



RehabGroup
Annual Report 2006



RehabGroup

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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 and Royal Bank of Scotland

Solicitors

McCann FitzGerald, ME Marren & Co., Withers

Auditor

PricewaterhouseCoopers



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Chairman's Statement



Chairman
Mr C Allen SC

The year under review was one of significant change within our organisation. It saw the departure in December after a career in the organisation spanning some 33 years of Frank Flannery who retired from his position as Chief Executive. On my own behalf and on behalf of my Board colleagues I would like to pay tribute to Frank for the enormous contribution which he made to the development of Rehab during his time with us.

The vacancy created by Frank's departure was filled by Angela Kerins, at the time Chief Executive of RehabCare and we look forward with confidence to further growth and expansion driven by Angela in her new role.

Another notable departure was that of Una Kinane, our longstanding Company Secretary. We wish her well in her future career.

The Group has enjoyed another year of growth in the services provided and continues to enhance the range of those services for the benefit of more than 50,000 people in 200 locations.

2006 saw many positive developments for people with disabilities. Perhaps most significant of all was the implementation of the National Disability Strategy which was the result of many years of consistent campaigning and of long negotiation at local and national level, with public bodies and Government Departments. The next vital step forward is to continue the work with Government bodies on monitoring and implementing the strategy. In this process of monitoring and implementation I have no doubt that we will be well served by our new Chief Executive whose role in bringing about the National Disability Strategy was acknowledged at its launch by An Taoiseach, Bertie Ahern, T.D.

The Rehab Group is a broad church, open to and attracting people of all persuasions. It is important to acknowledge that our success is dependent on a close working partnership with both State and voluntary bodies. It would be remiss of me not to acknowledge the huge input of the Ministers for Health and Children; Social and Family Affairs; Finance; Education and Science; Enterprise, Trade and Employment; and the Minister of State at the Department of Justice, Equality & Law Reform, who has special responsibility for disability. It is equally important to acknowledge the role of various departmental officials, the HSE, FÁS, Repak and the National Disability Authority as they continue in their generous support for the work of our organisation.

In England and Scotland we are grateful for the on-going support of national and local Government, in particular the Employment Service, the Learning and Skills Councils, our College Partners, Primary Care Trusts, Social Services and the large number of Charitable Trusts and Foundations with whom we are involved.

On behalf of the Group Board, I wish to express our appreciation of the work done by our highly motivated management and staff without whose input our organisation would not be what it is.

As Chairman I also wish to record my gratitude to my Board colleagues for their valuable contribution and for the time which they unselfishly devote to the work of the organisation.

In a very real sense the year 2006 was a positive one for those people with disabilities. I look forward to further progress for the benefit of all those who make up the Rehab Family in the coming year.



Colm Allen
Chairman

June 2007

Chief Executive's Statement



Chief Executive
Dr A Kerins

2006 was another year of solid progress for Rehab Group. During the year as a whole, a total of 50,000 people accessed our services at over 200 locations across Ireland and the UK.

Several important achievements in 2006 deserve particular mention. RehabCare's success in becoming the first health and social care organisation ever to be crowned the National Title Winner at the prestigious National Quality and Excellence Awards was the result of a great effort by all staff across the organisation. This remarkable achievement demonstrates the commitment to quality which is held across Rehab Group.

Another highlight was the favourable report by Indecon International Economic Consultants, which was compiled on behalf of the Department of Enterprise Trade and Employment, Department of Health and Children and FÁS, acknowledging both the high quality and value for money of National Learning Network services.

Meanwhile Rehab Recycle further cemented its position as Ireland's largest post-consumer waste recycler. During 2006 the company recycled in excess of 75,000 tonnes of mixed waste – including a record total of 260 million bottles and jars.

In the UK TBG Learning continued to record impressive levels of achievement with 28,790 qualifications gained by learners across all programmes, whilst almost 35,000 new enrolments were recorded during the course of the year.

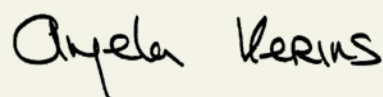
Our UK divisions also scored highly for the quality of their services. TBG Learning achieved the best results by any large UK work-based learning provider in the last five years from the Adult Learning Inspectorate; and Momentum gained the distinction of becoming the first voluntary organisation in Scotland to be awarded Committed to Excellence status by Quality Scotland.

2006 was a satisfactory year financially for the Group, with an operating surplus of €0.788m compared to a loss of €0.5m the previous year and turnover up by over 7 per cent to €170m from €158m in 2005.

It is a great privilege for me to take up the reins of this dynamic organisation at a time of so much promise for people with disabilities, older people and other marginalised groups. In this report, the new management team and I are reporting on activity which in some cases predates our appointments, and it is important to acknowledge the huge input that my predecessor, Frank Flannery, and the entire staff team of Rehab Group has had on the Group's many successes. Frank's tributes have been many to date, as befits the seminal role he has played in Rehab Group over a quarter of a century, and I am certain that his legacy of strong growth will now be continued by the new management team.

Since taking up office in December 2006 I have engaged in a consultation process to meet with staff at the frontline of service delivery, service users and their families, to hear their ideas on what Rehab Group does well and what areas we need to concentrate on to continue to develop world-class services that really meet people's needs. I hope to continue this process, and also that the new regional committee structures and the introduction of expert groups and management advisory groups will support the development of closer working practices within Rehab Group and the sharing of knowledge and expertise to the benefit of all.

The energy, drive, commitment and talent that exists among our staff is apparent in all parts of the organisation. Rehab is extremely fortunate in this, and I and the new management team look forward to continuing to harness this great resource to meet the needs of all who use our services.



Angela Kerins
Chief Executive

June 2007

Group Boards of Directors

Rehab Group

Mr C Allen SC (Chairman)
Mr BW Kerr (Vice Chairman)
Mr J Browne (Hon Treasurer)
Mr HD Cashell (Hon Secretary)
Ms P Cremin
Mr D Doyle
Ms N Gildea
Mr H D Governey
Mr J Herlihy
Mr L Hogan
Mr BT Keogh
Mr G Lambert
Mr P Lydon
Mr ME Marren
Mr JM Treacy
Mr D Tallon

Rehab Holdings Ltd

Mr C Allen SC (Chair)
Mr J Browne
Mr HD Cashell
Mr D Doyle
Mr BT Keogh
Dr A Kerins
Mr ME Marren
Mr K Poole
Mr JM Treacy

Rehab Council Ltd

Mr L Hogan (Chair)
Mr D Doyle
Dr A Kerins
Mr G Lambert
Mr D Tallon
Mr M Dunford
Ms P Cremin
Mr J Adamson
Ms M Joyce
Ms S Duggan

Training & Business Group Ltd

Dr A Kerins (Chair)
Mr M Dunford (Chief Executive)
Mr C Allen SC
Ms S Boyne
Ms S Gidman
Mr I Hounslow
Mr K Poole
Mr JM Treacy

Momentum

Dr A Kerins (Chair)
Mr HD Cashell
Mr D Gentleman
Mr A Heron
Mr J Houston
Mr K Poole
Ms S Boyne
Mr F Flannery

The Chaseley Trust

Dr A Kerins (Chair)
Mr F Flannery
Mr K Poole
Mr P Salmon
Mrs K Gammon
Mr R Harrison
Mr JJQ Howes

Rehab UK

Dr A Kerins (Chair)
Mr K Poole
Mr P Durrance

National Learning Network Ltd

Dr A Kerins (Chair)
Mr J Browne
Ms C Deane
Mr B Wafer
Mr K Poole
Ms S Duggan

Gandon Enterprises Ltd

Dr A Kerins (Chair)
Mr HD Cashell
Mr JM Treacy
Mr M O'Sullivan
Mr K Poole

Rehab Foundation Ltd

Mr K Poole (Chair)
Mr R Dillon
Dr A Kerins
Mr P McKeivitt

RehabCare

Mr HD Cashell (Chair)
Dr H Counihan
Dr A Kerins
Mr D Tallon
Mr K Poole
Ms M Joyce

Rehab Lotteries Ltd

Mr HD Cashell (Chairman)
Dr J McGuire (Managing)
Mr C Allen SC
Mr J Browne
Dr A Kerins
Mr B Kerr
Mr F Flannery
Mr K Poole
Mr JM Treacy

Staff Profile



Director of Human Resources
Ms S Boyne

Rehab Group

Chief Executive, Rehab Group
Dr A Kerins, SRN, SCM

Director of Finance
Mr K Poole, BBS FCA

Director of Human Resources
Ms S Boyne, BA, Dip HRM, FCIPD

Director of Fundraising and Marketing
Dr J McGuire

Director of Policy and Coordination
Ms SJ 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 (Hons), MA, DPSE, FRSA

Group Financial Controller
Mr M Cronin, FCCA

CEO Programme Manager and Head of Communications
and Public Affairs
Ms C O'Neill

Chief Information and Technology Officer
Mr G Merrigan, Mgt. Ops, BSc. Comp Apps, MICS

Head of Marketing
Ms P Crowley

RehabCare

General Manager Midlands and North East
Mr P McKeivitt

General Manager West and North West
Mr K Clancy, Dip HCM

General Manager South and Mid West
**Ms L Keane,
Msc (Health Services Management), Dip COT**

General Manager East and South East
**Mr T McGarry,
BA IR, N Dip IR, Grad IPD, MIITD, HDip QHM**

Home Based Services Manager
Ms S Ahearne

Divisional Financial Controller
Ms M McEvoy, ACMA

Human Resources Manager
Ms K Fanneran, BBS, MCIPD

Programmes Manager
Mr K Barnes, B Eng (Hons), M Sc.

National Learning Network

Director of Operations
Mr J O'Brien

Director of Business Development
Ms J Forman, MA, MBA

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

Regional Director Midlands, West and North West
Ms L Bird, BA, MEd

Regional Director Dublin, Wicklow and North East
Mr B Stuart, MMS, MEd

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

Financial Controller
Ms C O'Neill, FCA, MSC

Gandon Enterprises

General Manager, Gandon Employment Services
Ms T Fahy, BA Mod (Soc), Dip Soc Voc Rehabilitation, MSc (Rehabilitation Mgt), FCIPD

General Manager, Rehab Recycle
Mr R Rowat

General Manager, Rehab Logistics
Mr P Murphy

Divisional Financial Controller
Mr E Hardy, ACCA

Human Resources Manager
Ms N Byrne, MCIPD

TBG Learning

Chief Executive
Mr M Dunford, BSc, MBA

Director of Finance and MIS
Mr I Hounslow, BA, FCMA

Director of Human Resources
Continuous Improvement and Employer Division
Ms S Gidman, BA, MIPD

Momentum

Group Financial Controller
Mr G Myers, BA, CA

Managing Director, Haven Products
Mr D Whyte, B.Acc, CA

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

Head of Business Development
Mr S Black, DMS, MBA

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

Head of Service Development
Mr S Robertson, Dip CC

Communications Manager
Ms A Lennon, MA, M Phil, MCIPR

Human Resources Manager
Mr K Richmond, MSc., MCIPD

Resource Development Manager
Ms L Spowage, MA, AM IoF

Programme Development Officer
Ms N Neilson

Rehab UK

Acting Regional Manager (London)
Ms C Eldred, BA

Regional Manager (Birmingham)
Ms S Ashby, CIPD, CMI

Case Management Manager
Ms C Murray, DipSW

Regional Manager (Newcastle)
Mr J Soulsby, BSc, Cert Ed

HR Partner
Ms R Lines, CIPD

Rehab UK Editor
Mr J Smallman, BA

Fundraising Manager
Ms S Norman

The Chaseley Trust (Chief Executive)
Ms S Wyatt, RGN

Registered Manager, The Chaseley Trust
Ms H Barrow



Rehab in Ireland

RehabCare
National Learning Network
Gandon Enterprises
Fundraising





RehabCare

Investing in People, Changing Perspectives

Our Mission

“RehabCare is the provider of choice of person-centred, health and social care services that facilitate people who are disadvantaged to participate in the life of their local community in ways that match their choices, aspirations and needs.”



Director of Health and Social Care Services
Ms M Gillard

RehabCare

Investing in People, Changing Perspectives

RehabCare

2006 was a significant year for RehabCare as it celebrated 10 years of service with a variety of major local and national events including the launch by President Mary McAleese of a new National Volunteer Programme in September.

Continued development in line with the RehabCare vision, mission and values was highlighted by two significant national awards for the quality of services – including the overall National Award for Quality and Excellence from the Excellence Ireland Quality Association. The fact that RehabCare was the first health and social care organisation ever to receive this prestigious award puts the achievement of the entire staff into sharp focus.

During 2006 flexible individual support services were provided to more than 2,200 people within a range of service models provided by a dedicated and committed team of over 900 staff nationwide.

Key Highlights from 2006 include:

- Specific events as part of the RC 10 Celebrations.
- The continued expansion of Home Based Services within the East region, with Slán Abhaile increasing to three distinct geographical services.
- Development of a specific autism service for school leavers in Sligo in partnership with National Learning Network.
- The completion of building work in Heather Grove for the new acquired brain injury (ABI) residential service and the successful recruitment of a neuropsychologist.
- A major development on 3.5 acres at Knocklofty got underway which will provide three accommodation services, a day service and a craft centre with farming activities.
- Planning commenced for a major new development in Sexton Street in Limerick which will provide accommodation services, a new resource centre and regional offices and training facility.
- Development of an autism outreach service in the Midlands.
- Commissioning of a residential service for children with autism and a new residential/respite service for adults with disabilities in the East.
- The establishment of a Behaviour Support Forum in the MidWest to provide multi-element assessment and intervention strategies for individuals who present with behaviours that challenge.
- Commissioning of a range of new services in the MidWest including residential, respite, supported accommodation, outreach and a resource centre.
- Health and Safety continued to be a key area with ongoing developments in training, systems and policy.



Resource Centre Services

At the end of 2006, 385 individuals availed of the resource centre model. The resource centre in Galway moved into newly refurbished premises within the city. Partnerships with National Learning Network were established in relation to delivery of programmes such as the autism service in Sligo and a horticultural programme in Portlaoise.

Sheltered Workshops and Supported Work

During 2006 significant changes continued in sheltered workshops in line with person-centred plans. A total of 822 people had availed of the services nationwide. Outreach services continued to develop in the evenings and weekends. Services concentrated on supporting individuals in their goals of securing part-time work and work placements within their local communities. Significant capital funding was secured towards the construction of suitable premises for Tullamore Sheltered Workshop.

Home Based Services (CareLink)

Significant expansion continued in Home Based Services. At year end 700 clients were receiving a service. The team provided 233,438 hours, which was an increase of 75,000 hours from the previous year. NewCare, a new automated system, went live on two of the services in the East region.

Centre Based Respite Care

New services were successfully commissioned and project managed during the year. One new service in development in Navan is for children with autism or intellectual or physical/sensory disabilities.

Residential Services

A significant development in 2006 was RehabCare's success in securing new residential services for children with autism. Within the MidWest a new development arose in partnership with the Health Service Executive (HSE) and Childcare services. This service is the first for RehabCare where it will be registered with the registration and inspection service and is required to comply with the National Standards for Children's Residential Services.

Supported Accommodation Services

In Tralee a new supported accommodation service was established for a young adult with Asperger Syndrome. Funding was also secured for a second supported accommodation service in Ballinamore. Service users in Dundalk moved into their newly purchased house from a rented property, and a new house was purchased in Castlebar.

Human Resources

Recruitment of staff continued significantly in 2006, due to the number of new developments nationwide. The training team held 81 training events for a total of 781 participants. New training courses were delivered in line with policies such as Protection of Children and Vulnerable Adults. A Health and Wellness Programme was delivered in a number of key locations nationwide, which all staff were encouraged to attend.

NRAC

In June 2006 the NRAC National Committee presented at the first All Ireland Self Advocacy Conference for advocates and supporters in Belfast. In November at a joint seminar for staff and service users a new National Committee was elected for a two-year term.

Programmes/Research

RehabCare's strategy for further development in Person Centred Planning progressed with eight regional co-ordinating teams being established.

The second Partners in Policy Making course for family members and self advocates commenced during the year and significant work in the area of suicide prevention continued with a number of exciting initiatives being developed including text support, life skills and a parenting project aimed at fathers.





National Learning Network

Investing in People, Changing Perspectives

Our Mission

“To deliver high quality, flexible and responsive training, employment and education access programmes that promote equal participation in society for people who experience exclusion.”



Director of Training and Employment Services
Ms M Kelly

National Learning Network

Investing in People, Changing Perspectives

National Learning Network

2006 was another successful year of growth for National Learning Network which continued to develop its position as Ireland's leading provider of inclusive training, education and employment access services.

During the year Network received a particularly significant endorsement of the quality and impact of its services in an in-depth review conducted by Indecon International Economic Consultants on behalf of the Department of Enterprise Trade and Employment, the Department of Health and FÁS.

The report acknowledged that National Learning Network provides a very high degree of expertise in the provision of services for learners who require supports and highlighted the very favourable outcomes provided within the services through a value for money framework. This endorsement must be welcomed and strengthens the foundations for a positive relationship with FÁS and the Departments as funders and partners in the future.

The recommendations of the report refer to best practice, much of which is already being achieved by National Learning Network. The organisation looks forward to working with all partners to continuously improve and specifically on bridging programmes to improve progression opportunities for individuals into employment and further training.

The total number of beneficiaries from services provided in 2006 was 4,753 learners with 87 per cent recording a

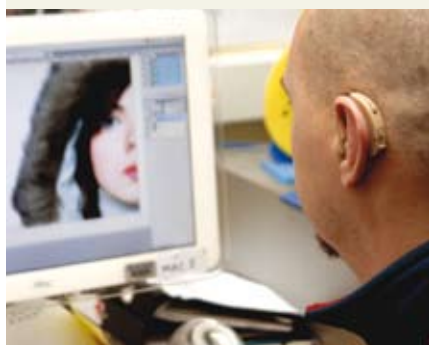
positive outcome. Overall, demand for National Learning Network services continues to grow in excess of supply and that trend is likely to continue.

Growth within the Vocational Training division has been curtailed due to a continuing cap on numbers; there continues to be 100 per cent occupancy on these programmes, thus demonstrating the significant demand for VT services. The number of places available for Rehabilitative Training continues to be increased with occupancy levels at 100 per cent. In addition to the above services, Network provides a range of other programmes in conjunction with HSE and FÁS including Step Up, Reach, Stepping Out, Home Link, Home Focus and Quest.

New Developments

A wide range of new innovative training programmes was launched, including "Step Up". This mainstream training programme is funded through FÁS and is aimed at people in employment who want to acquire new skills and improve their promotion prospects. Six schemes were run in 2006, with very positive feedback from participants and employers.

Continual Professional Development programmes are a growth area for the organisation, with development to date of a range of programmes offered to people working in rehabilitation, generally related occupations and in mainstream settings. These programmes facilitate people to commit to lifelong learning in order to improve their capability and realise their full potential in the



workplace. The company offers a range of modules including Skills for Trainers, Assessment Practice, Specific Learning Difficulties (introduction), Specific Learning Difficulties for Practitioners, Boundary Management and Quality Assurance in the Training Centre.

WRAP Training – Wellness Recovery Action Planning is a highly successful training programme for facilitators that has been completed with staff across Group companies. This training was organised by National Learning Network as a result of a recommendation from the Rehab Group Mental Health Working Group. With the increasing profile of learners attending National Learning Network with mental health issues, the recovery model on which the WRAP approach is based will become increasingly significant for the whole organisation. Internationally and nationally in the Government's "A Vision for Change" document, the emphasis for mental health services is on the "Recovery" philosophy.

Quest is a groundbreaking service in Galway, funded through the HSE Western Region, which provides training and support to people with an acquired brain injury. This innovative programme facilitates each participant's personal development, community integration, further education and training in accordance with their individual goals.

The National Learning Network/CDVEC (City of Dublin Vocational Education Committee) **Disability Support Services** continues to extend its range of supports to students in Dublin VEC colleges.

Quality Initiatives

Network achieved the Excellence Through People standard at Gold level following an assessment in 2006. This is a significant achievement, which means that all National Learning Network locations in Ireland are now accredited with the ETP standard at Gold level. 2006 saw the continued investment in energy in the focus on business excellence and cross functional/multi disciplinary teams were established to focus on areas to improve the quality of programmes in line with the organisation's values. The record of continual achievement confirms the organisation's commitment to the business excellence framework.

National Standards

National Learning Network is a FETAC-accredited organisation, and National Learning Network centres have been approved by the HSE-operated National Accreditation Committee. It has also been awarded the Index of Excellence Award by EIQA (Excellence Ireland Quality Association) within the EFQM framework (European Foundation for Quality Management). Some centres also have achieved EQRM (European Quality in Rehabilitation Mark).

Key Highlights from 2006 include:

- A successful Joint National Conference on Mental Health was run with HSE in Cork, focusing on the new national mental health strategy "A Vision for Change".
- Quality Assurance accreditation for the organisation's Continual Professional Development programme was achieved.
- A Homelink Project was launched which focuses on assisting people with Agoraphobia and Social Phobia to understand the physical, cognitive and behavioural aspects of phobias and offering training in coping strategies and skills.
- National Learning Network and San Diego State University signed a co-operation agreement that allows for further cooperation in areas of mutual interest in the field of rehabilitation.
- "Magic" Art Exhibition which showcased the work of artists with disabilities in Dundalk was launched.
- There was continued development of the Assessment service in partnership with the Dyscovery Centre in Cardiff and the Institute of Technology Blanchardstown.

Finally, as National Learning Network looks towards 2007, the organisation shall continue to strive to achieve excellent outcomes for all stakeholders.





GandonEnterprises

Investing in People, Changing Perspectives



Our Mission

“To be the leading Irish provider and facilitator of integrated employment services for people with disabilities.”



Director of Enterprises
Mr M Horgan

GandonEnterprises

Investing in People, Changing Perspectives

Gandon Enterprises

Gandon Enterprises provides integrated employment for people with disabilities in 14 locations around Ireland. The product offering has been streamlined into the following areas of activity:

- Rehab Recycle
- Gandon Logistics
- Access Ability
- Retail and Packaging

At the end of 2006 a total number of 386 people were employed by Gandon Enterprises, of whom 218 were employed under the Wage Subsidy Scheme (WSS).

An employee under the WSS is subject to the same conditions of employment as other employees, including PRSI contributions, annual tax deductions and the going rate for the job. The scheme is open to any company which chooses to employ a person with a disability. Gandon Enterprises' objective for 2007 is to promote the employment of people with disabilities by assisting companies to avail of this scheme through its Access Ability and Workability services.

Gandon Logistics

Gandon Logistics Limerick provides storage, just-in-time delivery, pad printing and electronic assembly services to a variety of companies in the Mid-West. One of its key accounts is Dell Computers and in addition to the 24/7 service Gandon Logistics Limerick provides, the company also represents some of Dell suppliers locally in the day to day management of their business. The company has achieved accreditation to integrated management standard and highlights the input of its employees as a key ingredient in its success to date.

Gandon Logistics Navan offers a quality manufacturing and distribution service. Its product offerings are DuPont Tyvek protective garments and a range of aids and appliances to the healthcare sector. Gandon Logistics Navan is ISO 9000 approved.

Gandon Logistics Mountmellick offers local assembly solutions to industry in the Midlands. Its employees have 10 years' experience in contract manufacturing and it has ISO 9001:2000

Rehab Recycle

Rehab Recycle is Ireland's largest post-consumer waste recycler. During 2006 it recycled in excess of 75,000 tonnes of mixed waste – including a record total of 260 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 for the entire country and provides consultancy services to industry based



on a total waste solution model. In addition to glass, can, cardboard, paper, plastics, electrical and electronic products are recycled.

During 2006, Rehab Recycle began development work on Ireland's first Expanded Polystyrene plant. The plant will open in 2007, servicing all the expanded polystyrene waste streams for the Leinster area.

WEEE services also continued to develop during 2006. Rehab Recycle offers a full take back service that ensures not only WEEE disposal, but also guaranteed data destruction and a complete audit trail. As part of this service a yearly environmental report, summarising recycling activity carried out by customers during the year, is provided.

Rehab Recycle has also launched a highly successful new initiative with Microsoft to provide schools and charities with software and recycled/refurbished computer equipment. Operating from locations in Dublin and Cork, Rehab charges a fee to the schools and charities for the equipment and software.

In addition, agreement was reached with WEEE Ireland 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.

Rehab Recycle also looks after the asset recovery business for Dell, as well as the WEEE take back, which has developed into its biggest contract in this area to date.

Gandon Retail

Gandon Retail successfully operates a wide range of retail services at various locations in Dublin. The services provided include newspaper delivery, dry cleaning, photo development, and the sale of magazines, a full range of drinks, confectionary and snack foods, phone top ups, rail tickets, postage stamps, cards and gifts. Gandon

Enterprises Retail is supported by a dedicated staff with over twenty years' experience in the retail industry.

Gandon Packaging

Gandon Packaging specialises in total 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. Its strength lies in its quick response time, offering a just-in-time service to its major customers.

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 Ability provides practical one-stop shop guidance on recruiting and retaining people with disabilities and offers advice on employment issues. These phases are:

- Access Services
- Learning
- Recruitment and Selection Best Practice
- Rehab Absence Management Services
- Workpath – Ongoing Support Section

During the year Access Ability provided the first disability awareness training for student Gardaí in Templemore as well as continuing its central role in the highly successful Ability Awards.

RehabRecycle
Investing in People, Changing Perspectives

GandonEnterprises
Logistics

GandonEnterprises
Access Ability

GandonEnterprises
Retail

GandonEnterprises
Packaging





Fundraising



Our Mission

“To maximise the funds raised for the Rehab Group by engaging in professional fundraising activities which are consistent with the Group’s vision, mission and values.”



Director of Fundraising and Marketing
Dr J McGuire

Fundraising

Fundraising is a key activity within the operations of the Rehab Group in that it helps to bridge the gap between expenditure on providing services and the income received from such service provision. In particular, fundraising income is very important in the context of developing new services.

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

National Fundraising

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 personal participation, courage and achievement, have made an outstanding contribution to the welfare of the community at national and/or local level.

In 2006, the Awards were attended by 800 people in Dublin's CityWest Hotel and were broadcast live on RTÉ1, attracting a viewership of almost 400,000. The Award winners included the Munster rugby team for winning the Heineken Cup, Mags Riordan for her work in Malawi and Tommy Tiernan as Ireland's Funniest Living Irish Person.

Another important national fundraising activity is the Rehab Great Investment Race. This initiative sees teams of investment managers invest sponsored funds for a year with all profits generated by the investments being

for the benefit of the Rehab Group. The fund made available for investment was €600,000 or €100,000 for each of the six participating teams.

The 4th Rehab Great Investment Race finished in November 2006 and raised €183,000, bringing Rehab's total benefit from the four Races to €706,000. The participating teams in the 4th Race were AIB Investment Managers, Bank of Ireland Asset Management, Hibernian Investment Managers, Irish Life Investment Managers, Oppenheim Investment Managers, and Setanta Asset Management. The 4th Race was won by Oppenheim Investment Managers and, as in previous years, *The Irish Times* covered the performance of the teams by reporting on a monthly basis.

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

Local Fundraising

The Rehab Group employs a network of regional fundraisers to raise funds locally to facilitate the development of local services in those areas. Activities include: the selling of tickets for the Group's Super Draw; the organisation of local People of the Year Awards; sponsored walks; the selling of tickets for the Group's Radio Bingo and church gate collections.



RehabLotteries

Investing in People, Changing Perspectives

Lotteries

The Rehab Group benefits from a number of lottery activities – the main one being Rehab Lotteries whose core business is the marketing of a range of scratch card games through a network of 1,600 retail agents nationwide. The company has been operating this business for nineteen years.

In 2006, Rehab Lotteries established its new internet-based lottery activity at www.rehabbingo.com and this business is expected to generate attractive profits in future years.

The Rehab Group continued to benefit from the Charitable Lotteries Fund in 2006 as a result of sales generated by Rehab Lotteries. The Fund was established by the Government in 1997 to supplement the income of the promoters of charitable lotteries which are experiencing difficulties in competing with the National Lottery.

In addition to Rehab Lotteries, the Rehab Group continued to benefit from a number of other lottery activities where it is in partnership with other organisations.

These were: Conquer and Care Lotteries, a scratch card lottery in Ireland in partnership with the Irish Cancer Society; the Care Trust, a football pools lottery in Ireland in partnership with the Central Remedial Clinic; and a charity scratch card lottery in the UK in partnership with Info Place.



A close-up photograph of a person's face, partially obscured by a vibrant headscarf with a red and yellow pattern. The person's eyes are closed, and their expression is serene. The lighting is warm, highlighting the textures of the skin and the fabric of the scarf.

Rehab in the UK

TBG Learning
Momentum
Rehab UK



Director of UK Services
Mr I Welsh





Our Mission

“To improve our lives through learning.”

TBG Learning

All organisations delivering post-16 education and training in England are subject to a rigorous and very public inspection regime.

TBG's inspection by the Adult Learning Inspectorate (ALI) took place in September 2006, comprising a large number of location visits, inspection days and private interviews with learners/service users, staff and employers.

TBG's inspection grades and results were the best achieved by any large, multi-site, work-based learning (WBL) provider in the last five years (not including re-inspections).

TBG was awarded a Grade 1 (outstanding) for Leadership and Management and Equality of Opportunity and Grade 1 and Grade 2 (good) for Areas of Learning.

The inspection result is about more than just the grades – the in-depth nature of inspection means inspectors gain an understanding of the culture, ethos, values and purpose of the organisation. Inspection Reports can be viewed at www.ali.gov.uk

Last year TBG reported on the further development of its multi-disciplinary Task Groups, including Equality and Diversity, Customer Service, Marketing, 14–19 (years of age) Curriculum, Management Information Systems (MIS), Learndirect and Cost Control. Each Task Group is the "leadership" group for aspects of the business.

Task Groups are an important constituent of TBG's Continuous Improvement Annual Cycle. This was introduced in 2006 to formalise and control the organisation's Continuous Improvement activity.

There were a number of other Key Events in the year.

- In June, Mr Bill Rammell MP, Minister of State for Lifelong Learning, Further and Higher Education, visited the South London Centre. He spent over two hours meeting learners and staff and engaging on Policy discussions with the Chief Executive and his colleagues.
- TBG's Chief Executive was invited to be a member of The Ministerial Standing Group on Further Education and elected again to represent the work of the independent learning sector as Chairman of the Association of Learning Providers (ALP).
- Following an intensely competitive tender, TBG was chosen by Jobcentre Plus to be the New Deal Prime Contractor for the counties of Derbyshire and Kent.
- New centres were opened in 2006: Chesterfield and Alfreton in Derbyshire to support delivery of the Jobcentre Plus contract; Camden in London to



deliver a much expanded Entry to Employment (E2E) programme for disadvantaged 16–18 year olds, not in employment, education or training (NEET).

- A new development in 2006 was the introduction of Citizenship Tests for people applying for naturalisation as a British Citizen. The tests are administered by the Home Office and Test Centres comprise selected University for Industry (Ufi) Learndirect Centres. During 2006, 12,545 individuals sat the test at seven TBG Centres.
- During 2006, TBG became a supplier to the London Development Agency (LDA), providing services to disadvantaged individuals from 14 years to 60 plus.

Work with employers and their employees in Apprenticeships and Advanced Apprenticeships (16–24 year olds) and Train to Gain (Adults) continues to grow in volume, with success rates improving on 2005.

Employers are also vital partners in providing placement and job opportunities for our E2E (16–18 years) and New Deal clients. Success in this area has been one of the factors in the growth of TBG's E2E contracts and in being awarded Prime Contractor status.

Across all programmes 28,790 qualifications were achieved by TBG clients in 2006 and 1,526 jobs were achieved by unemployed clients on programmes designed to help them to enter or re-enter employment.

In all there were 34,908 enrolments on programmes (including 12,545 Citizenship Tests) during 2006.

All of the participation and individual client achievement could not happen without the expertise, skill, hard work and commitment of TBG's 350 plus staff.

TBG is fully committed to ensuring that all employees are supported to perform their work to consistently high standards and to achieve their full potential, and continue to support tutors and other staff in achieving appropriate qualifications.

Appropriate procedures are in place to plan, deliver and evaluate training and development activity. During 2006 staff attended a large number of internal and external training days.

During the year there were over 73 in-house training events and workshops and these included:

- Standardisation Meetings – Tutors/Employee Development Specialists meet to discuss ways to improve delivery and assessment of a qualification.
- Champions Meetings – “Programme Champions” meet to look at improvements to programmes and the learner experience.
- Training and updates for staff on MIS (Management Information Systems).

TBG continues to work within recognised good practice guidelines to ensure that both the quality and quantity of training and development is relevant and “fit for purpose”.

TBG Learning's Health and Safety Policy set out responsibilities in this area. Planned training activities held during the year to support these responsibilities included training for first aiders, fire marshal and emergency evacuation procedures.

The organisation is committed to embracing diversity and promoting equality of opportunity for all staff and learners. During 2006 this was supported by:

- Training sessions on diversity and equality awareness
- Tailored training for specific groups
- Equality and Diversity training in the Induction Programme
- Equality and Diversity Monthly Calendar of Events

TBG is a very busy organisation and has grown considerably over recent years. However, 2006 has been a more than usually eventful year and 2007 is set to continue this trend, with a planned 35 per cent increase in activity.



momentum



working with people in scotland
to build an **equal** future



Our Mission

“To work in partnership throughout Scotland to enable and empower disabled and excluded people to identify and achieve their life goals.”

Momentum

Context

2006 was a year of change in the Scottish voluntary sector. Reforms to European Funding, the setting up of Community Planning Partnerships which bring key public, private, community and voluntary representatives together with the aim of delivering better, more joined-up public services and the mounting number of private sector organisations now competing to provide services traditionally seen as the preserve of the third sector all impacted on the voluntary sector in Scotland this year.

To survive and flourish in such challenging circumstances, organisations need to be flexible and innovative. Thus, Momentum committed in 2006 to restructuring its management team, strengthening its business plan and consolidating services in preparation for further development and growth, adjusting for the downturn in European funding.

Traditionally a provider of training and rehabilitation services to disabled and socially excluded people, Momentum has recently diversified and expanded into the areas of social enterprise and care services. In 2006 the senior management team was restructured to provide strong management for each of the three areas of service delivery. A new Head of Community Health and Social Care, Ruth Dorman, was appointed to lead the drive in further establishing and expanding Momentum Care, whilst Dougie Taylor was appointed Head of Operations to oversee the development of the organisation's training and rehabilitation services. And, as Managing Director of Haven Products, David Whyte heads

up Momentum's social enterprise division, which won several awards in 2006, including Small Company of the Year for Haven Products in the Scottish Business in the Community Awards.

A key part of the organisation's consolidation during 2006 centred on business planning processes for all three parts of Momentum. By the end of the year, Momentum Care, Haven Products and Momentum Skills (the training and rehabilitation arm) all had solid business plans in place which provide the foundation stones of the organisation's future development.

2006 was also an important year in Momentum's ongoing drive for quality and continuous improvement. In November Momentum became the first voluntary organisation in Scotland to be awarded Committed to Excellence (C2E) status by Quality Scotland. The quality hallmark, which is recognised across Europe, verifies that an organisation is committed to developing and promoting excellence in all of its work.

New Services

As well as consolidating key business in 2006, Momentum also launched a number of new services:

- In the North East of Scotland Momentum launched its Momentum Care services, which allow people to live independently in their own homes.
- In South Lanarkshire the organisation launched a new service called OPEL to support people with learning disabilities to re-engage with the world of work.



- The Transitions service in Aberdeen, which supports people with brain injuries in their local communities, was formally launched by Lewis Macdonald MSP, Deputy Minister for Health and Community Care.
- Haven Products developed its Complementary Workforce model, which matches trained Haven Products staff with appropriate job opportunities in a range of national and blue-chip organisations.
- Momentum was chosen to deliver the Switched on Communities project, offering specialist assistive technology training to disability organisations in the Glasgow area every year for the next three years.
- Momentum was the only not-for-profit organisation to deliver elements of Jobcentre Plus's Pathways to Work pilot (Customer Options), which supported people receiving Incapacity Benefit to explore barriers to employment.

Other Key Achievements

- Haven Products was named the Small Company of the Year 2006 at the Scottish Business in the Community Awards for the impact that its work has had on society.
- Also in Momentum's social enterprise division, the Glasgow East (Baillieston) branch of Haven Products gained Bonded Warehouse status from HM Customs and Excise, allowing it to undertake a range of work with the drinks industry, thereby expanding the range of job opportunities available to its largely disabled workforce.
- Momentum successfully applied for funding from the new Big Lottery Fund's new investment stream for a number of service development initiatives.
- The Borders Brain Injury Service received a Rehab Council Innovation Award.
- A significant public affairs achievement was being invited to showcase the achievements of one of Momentum's service users at the Labour Party Conference 2006. John Buddie took to the main stage to tell thousands of delegates about his experience of returning to work with Momentum's support.

- Momentum became the first voluntary organisation in Scotland to be awarded Committed to Excellence (C2E) status by Quality Scotland.
- Momentum's third successful Hot Topics debate was held at the national voluntary sector conference – this time on the subject of Welfare Reform.

Service User Representation

2006 was an important year for service user representation at Momentum. The organisation has long been committed to ensuring that service users have a say in the delivery and development of services, and Momentum has a range of mechanisms to ensure participation, including the Service Users Council and the Service User's Charter.

This year a new Service Users Newsletter was launched and it has already proved a hit with Momentum's 2,200 service users, providing a bi-monthly forum for them to share their news and views as well as to read about key activities across Momentum.

At the start of the year all at Momentum were saddened to learn of the death of the Chair of the Service Users Council, Roddy Robertson. Roddy was a highly respected and much-liked Chair who made an enormous contribution to Momentum's work and is sadly missed. We are sure that his successor, Gary Brown, will perform equally well as he leads the Council into a new phase in its development.

Finally, Momentum would like to convey its thanks and best wishes to Frank Flannery, who retired as Chief Executive of Rehab Group and Board Member of Momentum at the end of 2006. Frank Flannery was a tremendous support to Momentum over the years and we wish him well in all his future endeavours. Momentum extends a welcome to Dr Angela Kerins, Rehab Group's new Chief Executive, who is also a member of Momentum's Board and the organisation looks forward to working with her in the coming years to grow Momentum's activity and to extend services to more people across Scotland.





Rehab UK



Our Mission

“To enhance the social and economic independence of people with disabilities, and others who are marginalised.”

Rehab UK

During 2006 service provision increased significantly across all Rehab UK services with more people accessing its services than at any other time in its history.

Rehab UK operates from the following regional-based centres:

London Bridge for the London and Southern Regions:

- Vocational training/education for people with acquired brain injury, assisting them to return to work or back to formal education.

Birmingham for the Midlands Regions:

- Vocational training/education for people with acquired brain injury, assisting them to return to work or back to formal education.
- Bespoke programmes for persons with brain injury.
- Case Management Services providing one-to-one support for people with acquired brain injury. The service offers joined-up care programmes in the local community.
- Teach na hÉireann: a day care/poly clinic in Coventry for first generation and elderly Irish. The unit provides for the culturally diverse needs of this local community.



Newcastle for the Northern Regions:

- Vocational training/education for people with acquired brain injury, assisting them to return to work or back to formal education.
- Community Integrated Services providing psychological, social care and other supports for people with acquired brain injury in their own homes.
- 24-hour domiciliary care packages for people with acquired brain injury in their own homes. This includes aspects of physical care as well as psychological and social care. The domiciliary programme is registered with the Commission for Social Care (CSCI) and has completed two assessments, both of which received good governance reviews.

Throughout 2006, Rehab UK's vocational acquired brain injury services consistently demonstrated a good flow of service users back into paid employment, with an average of 75 per cent returning to work, education or working in the voluntary sector.

Funding for Rehab UK's acquired brain injury services comes through Health, Social Care and Education. Rehab UK is a member of the Neurological Alliance, which allows for networking across a range of third sector disability groups. In 2006, Rehab UK took part in the Conservative Party specialist working groups for policy reform relating to disability: benefit, housing and education.

Case Management

Historically, Rehab UK Case Management Services have worked with the claimant's solicitor only. In 2006, Rehab UK developed links with insurers and defendants' solicitors also. The organisation successfully presented at FOIL (Federation of Insurers' Lawyers) and also began working with an International Insurance Group. They are now placing cases with Rehab UK on a trial basis.

Case Management Services have developed and maintained positive working relationships with major solicitors firms in the Midlands area. Rehab UK is now working in partnership with one of these stakeholders to exchange acquired brain injury training for legal supervision days.

The introduction of CSCI legislation alerted the way Case Managers provide paid enablers for their clients. In 2006, links were made with selected recruitment agencies and they now work closely with Rehab UK in providing this service.

Case Management Services play a leading role in making family members and enablers aware of the complex needs of people with an acquired brain injury. Throughout 2006, Case Management Services continued to update training literature to incorporate recent trends and research. Case Management Services also launched its own website, made presentations to solicitors and produced new information and promotional materials.





Teach na hÉireann

Teach na hÉireann in Coventry has developed from a drop-in social centre to a vibrant day centre and polyclinic where service users can access a range of services from Podiatry to return-to-home (ROI) facilitation. Due to an increased demand for placement, the centre extended its opening hours in 2006 from three to five days per week. The centre also developed outreach programmes for those who cannot access the centre and is actively developing case management for the vulnerable elderly.

Fundraising Activities

Throughout 2006, Rehab UK was actively fundraising at both a national and a local level. Major fundraising events included the Golf Classic at Moore Park and Purley Chase.

The Annual Westminster Parliamentary Pancake Race continues to go from strength to strength and provides an excellent means for Rehab UK to raise its profile in the political arena.



The Chaseley Trust

2006 was a major year for Chaseley as it celebrated its sixtieth Anniversary. Originally caring for disabled ex-service personnel from World War II, the service has since developed to include the care of people from all sections of society, although strong links with ex-services associations, and the Ministry of Defence, continue.

To mark the occasion, in May the Duke of Devonshire launched The Diamond Jubilee Appeal with the aim of raising £500,000 to expand the therapy and social activities departments and the computer activity centre. Endorsement for the project came when the Chancellor of the Exchequer Gordon Brown MP visited Chaseley, accompanied by the Minister for Veterans Mr Tom Watson MP. As a result, one lucky resident was invited to Downing Street and The Houses of Parliament.

By the end of the year Chaseley had raised nearly £200,000 towards its target. Fundraising activities included the resurrection of Chaseley's Annual Garden Party and a Grand Raffle that raised over £2,000. The majority of funds, however, were raised through successful grant applications and The Chaseley Trust has pledged £100,000 towards the project.

Residents celebrated the anniversary with a grand candlelit dinner. As a memorial to all residents, a decorative wrought iron gate was commissioned for the grounds in addition to the sponsorship of a tree in the National Memorial Arboretum in Staffordshire.

Chaseley enjoyed another very successful year operating at capacity and maintaining a waiting list of 12–15 people. Daycare occupancy increased to near capacity and physiotherapy outpatient referrals gained momentum.

Student nurses, medical students, therapy students and for the first time police students enjoyed placements with Chaseley.

A major achievement for all staff was the attainment of four stars in the Recognised for Excellence strata of the Business Excellence Awards.

Service users' representatives have continued to be involved in the running of the Home, attending management meetings, and were invited to attend the People of the Year Awards in Dublin.

The Trust has continued to maintain the upkeep of the building. Major works in 2006 included the installation of a new Nurse Call System and a new nurses' station and shower rooms for the first floor; the upgrade of electrical supply; a garden decking project; the replacement of eight electronically operated doors, and the upgrade to ventilation system – made possible as a result of a generous legacy.



Rehab Group

Finance
Research
Service User Representation
International Activities
External Environment



Finance



Director of Finance
Mr K Poole

2006 was a solid financial year for the Group with an operating surplus of €0.7m (2005: deficit €0.5m).

Turnover grew by 7.6 per cent to €170m (2005: €158m) which reflected an increase in activity in some new areas, namely lottery activities and new services coming on line in RehabCare.

Net cash at the year-end stood at €2.7m (2005: borrowings €3.8m) and the cost of servicing debt remained constant at €0.5m despite an increase in interest rates.

During 2005 the Group adopted Financial Reporting Standard 17 on Retirement Benefits. This represented a change of accounting policy and led to a liability of €15.1m being taken into the balance sheet. In 2006 this liability reduced to €7.4m.

In Ireland our commercial activities continue to move away from some of the more traditional manufacturing areas and we commenced the closure of our facility in Mountmellick prior to the year-end. Our Health and Community Care services continued to expand significantly in Ireland. Having restructured our English activities in 2005 we saw an improvement in results in 2006. In Scotland we suffered the sudden withdrawal of a major piece of sub-contract work at the start of the year and this had an adverse effect on the results there.

The Board and management of the Rehab Group are committed to maintaining a high standard of corporate governance and to that end have established an internal audit function. In addition the Audit Committee, chaired by Mr Liam Hogan, has once again set themselves an ambitious workload over the coming months.

As a not-for-profit organisation, resources are committed to services for people with disabilities and other socially disadvantaged groups. As the organisation has over 3,000 staff and 15,000 clients at any one time, we need to create and hold reserves to support ourselves as an independent, viable undertaking.

Whereas it is the Group's aim that our core services should be self-financing, some of our services are currently operating with deficits. Historically we have developed commercial operations, such as pools, lotteries and fundraising activities to ensure that these deficits are covered and to allow for un-funded innovation in certain service areas. Fundraising is a very competitive business. Most of our fundraising is now event driven rather than the traditional donation type.

We acknowledge with gratitude the contribution by the public authorities both in Ireland and in the UK to the development of our services. During the year the Group spent €11.6m (2005: €7.8m) on capital expenditure, which was funded in part by way of capital grants from various agencies.

THE REHAB GROUP

(Extracts from Consolidated Financial Statements)

Consolidated Revenue Account to December 31st

	2006	2005
	€'000	€'000
Turnover	170,186	157,928
Operating surplus	1,214	246
Net finance costs	(426)	(746)
Taxation	(7)	(36)
Minority Interest	(43)	(14)
Surplus Attributable to the Group	<u>738</u>	<u>(550)</u>

Consolidated Balance Sheet as at December 31st

	2006	2005
	€'000	€'000
Fixed Assets	<u>91,294</u>	<u>86,744</u>
Current Assets		
Stocks	1,318	1,309
Debtors	26,241	23,408
Bank	<u>20,048</u>	<u>13,417</u>
	<u>47,607</u>	<u>38,134</u>
Creditors – Amounts falling due within one year	<u>(31,266)</u>	<u>(27,711)</u>
Net Current Assets	<u>16,341</u>	<u>10,423</u>
Total Assets	107,635	97,167
Provision for liabilities and charges	(2,246)	(982)
Creditors – Amounts falling due after more than one year	(46,032)	(37,425)
Defined benefit pension scheme	<u>(7,366)</u>	<u>(15,125)</u>
Net Assets	<u><u>51,991</u></u>	<u><u>43,635</u></u>
Capital & Reserves	59,299	58,745
Defined benefit pension scheme deficit	(7,366)	(15,125)
Minority Interest	58	15
Total reserves	<u><u>51,991</u></u>	<u><u>43,635</u></u>

Research



Director of Policy and Coordination
Ms S J Dillon

The Rehab Group continued its research work as part of the high-profile Optiwork project in 2006. This is a three-year project funded by the European Union, which aims to develop decision-making and economic models of the job-seeking and recruitment behaviour of people with disabilities in 15 countries. The project will conclude in 2007.

Rehab was part of a successful European partnership that was awarded funding to deliver the ProMenPol. This project will commence in January 2007 and over a three-year period it will seek to address the issue of positive mental health promotion and protection in the education sectors, employment sectors and in the area of residential homes for older people. The specific aims of the project are to:

- Identify and package in a policy-friendly way existing scientific knowledge in relation to mental health promotion and protection.
- Develop a set of tools for mental health assessment and policy development.
- Promote policy development through a range of dissemination activities.

RehabCare was awarded funding from the Health Research Board to investigate the support needs of families affected by rare disorders in Ireland. The research commenced in May 2006 with an investigation of the prevalence and incidence of selected rare disorders in Ireland. Ethical approval was granted in 2006 to embark on the consultation phase of the research, where people with rare disorders, parents, siblings, professionals and General Practitioners will be interviewed or take part in focus groups about emotional, social, and information needs of families affected by rare disorders.



During 2006, RehabCare engaged Lansdowne Market Research to undertake a national survey of the satisfaction levels of its key external customers – funders, service users and families of service users. This research was a follow-up to a similar survey completed in 2004 and its results will be fed into operational and support teams and built into areas for improvement during 2007.

Other research conducted within the Rehab Group during 2006 include:

- Research into innovative supports for young people in the area of suicide prevention
- Autism
- Programme Evaluation for HSE
- NDA Quota Monitoring Project
- Stress Impact Project 2002–2005
- Employment Guidance Services
- Advocacy



Service User Representation

Driven by its strong organisational vision, mission and values, Rehab Group passionately believes its clients should play a key role in making the decisions that affect the services they use. Consequently, the organisation places considerable importance on service user representation and involvement at all levels. The groups representing service users include: National RehabCare Advocacy Council (NRAC); the National Representative Council (NRC) and the Momentum Service Users Council.

Representation in Ireland

NRAC

The main highlights in a busy year for NRAC were:

- In February the NRAC National Committee facilitated a seminar on the theme of “Bullying”, with more than 100 service users and staff attending.
- Following on from the seminar, and with the support of the Rehab Group, the National Committee developed “Guidelines on Bullying for Service Users” which were circulated to all RehabCare services and received a Highly Commended Award at the Rehab Council Innovation Awards in October.
- In June members of the National Committee presented at the first All Ireland Self Advocacy conference for Advocates and Supporters in Belfast.
- A member of the National Committee continued to provide information on NRAC and Service User involvement on Rehab Group induction training throughout the year.
- In November, a joint event hosted by NRAC and the Programmes Department focused on advocacy and how it could be further advanced within all RehabCare services. At the same event a new NRAC National Committee was elected for a two-year term.



NRC

During 2006 the NRC extended its services to provide both individual and group advocacy supports to National Learning Network service users through a project funded by Comhairle. Following these developments, it was rewarded with a Rehab Council Innovation Award in recognition of the advancements made in its advocacy services.

The NRC completed a consultation with service users to ascertain needs for advocacy services across training centres and is actively working with local representative committees and in partnership with National Learning Network management to implement key findings.

Following considerable work carried out countrywide in 2005, each National Learning Network training centre now has a local representative committee (LRC). To support the development of these local representative committees, during 2006 the NRC produced an Induction Handbook for LRC members outlining the function of committees and role of committee members.

A number of successful events were held during the year including three regional workshops for service users. The Local Representative Committee in Tallaght held a one-day Community Advocacy seminar in September and then in October over 150 National Learning Network service users and staff attended the NRC seminar entitled "Advocacy in Action" in Dublin.

Representation in the UK

The Momentum Service Users Council continued to expand its membership and role within Momentum under the direction of its new Chairman Gary Brown, following the sad death of Roddy Robertson. As part of activities to increase service user awareness of the council and its function, a series of road shows were held across the country, including visits to all services. The council also established a quarterly newsletter for service users to keep them up to date on their activities.

Working with representatives from the Business Excellence Team, the Service Users Council reviewed and developed a Service User Questionnaire that was circulated to all service areas and users within Momentum. Each service user also had the opportunity to contribute to the fifth annual review of the Service User's Charter of Right and Responsibilities, which took place during the year.

Within TBG Learning a key focus for the year was the encouragement of service user involvement in programme design and continuous improvement. A number of learner forums called "Learner Voices" were set up in each centre where a representative group of learners met the centre manager to discuss their experiences and provide feedback on how programmes can be improved. Learners also had the opportunity to feed back on their learning experiences through TBG Learning's online feedback system.

During 2006 the four service user representatives at Chaseley Trust regularly attended management and trustee meetings, and were also involved in the induction of new service users and staff, and training of medical students who attend Chaseley on a weekly basis. Centres in Birmingham, Newcastle and London continued to develop their service user representation through daily service user meetings and monthly meetings with service user representatives and staff. Quality assurance questionnaires are also circulated quarterly to both service users and their families.



International Activities

Since its inception, the Rehab Group has been actively engaged in international partnerships and associations to ensure it remains at the cutting edge of best practice in service delivery. These international activities enable the organisation to maximise its opportunities to lobby for inclusive and effective policy development for individuals with disabilities and their families.

International Memberships

Workability

The Rehab Group had a very productive and beneficial year within Workability in 2006. At the annual conference a mandate was given to establish Workability Europe Business BV (Web BV), which includes a Rehab representative as one of its directors. Web BV's mandate is to leverage the purchasing power of the Workability member organisations, by grouping requirements together to gain price reductions for individual members.

European Platform for Rehabilitation (EPR)

Both National Learning Network and RehabCare are active members of the EPR and participated in the General Seminar held in September in Oslo, Norway. Throughout the year these companies participated in the following EPR-led projects:

- **Opti-Work**
National Learning Network collected and reported on data in Ireland for this research project into labour market conditions for people with disabilities across 15 European countries. Further details on: www.optiwork.org
- **Knowledge Management Centre (KMC)**
National Learning Network and RehabCare actively participated in the EPR co-ordinating committee of the KMC.



- **PROVET – Quality in Vocational Education and Training (VET)**

The project “Including the excluded: promoting enhanced European cooperation in VET for people with disabilities” is financed under the Lifelong Learning programme of the European Commission (Agreement 2006-0267/001-001). National Learning Network is the lead Irish partner on this project that involves EPR centres in Germany, Ireland, Portugal, Italy, Slovenia and France.

- **Justification of Rehabilitation Services**

RehabCare was a member of both the “Justification of Rehabilitation Services” and the “Decentralisation and Mainstreaming of Rehabilitation Services” project groups in 2006.

- In November a team from RehabCare visited a range of Acquired Brain Injury services in Holland.

UN Convention on the Rights of Persons with Disabilities

A major international goal was reached when the UN Convention on the Rights of Persons with Disabilities was adopted by the General Assembly in December 2006. This was the culmination of many years’ work by people and organisations from all over the world. Rehab Group, as an organisation with consultative status with ECOSOC at the United Nations, was privileged to contribute to the consultation process on the Convention, and in particular

through discussions with the Irish Department of Foreign Affairs over the last number of years.

The Convention represents a significant milestone in the recognition of the human rights of people with disabilities worldwide. It is to be hoped that all states will agree to sign and ratify this convention, to ensure a global improvement in the full and equal enjoyment by people with disabilities of their rights.

Rehab Group acknowledges the major role played by many Irish and UK Government officials, particularly in their recent periods of EU presidency, in the process to get agreement on the Convention.

International Visits to Rehab Group

International interest in Rehab Group’s services continued to be strong during 2006, with the Group hosting delegations from Iceland, Sweden, Denmark, Russia, Australia, Taiwan and Hong Kong.



External Environment

2006 saw developments in the legislative and policy arena that were of great significance to the disability sector in Ireland.

The initial months of the year saw an intensive programme of negotiations and ongoing meetings, on the drafting of the Sectoral Plans under the Disability Act 2005 by the six relevant government departments: the Departments of Health and Children; Enterprise, Trade and Employment; the Environment, Heritage and Local Government; Social and Family Affairs; Community, Rural and Gaeltacht Affairs; and Transport.

The Disability Legislation Consultation Group, which was established by Government to consult on the content of disability legislation, continued to participate in the process towards the publication of the Sectoral Plans. Rehab personnel contributed hugely to this process by making submissions on the issues which were considered essential to the Sectoral Plans, both directly and as members of our umbrella bodies. This work bore considerable fruit as evidenced by the final plans published by the six departments in July. Overall, the positions were much improved from the outline plans published the previous year, with targets set, goals outlined and many issues of importance, such as the establishment of a housing forum, included.

A National Stakeholders Monitoring Group was established to oversee the implementation of the National Disability Strategy and in each department a consultative forum was established to maintain links with the disability sector. Rehab Group is represented on these groups both directly and through its umbrella bodies.

The Sectoral Plan of the Department of Health and Children outlined a time frame for the implementation of Part II of the Disability Act 2005, which provides an independent assessment of need for health and education services to people with a disability as a statutory right. This process is now due to begin in June 2007 for children aged 0-5, with roll out to all by 2011. Consultation on standards for this process is underway and Rehab will play its part to ensure that these standards make a real impact on services to people with disabilities. Legislation providing for advocacy services for people with disabilities was also published, and subsequently passed. The National Council for Special Education published its implementation plan for the Education for Persons with Special Educational Needs Act 2004.

Also in 2006 the Health Bill was published, providing for the establishment of the Health Information and Quality Authority, which establishes a Chief Inspector of Social Services to inspect residential services for people with disabilities and older people.

Further developments included the publication of "A Vision for Change", the report of the Expert Group on Mental Health Policy, which outlines the Government strategy for mental health services.



In more general legislative and policy developments, "Towards 2016" was published, laying out the Social Partnership Agreement for the ten-year period to 2015. Following consultation, the National Economic and Social Forum published its reports, "Care for Older People" and "Creating a More Inclusive Labour Market". First steps were taken in the development of legislation to regulate the charities sector in Ireland with the publication in April 2006 of the General Scheme for the Charities Regulation Bill 2006. The Employees (Provision of Information and Consultation) Act 2006 was enacted and has implications for employers in their interaction with their workforce.

UK Developments

The UK Government's review of Remploy has implications for all supported employment operations in the UK and the development in Scotland of a Strategy and Action Plan for Social Enterprises is designed to create an environment where social enterprises can flourish.

The UK Department of Work and Pensions' Welfare Reform Bill, the Scottish Executive's Workforce Plus initiative and NEET Strategy and its 21st Century Review of Social Work all have implications for the employment and training of disabled and disadvantaged people. In terms of skills development more generally, the final report of the Leitch Review of Skills, "Prosperity for All in the Global Economy – World Class Skills", was published in December 2006. The Review sets out a compelling vision for the UK, recommending that the UK commit to raising achievements at all levels of skill in order to become a world leader in skills by 2020, benchmarked

against the upper quartile of the OECD. This means doubling attainment at most levels of skill. Responsibility for achieving ambitions must be shared between Government, employers and individuals.

Within the UK, the repatriation of the European Funding process is now complete and the transition to the new resource-reduced programme for 2007–2013 is well underway. The strategy establishes three high-level priorities for future programmes; enterprise and innovation, skills and employment, and environmental and community sustainability.

The Big Lottery Fund introduced a new programme of funding in May 2006 which embodies a new approach with priorities that include growing community assets, support for life transitions, building dynamic and inclusive communities, rewarding excellence, developing awards for all and establishing the young people's fund. The new programme seeks to provide long-term investment in the work of voluntary organisations based upon these priorities.

Within the health and social care area, all care services in the UK are now subject to statutory inspection procedures through the Commission for Social Care Inspection in England and the Care Commission in Scotland.





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