new approach to supported decision-making for people who require it, while the Charities Bill 2007 continued its progress through the Houses of the Oireachtas with calls for key amendments from the sector accepted in many cases.

More Challenging Times

In the second half of 2008, the global economic crisis had begun to affect the disability sector in Ireland. The Personal Advocacy Service to be introduced under the Citizens Information Act 2007 was delayed. Budget 2008 saw the announcement of the smallest increase in the basic social welfare payment for many years and there were cuts in



The Ceann Comhairle, John O'Donoghue TD, cuts the ribbon on 'An Siopa', Rehab's new shop at the Houses of the Oireachtas in Dublin.



Minister of State, John Moloney TD (left), officially opened the 'Partners in Recovery' conference on wellness and recovery in Galway in October 2008.

funding for voluntary service providers. Towards the end of the year, implementation of Part II of the Disability Act 2005, which relates to the Assessment of Need, and the Education for Persons with Special Educational Needs Act 2004, were deferred indefinitely.

THE UNITED KINGDOM

Employment

In January, the Government announced a more flexible New Deal to transform the labour market and support people in building long-term careers. Following the publication in July of the Green Paper *No One Written Off: Reforming Welfare to Reward Responsibility*, the Department for Works and Pensions (DWP) set out its commitment on its review of disability employment services. It also indicated that it will introduce reforms to the way that contracts are awarded to public, private and voluntary organisations in line with the prime contracting model to be used in the flexible New Deal.

This move by the DWP towards contracting with large prime contractors resulted, during 2008, in a significant repositioning of the service providers in the UK, with Momentum Skills and TBG Learning forming new relationships with prime contractors in advance of the awarding of these flexible New Deal contracts in 2009.

As the economic downturn accelerated in late 2008, increasing concern was expressed about the design of the flexible New Deal programme and its potential inability to cope with the increasing numbers of unemployed.

Training and Skills

The Departments of Children, Schools and Families (DCSF) and Innovation, Universities and Skills (DIUS) published the White Paper *Raising Expectations*, which will see the investment of

£4 billion a year through a new agency, the Skills Funding Agency, tasked with funding responsive, demand-led training and skills programmes for adults. Delivered in partnership with the DCSF, DIUS and local authorities, the plans will see the dissolution of the Learning and Skills Council by 2010, transferring responsibility for the education and training needs of young people to local authorities and to the new agency in the case of adults.

In Scotland, establishment of a new skills body, Skills Development Scotland, will mean a comprehensive review of mainstream training and skills programmes and contracts.

Health and Social Care

In Scotland, there is increasing pressure by local authorities on those providers who deliver building-based services and more complex 24-hour support packages in the community to make savings. In residential care, local authorities fund the majority of placements although, in recent years, there has been an increasing rise in Primary Care Trust funding in England.

Funding

Traditional funding sources were under pressure in 2008. With demand high for funding from the Big Lottery Fund throughout the UK, a reduction in European funding compared to earlier programmes, changes to the enterprise networks and the challenges faced by colleges and other educational providers in Learning and Skills Council tenders, the Rehab Group in the UK continues to work in a challenging marketplace.

Overall, in 2008 the environments in which the Rehab Group operates changed considerably. It is anticipated that in 2009 there will be further significant developments, and it will be important for the organisation and each of its divisions to keep all external elements which influence its work under constant review.



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Rehab Logistics (Navan)

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Co. Meath

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Rehab Enterprises Ltd (Poland)

Sp. z o.o.

Plant Manager: Robert Kowalczyk
Oddział w Polsce
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Poland

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Rehab Recycle

General Manager: Bob Rowat

Rehab Building
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Tel: 01 626 0284
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Email: info@rehabrecycle.ie

Ballymount Avenue
Dublin 12

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Parkmore Industrial Estate
Galway

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Email: info@rehabrecycle.ie

General Manager: Roy Reerink

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Workability

Business Development Manager:

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Rehab Packaging

General Manager: Pat Fitzpatrick

Hebron Road Industrial Estate
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Rehab Retail

AIB Bankcentre, Dublin 4
Blackrock DART station, Co. Dublin
Dáil Éireann, Dublin 2
Eircom, Dublin 8
Trinity Hall, Dublin 2
Ulster Bank Ltd, Dublin 2
Vodafone, Dublin 18

RehabCare

EAST AND SOUTH EAST

General Manager: Michael O'Connor (Locum)

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South East

Regional Manager: Pat McPhillips

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William Street
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MIDLANDS AND NORTH EAST

General Manager: Peter McKevitt

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Midlands

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Headfort Demesne
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North East

Regional Manager: Aveen Toner

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SOUTH AND MID-WEST

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South

Regional Manager: Neil Tobin

Bruach
Bachelors Quay
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Mid-West

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Mary Rosse Centre
Holland Road
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WEST AND NORTH WEST

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West

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North West

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Sligo

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Accommodation Services

Ballinamore Supported Accommodation

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Bantry Hostel

Community Services Manager: Alison Steeds

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Bray Supported Accommodation (Ripley Hills)

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Castlebar Supported Accommodation

Community Services Manager: Lorraine Gibbons

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Cavan Supported Accommodation

Community Services Manager: Bernard McVeigh

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Deansgrange Supported Accommodation (Kill Abbey)

Community Services Manager: Clara McAuliffe

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Drogheda Supported Accommodation

Community Services Manager: Deirdre Quinn

Tel: 041 983 2210
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Dundalk Supported Accommodation

Community Services Manager: Caitlin McKinley

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Galway Supported Accommodation

Community Services Manager: Rory Douglas

Tel: 091 755 517
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Galway Supported Accommodation (Acquired Brain Injury)

Residential Services Manager: Shona King

Tel: 091 755 836
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Kilkenny Supported Accommodation

Community Services Manager: Siobhán Powell

Regent House
William Street
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Lifford Supported Accommodation

Community Services Manager: Loretto Gillespie

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Longford Supported Accommodation

Residential Services Manager: Sally Budd

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Monaghan Supported Accommodation

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Nenagh Supported Accommodation

Residential Services Manager: Jonna Goranson

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Sligo Supported Accommodation

Community Services Manager: Eamonn Wheeler

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Stepaside Supported Accommodation

Community Services Manager: Rebecca Power

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Thurles Supported Accommodation

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Tralee Hostel

Community Services Manager: Mike Barton

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Acquired Brain Injury

Galway Acquired Brain Injury Service

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Galway Transitional Living Unit

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Acquired Brain Injury Outreach and Community Support Service

Galway Outreach and Community Support Service

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Asperger's Residential Service

Galway Asperger's Residential Service

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Home Support

Dublin Home Help

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087 249 0227
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Dublin Home-based Respite

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Limerick Home Support Service

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Barbara Kelly

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Mayo Personal Assistant/ Home Support

Co-ordinator: Deirdre Fahey

The Parish Centre
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Monaghan Home Support

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Derrylossett
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Slán Abhaile

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Waterford Home-based Respite

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Wexford Home Support

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Wicklow Home-based Respite

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Outreach Services

Athlone Outreach Service for People with Physical and Sensory Disabilities

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Castlerea Assertive Outreach Service

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Costello Assertive Outreach Service

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RehabCare Outreach Swords

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RehabCare Outreach Tallaght

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Thurles Outreach Service

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Tralee Outreach Service

Community Services Manager:

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Tullamore Outreach Service for Children with Autism

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Residential Care

Clare Children's Residential Service

Social Care Manager: Grainne Palmer

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Clare Residential Service

Residential Services Manager:

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Fernhill Children's Autism Service

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Knocklofty Residential Service

Residential Services Manager:

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Kilnamack West
Kilmanahan
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Co. Tipperary

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Lean Ar Aghaidh Residential Service (DEE House)

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Longford Autism Service

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Mid-West Children's Unit

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Navan Autism Residential Service

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Nenagh Children's Residential Service

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Nenagh Residential Service

Residential Services Manager:

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Prader Willi Syndrome Service

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Seoidin Children's Residential Service

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Thurles Residential Service

Residential Services Manager:

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Garraun
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Tullamore Autism Residential Service

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Resource Centres

Athlone Resource Centre

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Bailieboro Resource Centre

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Ballinamore Resource Centre

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Ballyfermot Resource Centre

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Bantry Resource Centre

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Blennerville Resource Centre

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Bray Resource Centre, Phoenix Service and Lean Ar Aghaidh Day Service

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Bruach Resource Centre

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Cavan Resource Centre

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Douglas Resource Centre

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Dun Laoghaire Resource Centre

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Dundalk Resource Centre – Carroll Village

Community Services Manager:

Caitlin McKinley

Dundalk House
Carroll Village
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Dundalk Resource Centre – Coes Road

Community Services Manager:

Deirdre Quinn

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Galway Resource Centre

Community Services Manager:

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HOPS

Community Services Manager:

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Kildare Resource Centre

Community Services Manager:

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Kilkenny Resource Centre and Day Service

Community Services Manager:

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Knocklofty Rural Day Centre

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Lifford Resource Centre

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Limerick Resource Centre

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Monaghan Resource Centre

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Navan Resource Centre

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Nenagh Resource Centre

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Park House Day Activity Centre

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Portlaoise Resource Centre

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Shannon Resource Centre

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Sligo Resource Centre

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Aughamore Far
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Thurles Day Service

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Tullamore Resource Centre

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Wexford Resource Centre

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Respite Services

Kilbane Respite Service

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Limerick Autism Respite Service

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Red Hill
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Limerick Physical and Sensory Respite Service

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Orla Kennedy

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Navan Children's Respite Service

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