

Annual Report 2002



REHAB GROUP

WORKING FOR A WORLD OF **EQUAL** OPPORTUNITY

E'qual'('ty)\, n.; pl. Equalities. /t, uequalitas, fr. aequalis equal.)
t. The condition or quality of being equal; agreement in quantity
or degree as compared; likeness in bulk, value, rank, properties,
etc.; as, the equality of two bodies in length or thickness,
an equality of rights.

LEGAL STATUS
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Mr D Doyle
Chairman, The Rehab Group



Chairman's Statement

2002 represented another impressive year in terms of beneficiaries of our services. During the year more than 40,000 people accessed services across the Group. Over 2,500 staff at 160 locations throughout Ireland and the UK delivered those services. Year-end occupancy figures were in excess of 15,000.

In Ireland we continue to press for improved funding for the 1,000 or so clients using our sheltered workshop services in Ireland. We welcome the publication by the Department of Health and Children of the draft Code of Practice for Sheltered Occupational Services and hope that we can secure funding to allow us to further these services in line with this draft code. Our commercial activities were affected by the economic downturn and 2003 will doubtless provide a further challenge in that regard. The Recycling division continues to expand. In 2002 we collected over 41,000 tonnes of glass for recycling, up 28 per cent on 2001. We hope to increase this figure further in 2002 in conjunction with our partners Repak.

The slowdown in the Irish economy and its consequent impact on Government finances is having an effect on health and social services throughout the country. There is an ever-increasing demand for more and better services against a background of cutbacks in expenditure. Services to people with disabilities are not exempt as can be seen from the continuous evidence of complaint and hardship in the media. This imposes an obligation on organisations like ours to be

prudent in the way we manage our affairs and on the State to be realistic in its funding provisions.

Our training division in the UK emerged successfully from a difficult year in 2001. Our Further Education (FE) college collaborative partnerships were strengthened by additional colleges signing three-year contracts with us, which provide a sounder basis for curriculum planning and capital investment, leading ultimately to better outcomes for our clients.

We have re-organised our brain injury services in England, which led to a significant restructuring cost in the UK. Whereas the Group continues to support these activities, the gap between State funding and the cost of the service had become unsustainable and left us with little option but to take firm action.

Following these restructuring costs, the group managed to show a small surplus of €0.5m, though ongoing capital expenditure meant that there was a net cash outflow from the Group during the year.

In the international arena the Rehab Group is an increasingly influential participant in various organisations which exist to promote social and economic inclusion among people with disabilities. Foremost among these are Workability International and the European Platform for Rehabilitation. The Group is a strong supporter of the proposed UN Convention on the Rights of People with Disabilities.

Both State and voluntary bodies in Ireland and the UK continue to work closely with the Group. In Ireland, thanks are due to the

Ministers for Health and Children, Social Community and Family Affairs, Finance, Education and Science, Enterprise Trade and Employment and the Minister of State at the Department of Justice Equality and Law Reform who has special responsibility for Disability. In addition, we thank Department officials, the Health Boards, FÁS, Repak and the National Disability Authority for their continuing support.

We also greatly appreciate the ongoing support of local and national Government in England and Scotland, in particular the Employment Service, the Learning and Skills Council, our College partners and the growing number of Charitable Trusts and Foundations with whom we are involved.

A special word of thanks is due to each member of our voluntary committees for the commitment and enthusiasm they have shown yet again in working with local management and communities. I would also like to thank my fellow Board members and all members of staff throughout the Group for their input during 2002.

Finally, the Rehab Group is proud to be an official sponsor of the Special Olympics World Games 2003. Nine of our service users are participating in the Games and I would like to take this opportunity to wish them every success.

Declan Doyle Chairman
April 2003

Boards of Directors

REHAB GROUP

Mr D Doyle (Chairman)
Mr J Hussey (Vice Chairman)
Mr JM Treacy (Joint Secretary)
Mr J Browne (Joint Treasurer)
Mr L Allen
Mr HD Cashell
Mr T Clarke
Mr P Connolly
Ms N Gillett
Mr J Harbilly
Mr L Hogan
Mr BT Keogh
Mr BIV Kerr
Mr AD Linn
Mr P Lydon
Mr ME Mahon
Mr P McInerney
Mrs M O'Connor
Mr T O'Reilly

REHAB HOLDINGS LTD

Mr J Hussey (Chairman)
Mr J Browne
Mr HD Cashell
Mr D Doyle
Mr BT Keogh
Mr ME Mahon
Mr JM Treacy

REHAB COUNCIL LTD

Mr L Hogan (Chairman)
Mr T Clarke
Mr D Doyle
Mr P Doyle
Mr J Harbilly
Dr DF McAnaney
Ms A Keen
Mr G Lambert (Adjutant)
Mr D Lydon
Mr J Harbilly
Ms D Gunne
Mr M Dunford
Mr P Connolly
Mr M Jacoby
Mrs Adamson
Mr T O'Hagan
Ms M Joyce

TRAINING & BUSINESS GROUP LTD

Mr J Harbilly (Chairman)

Mr M Varley (Chief Executive)
Mr P Flannery
Mr K Poole
Mr J Lawley
Mrs Gilmartin
Dr DF McAnaney
Mrs Hope-Daw (Company Secretary)

REHAB SCOTLAND

Mr JR Taylor (Chairman)
Mrs M Seymour
Mr J Browne
Mr HD Cashell
Mr T Flannery
Mr J Adamson
Mr A Breen
Ms A Keen
Mr K Poole

REHAB UK

Mr C Wilson CBE (Chairman)
Mr D Angel
Lord Corbett of Castle Vale
Mr P Durnance
Mrs M Ellis
Mr P Flannery
Mr M Coker
Sir John Hammar
Mr M Head CVO
Mr J Harbilly
Mr P Salmon
Mr K Poole

THE CHASELEY TRUST

Mr C Wilson CBE (Chairman)
Mr J Harbilly
Mr A Keen
Mr P Salmon
Mrs A Gilmartin
Mr S Harrison
Mr PQ Howell

NTDI LTD

Mr J Harbilly (Chairman)
Mr D Connolly (Chief Executive)
Mr J Browne
Mr J Lawley
Mrs Gilmartin
Mr P Flannery
Dr DF McAnaney

Mr A Keen
Mr T Bauldron
Mr D Doyle
Mr K Poole

GANDON ENTERPRISES LTD

Mr P Flannery (Chairman)
Mr A Harbilly (Chief Executive)
Mr HD Cashell
Mr J Lawley
Mr JM Treacy
Ms A Keen
Mr D Gunne
Mr M O'Sullivan
Mr K Poole

REHAB FOUNDATION LTD

Mr T O'Reilly (Chairman)
Mr J Harbilly (Chief Executive)
Mr HD Cashell
Mr T Clarke
Ms L Hall
Mr C Keogh
Mr BIV Kerr
Mr A Linn
Mr P O'Seane
Mr A Bolger
Mr P McKeever

REHABCARE

Mr HD Cashell (Chairman)
Mr A Keen (Chief Executive)
Mr J Harbilly
Mr P Flannery
Mr D Connolly
Mr J Harbilly
Dr M Connolly
Mr D Lydon
Mr A Bolger
Mr K Poole
Ms M Joyce

REHAB LOTTERIES LTD

Mr HD Cashell (Chairman)
Dr J McGuire (Managing)
Mr J Browne
Mr J Harbilly
Ms A Keen
Mr P Flannery
Mr K Poole

Location of Rehab Group Services

IRELAND

- KILPATRICK
- KILPATRICK (NORTH) & KILPATRICK (SOUTH)
- KILPATRICK (SOUTH)

- 1. DUBLIN
- 2. DUBLIN
- 3. DUBLIN
- 4. KILPATRICK (SOUTH)
- 5. KILPATRICK
- 6. KILPATRICK
- 7. WATERFORD
- 8. WEXFORD
- 9. KILKENNY
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REHAB GROUP
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Director of Rehab
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Chief Executive, Senior Director of
Ad & Dev. M. J. Cunningham
Dr. K. Murphy

Chief Executive
Gordon Enterprises Ltd
M. A. Bennett

Director of Research & Innovation
A. J. McDermott

Executive Director & Chief
Financial Officer, NDI
Dr. D. Bell, M.D.

Executive Director, Technology
Dr. C. H. Bell, M.D.

Group Property Manager
McQuinn

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Staff Profile

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Chief Executive
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REHAB FOUNDATION
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Dr. J. J. Bell, M.D.

REHAB LOTTERIES
Chief Executive
Dr. J. J. Bell, M.D.

IRE & RTB PROMOTIONS
Chief Executive
Dr. J. J. Bell, M.D.

REHAB UK
Chief Executive
Dr. J. J. Bell, M.D.

Chief Executive
Dr. J. J. Bell, M.D.

Chief Executive
Dr. J. J. Bell, M.D.

TBC LEARNING
Chief Executive
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Chief Executive
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Dr. J. J. Bell, M.D.

THE CHASELEY TRUST
Chief Executive
Dr. J. J. Bell, M.D.

National Training and Development Institute (NTDI)

During 2002 NTDI again demonstrated its ability to **innovate** both through new service designs and **continuous improvement** to existing services.





2002 was a year of significant growth for NTDI. Some 4,543 people participated in the organisation's training programmes – more than double the total for the previous year.

This expansion in service provision was achieved at a time when considerable effort was expended by staff, management and service users into determining a new three-year strategic plan for NTDI.

An extensive consultation process with staff also took place to develop new mission, vision and values statements, as well as to review the NTDI name for the purpose of taking the organisation into the future.

During 2002 NTDI again demonstrated its ability to innovate both through new service designs and continuous improvement to existing services. That such steady growth was achieved is a testament to the continued efforts that all NTDI staff put into service delivery.

IMPACT INDICATORS AND SERVICE OUTCOMES

Thirty per cent of those who completed their activity gained open employment during 2002 and 12 per cent went on to sheltered employment. Additionally, some 280 people, or 23 per cent of leavers completing their activity, went on to further education. Twenty nine per cent went on to further specialised training.

During 2002, 88 per cent of service users who completed their NTDI training received certification. The total number of full certificates obtained by service users increased by 37 per cent, from 706 in 2001 to 968 in 2002. The total number of records of achievements obtained increased by six per cent to 982.

SERVICE IMPROVEMENTS

Move Towards Community Based Delivery

Efforts have been made to ensure that all Introductory Skills Training (IST) programmes, with the exception of Fresh Start, increase their external focus to at least 40 to 50 per cent of total training time. A number of Rehabilitative Training, IST and Specific Skills Training programmes, whose main delivery method is through the use of existing community based training resources, will become operational in 2003.

Already, quite a number of the new projects which NTDI commenced (or continued) in 2002 have a strong community based training and/or education focus.

Health and Social Gain

Health and Social Gain measurement was introduced in 2002 for all Fresh Start programmes. The data collected is in the process of being analysed and the first draft of quantitative and qualitative data will be available at the end of the second quarter of 2003.

Quality Initiatives

An NTDI senior management re-organisation in 2002 resulted in the formation of a Department of Business Excellence, Standards and Accreditation (DBSA). DBSA is charged with responsibility for:

Promoting and developing the Business Excellence initiative

Ensuring compliance with approved standards

Co-ordinating and advising on QA00/01 Accreditation

Ensuring conformance with Health and Safety requirements

Co-ordination, indexation and distribution of company policies and procedures

During 2002, an NTDI Quality Policy was developed and agreed by senior management.

NEW PROJECTS

Community Training Solutions (CTS)

Developed between NTDI and the Midlands Health Board, the CTS programme has been designed to facilitate the "hard to place and train" clients of the Health Board who present within the mild / moderate range of intellectual disability with exceptional or challenging behaviour. It is an individualised programme that provides specialised training supports so that clients can access and benefit from current services based in their own communities. Others may require an individualised service from existing service providers, mainstream or specialised.

Disability Support Service (DSS)

The DSS is now provided in seven CDVEC Colleges of Further Education for students with disabilities or support needs. During 2002 NTDI's DSS workers provided support on 366 occasions to CDVEC students and 108 times to CDVEC staff.

Pre-Training Assessment Service

The Pre-Training Assessment is a short course which assists people to identify the supports and interventions they require to take part in local training opportunities. Participants engage in a range of educational and vocational assessments so that clear personal goals can be set. Research into local training opportunities is comprehensive and includes FAS,

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VTOS, NTDI etc. A combination of individual and group support assists individuals in the decision-making process, which leads to the development of a Personal Plan.

Drugs Rehabilitation

The Coolamber Manor drug rehabilitation programme began towards the end of 2002. Staff have undergone extensive training and the recruitment process is fully under way. Clients are generally selected from the Eastern Regional Health Authority area.

The programme incorporates a diverse range of vocational training courses from equestrian studies to farming and horticulture. There is strong emphasis on personal development and building positive relationships, whilst an active and healthy lifestyle is promoted for each participant. The centre will be fully operational early in 2003.

Quest – Brain Injury Services Ireland

Quest provides a resource intensive individualised programme for people with brain injuries with a view to improved health and social gains, community integration and, where appropriate, vocational rehabilitation. The programme got under way in May with eight clients, increasing to 15 clients by the year-end.

Funded by the Department of Health, Quest has been a co-operative venture, which owes much of its success to the interest and interventions of other agencies, especially the Western Health Board.

Supported Employment

Sixteen NTDI centres provided Supported Employment services to 211 people during 2002. A total of 109 people received an average of

six hours per week of job coach supports. The remainder received an average of three hours per week pre-placement preparation work.

CONNECT

During the first quarter of 2002, research reports for St Patrick's Institution, Limerick Prison, Cork Prison and Castlereagh Prison were completed by NTDI CONNECT staff. Progress to implement new vocational initiatives in new prison locations has been on hold since March 2002. NTDI staff have continued to support, monitor and evaluate the CONNECT initiatives which were already established in Mountjoy Prison, the Training Unit and the Dochas Centre.

Orbis

Orbis Human Resource Development Ltd continued to provide consultancy and training services to assist public and private sector organisations in understanding and meeting the challenges presented by a diverse society. During the year it ran around 60 training workshops for a variety of companies. Each workshop operated with 15 to 50 participants.

Equality for Women Measure

The objective of this project is to recruit a core group of women with disabilities to undergo an accredited leadership training programme and to set up an advocacy network for other women with disabilities. Blanchardstown IT and UCD (Equality Studies) have been selected to deliver the programme over a 12-month period.



Gandon Enterprises

There will be three significant market strands **going forward** – Recycling, Packaging and Logistics Management and we will be concentrating our **energies** and **resources** on making our individual companies more **competitive** in these key areas.



Mr A. Balbirnie
Chief Executive, Gandon Enterprises



Gandon Enterprises provides integrated employment for people with disabilities in nine businesses located across Ireland. At the end of 2002 a total of 455 people were employed under the Gandon Enterprises umbrella, of whom 211 were people with disabilities.

The results of the evaluation of the *Pilot Programme for the Employment of People with Disabilities*, which was undertaken by the Department of Enterprise Trade and Employment in 2001, have still not become clear. We have continued to lobby for a structure that allows the full potential of our integrated employment model to be realised.

The strength of this model was perfectly demonstrated by the achievement of The Mill Gandon Logistics, which emerged in fourth place in a nationwide competition, titled *The Best Companies to Work for in Ireland*, sponsored by the Irish Independent in association with FAS. It has long been our contention that a well-integrated and truly diverse workforce will bring its own rewards and this recognition helps prove the point.

2002 posed more than its fair share of commercial challenges. The general downturn in the economy was further exacerbated by the complete closure of several significant customers. We answered the questions that such a downturn posed our business by a consolidation and re-focusing of our key business areas.

There will be three significant market strands going forward – Recycling, Packaging and Logistics

Management and we will be concentrating our energies and resources on making our individual companies more competitive in these key areas.

Gandon Enterprises was also heavily involved in the establishment of the Access Ability project in partnership with a fine array of companies and associations. Through this development, we hope to bring many of the lessons of the integrated employment model to a wider commercial world.

GANDON RECYCLING



Rehab Recycling is Ireland's premier post consumer waste recycler with over 1,600 sites collecting glass, aluminium drink cans and textiles. Its customers include all local authorities throughout Ireland, the major Irish drink manufacturers and a large number of hotels and public houses. Rehab Recycling works closely with, and receives significant support from, Repak Ltd.



Part of Rehab Recycling, **Information Security Management** ensures the secure destruction of confidential information for clients including the major banks, insurance companies, hospitals and Government departments. The company provides unique tamper-proof 'confi bins', which can hold up to 70 kilogrammes of paper documents.

Through its plants in Dublin, Galway and Cork, Rehab Recycling

continues to be a major resource to both the domestic and commercial sectors in the management of waste in an environmentally friendly manner. Fifty-eight of the company's 104 employees are people with disabilities.

GANDON PACKAGING



Galway Corrugated Cases (GCC) specialises in total packaging solutions for the electronics, pharmaceutical, telecommunications and food sectors and is ISO 9002 approved.

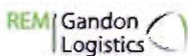
Plant facilities enable the company to offer both high and low volume production of premium packaging materials customised to the needs of hi-tech businesses. Its strength lies in its quick response time, offering a just-in-time service to its major customers. In addition to flat pack, GCC also supplies assembled packaging comprising anti-static foam and inserts ready for use on the assembly line.

The company now also has satellite packaging units in Limerick, and more recently in Castlebar. The Castlebar unit specialises in high quality presentation packaging, offering customised printing, fabrication, hand-wrapping and assembly packages to the giftware, cosmetic and pharmaceutical sectors, as well as other luxury packaging markets. The company employs 74 people, 50 of whom are people with disabilities.



Kilkenny Corrugated Cases was formed in 1999 as a duplicate of the Galway service to strengthen Gandon's position in the packaging market. It is specifically geared to servicing the southern region. The company is awaiting the provision of further funding under the Pilot Programme in order to offer employment to its 19 disabled workers.

GANDON LOGISTICS



REM provides cost effective, robust solutions to meet the ever-changing requirements of its customers. Originally formed as a sub-contract assembly house to service the electronics industry, REM has since added other facets to its operations: Logistics and Warehouse Management and Mechanical Assembly. REM has ISO 9002 accreditation and 21 of its 42 employees are people with disabilities.



The **Mill Enterprise** provides contract assembly, labelling and packaging for the healthcare industry. A highly motivated team of people assemble large volumes of dental floss and related products daily for the export market. The Mill obtained the *Excellence Through People* accreditation in 2002 and was also voted one of "The Best Companies to Work for in Ireland".

The company employs 15 people with disabilities, all of whom are awaiting funding under the Pilot Programme.



Precision Workwear offers a quality manufacturing and distribution service to a range of customers primarily in the healthcare, medical, electronic and industrial sectors. It is Ireland's only licensed supplier of converted Tyvek garments, manufactured by Du Pont. The company is ISO 9000 approved and employs 33 people, 16 of whom are people with disabilities.



Hats of Ireland is one of the country's oldest headwear manufacturers, having being established in the 1940s. Its range of quality traditional and contemporary headwear is sold successfully to countries such as the USA, France and Japan, while the customer base ranges from large chain stores and small craft shops to many of Ireland's top designers. Fourteen people with disabilities are employed in our Castlebar plant.



Connect Industries is a joint venture partnership between M & M Qualtech Ltd and Gandon Enterprises Ltd. It began operating from a small unit in Galway and now also has a facility in The Netherlands. The company provides services to the electronic and computer software markets and has 18 workers with disabilities in its workforce.



Access Ability is an exciting and innovative project set up in May 2002 and supported by the European EQUAL initiative. Its vision is "to maximise employment opportunities for people with disabilities by addressing the structural, attitudinal and policy issues which currently prevent employers accessing the individual's abilities".

RehabCare

RehabCare's continued expansion... was clearly driven by the ongoing **efforts** and **energy** of both service users and staff around the country and the **relationships** that RehabCare continues to **strengthen** with its funders and other stakeholders in the community.

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Ms A Kerins
Director of Group Development & Public Affairs,
Chief Executive, RehabCare



A total of 2,641 people benefited from RehabCare's community based health and social care services during 2002 – its highest ever service user numbers.

RehabCare's continued expansion – representing an increase in service user numbers of over 43 per cent on the previous year – was clearly driven by the ongoing efforts and energy of both service users and staff around the country, and the relationships that RehabCare continues to strengthen with its funders and other stakeholders in the community.

Key developments within RehabCare during 2002 included:

The further development of NRAC's national committee

The opening of three community based supported accommodation group homes, two in Ballinamore and the other in Nenagh

The establishment of autism services in Longford and Tullamore. RehabCare also secured the ERHA contract to provide Ireland's first supported accommodation service for people with Prader Willi Syndrome

The extension of the CareLink service Homefirst following its pilot phase. RehabCare was also awarded contracts for hospital discharge programmes with two additional Dublin-based hospitals

Other highlights included the achievements of service users in the Special Olympics National Games and the establishment of

the Drama Company, Encore Productions in Dundalk.

Resource Centre Services

Some 322 people benefited from RehabCare's resource centre services during 2002. Within individual Resource Centres, significant health and social gains were made and maintained by service users in terms of both their participation and personal achievement in a broad range of life skill areas, including:

- *Personal Development*
- *Independent Living Skills*
- *Work/lifelong learning*
- *Social and leisure interest skills*

Sheltered Workshops

Significant efforts have been made to enhance the service profile of RehabCare's sheltered workshops particularly through the following activities:

The introduction of the Discovery process and sample programmes

Securing better commercial contracts

Capital investments in both new locations and existing facilities

In order to further highlight the acute need for positive change in the current sheltered workshop model, RehabCare ran an international conference for service providers, titled - 'Sheltered Workshops in the 21st Century – The Way Forward' in partnership with Workability International.

A key objective for RehabCare in 2003 is to secure additional funding that will facilitate the

further enhancement of the sheltered workshop service model in line with the draft Code of Practice for Sheltered Occupational Services.

CareLink

A significant proportion of growth within RehabCare during 2002 was driven by the development of CareLink services. This derived mainly from the further expansion of the hospital discharge programme and home support services.

Evaluation of respite services for children within the ERHA region was completed and the final report provided very positive feedback on the CareLink home-based respite programme.

Respite Care

RehabCare's centre-based respite care services afford many people with disabilities their only opportunity to take a holiday, as well as giving their families a break from full-time caring. During the year the Limerick respite service for people with a physical and/or sensory disability provided more than 140 respite breaks to over 65 people and their families.

Services to Individuals with Autism Spectrum Disorder

A key organisational objective in 2002 was for the further expansion of RehabCare's autism services. This strategy was successful and led to the opening of a new residential service in Longford for four adults, and a new respite facility in Tullamore for children. The established service in Red House,



Limerick completed a new extension comprising a multi-sensory unit, soft playroom and jacuzzi room. During the year a total of 95 families benefited from the autism respite services.

Accommodation Services

At year-end, a total of 38 people were using supported accommodation services, with a further 75 availing of hostel services.

Projects that will become operational in 2003 include a six bedroom house which will provide independent accommodation for six people in Deansgrange, Co Dublin; the refurbishment and modification of a house providing supported accommodation for five people in Bray, Co Wicklow; and the construction of an apartment scheme in Cavan that will provide supported accommodation for seven people.

Independent Living Community Services

ILCS continued to offer a wide range of support services to 29 Centres for Independent Living (CILs) throughout the country. During 2002 work commenced on the development of a new Certificate in Disability Studies course in association with NUI Maynooth.

Staff Training and Development

Staff training activity within RehabCare concentrated on a combination of the rolling out of Foundation 1 training to a growing workforce and statutory areas such as Manual and Patient Handling and Occupational First Aid.

The development of the new Prader Willi Syndrome residential service was an exciting experience for the Staff Training and Development team as it necessitated research into a new service area and the development of new training packages.

Management training in 2003 was delivered in the area of Recruitment and Selection Skills and The EFQM Business Excellence Model.

National RehabCare Advocacy Committee (NRAC)

NRAC went from strength to strength during 2002 with the national committee becoming a fully established part of the organisation and the appointment of a full-time National Development Officer. A Leadership and Presentations Skills Course for service users was developed by the RehabCare training team in partnership with NRAC and the organisation was actively involved in the consultation process carried out on the Disability Bill.

Southern Rehabilitation Hospital and Services

Developments within this project are ongoing. During 2002 RehabCare received written confirmation from the Department of Health and Children that the new service development would go ahead and that RehabCare would be the contracted service provider.

Research and Innovation

Research and innovative activities continued to have a crucial role within RehabCare. The key areas of focus for 2003 will include:



- Sheltered Workshops
- Rehabilitative Services
- Elderly
- Mental Health
- Traumatic Brain Injury
- Drama/ Horticulture
- Autism
- Respite Models of Care
- Rare Disabilities
- Childcare Services

TBG Learning

The ALI inspection is a **significant** event for any provider of Government funded post-16 learning services. All TBG Learning grades ranged from satisfactory to **outstanding**, at a time when 65 per cent of services assessed by the ALI were deemed to require re-inspection.



Mr M Dunford
Chief Executive, TBG Learning



2002 was a successful year for TBG Learning. The quality of the company's services was endorsed by the Adult Learning Inspectorate (ALI) following a week long inspection of all TBG Learning activities at all locations.

Our Further Education (FE) college collaborative partnerships were strengthened by additional colleges signing three-year contracts with us. This provided a sounder basis for curriculum planning and capital investment, leading ultimately to better results for our clients.

The further education product portfolio was added to by a whole new IT curriculum and some new technical courses. This, combined with our growth in FE funded basic skills provision (literacy / numeracy / ESOL), led to a 16 per cent increase in course enrolments over the year.

Our success and reputation in this field, particularly our success in widening participation, has led to a number of approaches from other FE colleges wishing to work in partnership with us. The significant effort and investment required, and our determination to build additional capacity only if it is for the long term, means we will not open new facilities without such a durable, equitably funded partnership agreed at the start. This has already proved to be a very successful model.

The growth of our LearnDirect provision has exceeded expectations in terms of the number of locations we now deliver from, the breadth of the

product range and the significant volume of business delivered. Compared to the previous year, a near four-fold increase in enrolments occurred on these shorter courses.

Just as significantly, the high proportion of Skills for Life (Basic Skills) enrolments has resulted in substantial growth in contract volumes awarded – one of the priority areas for LearnDirect. Our ability to attract, retain and attain high levels of completion and achievement for Basic Skills learners in LearnDirect, FE and Jobcentre Plus provision is recognised as a major strength of TBG Learning.

The growth in LearnDirect has been achieved with no diminution of quality. Indeed, during the year TBG was chosen to become "a case study of good practice" in all aspects of LearnDirect delivery. The case study report prepared by KPMG for Ufi/LearnDirect is available to other Ufi Hubs and providers with the aim of sharing best practice. Already 2003 is demonstrating significant further growth.

2002 also saw the beginning of the expansion of our Life Skills delivery – a programme for disadvantaged 16-18 year olds, many of whom have few, if any, qualifications. Pioneered at our Essex centres, Life Skills was introduced at our largest centre, South London, and 2003 should see more locations delivering this incredibly important social programme. The ALI inspection grade (grade 2) and report was an endorsement of the fine work of our staff and the

potential of these young people given the right help and direction.

Our Modern Apprenticeships business continues to attract significant interest from employers, with a number of new household name employers in the hospitality and retail industries working with us for the first time in 2002. Through our membership of the Association of Learning Providers and the National Providers Sector Group, we are actively involved in the policy debate on reforming what is a good but too narrow programme, with many young peoples' real achievements recognised by their employers, but not recognised as success by the system.

We shall remain at the forefront of the debate and are hopeful that 2003 will see some real change, which is essential if the Government is to realise its ambition of a significant increase in the uptake of young people and employers in true, value-added work based learning.

Our involvement with Jobcentre Plus programmes for unemployed adults remains significant. Although UK unemployment is at its lowest level for many years, TBG Learning's focus on those most at a disadvantage in the labour market means we expect our level of activity to continue to grow in 2003. Tackling real social exclusion is at the heart of both the Government's and our agenda.

Across all services, starts increased by 43 per cent to just over 39,000 in 2002. This couldn't have been achieved without contracting

bodies/funders, stakeholders (e.g. inspection/audit regimes, referral bodies) and most of all clients recognising the value of the services offered and the high likelihood of individual success.

The ALI inspection is a significant event for any provider of Government funded post-16 learning services. All TBG Learning grades ranged from satisfactory to outstanding, at a time when 65 per cent of services assessed by the ALI were deemed to require re-inspection. The very constructive observations and comments made by the inspectors will continue to be acted upon to ensure completion and achievement for more of our clients, all of whom come to us with high expectations of success.

A culture of continuous improvement is ingrained at TBG Learning and we are always striving to improve upon our services. To do this comprehensively we must be supported by degrees of stability not afforded to us in the past. The Learning and Skills Act and the changes that should come with it are to be welcomed. Many of the positive changes are still to be implemented, such as three-year contracts and a lighter bureaucratic hand for successful/quality based organisations (following inspection). It is important that these very positive developments are implemented.

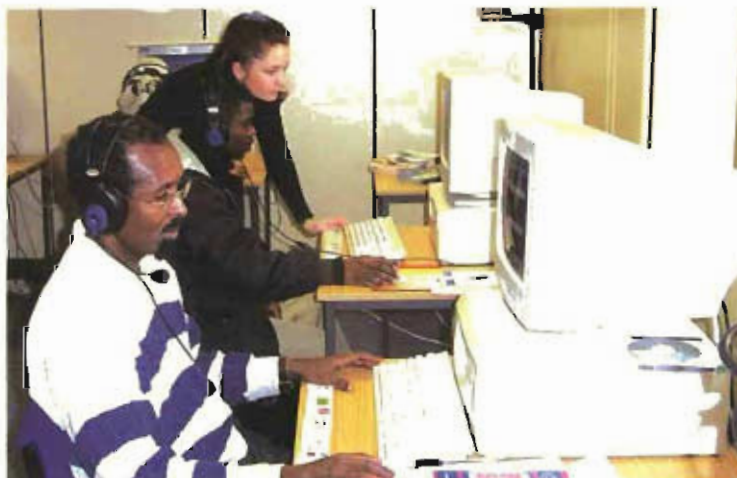
Most of all, we concur with the Government's stated policy of a demand led, post-16 vocational education system. This can only be achieved by levelling the playing

field with open access for potential learners and employers to the whole of the supply side, which will be no more than the Government implementing its own policy.

We made significant investments in a number of areas during the year, most notably in our IT infrastructure, although we could do much more if afforded the less volatile external environment enjoyed by our public sector colleagues and institutions. Our organisation has proved itself a significant vehicle for widening participation and meeting the massive latent demand for learning; so much more could be achieved via a truly open market.

Many of our clients would not consider participating in learning at more traditional institutions; our offer and experience is attractive and different. A truly open market, therefore, would lead to many more individuals getting the learning opportunities they want.

It is our individual clients/learners taking action, participating, working hard and achieving that is everything to us.



Rehab Scotland

The organisation continued to **build momentum** by developing and expanding its services across Scotland and by building **positive partnerships** with those who share its goal of achieving **greater social justice...**





2002 was a year of overall growth for Rehab Scotland. The organisation continued to build momentum by developing and expanding its services across Scotland and by building positive partnerships with those who share its goal of achieving greater social justice for disabled and excluded people.

A key area of activity was building on existing partnerships and making new connections. As part of a wider public affairs strategy, the senior management team participated in a national road show which involved connecting with every Local Authority, Health Board and Social Inclusion Partnership in Scotland, as well as all key Scottish Executive Departments. Throughout 2002, there were a number of organisational achievements including:

Winning the Best Charity Campaign of the Year award in the Scottish PR Awards for our work in raising awareness of brain injury

Launching a Clients' Charter of Rights and Responsibilities – a major step forward in ensuring disabled and excluded people have their rights and responsibilities clearly defined and upheld

Introducing the Work Life Balance project to assist staff to manage the balance between their work and the rest of their lives

We also prepared for our name change to Momentum in March 2003. The decision to change was taken following extensive feedback and consultation with clients, staff and external stakeholders. The new name has been chosen to reflect both Momentum's organisational

ambitions and the achievements of its clients as they move forward in their lives and will be important in supporting the organisation to continue to confidently champion the rights and expectations of disabled and excluded people across Scotland.

Development of Services

Demand for Rehab Scotland's services continued to increase and the following new services were developed:

A rural outreach for adults and children with brain injury in the Scottish Borders

A new service called Energiser, in Glasgow, for people with a range of disabilities, focusing on personal development, motivation and confidence building

A new Brain Injury Vocational Service in North Ayrshire to assist people with brain injuries to return to work

Living Options, a new care and supported living service implementing the rural challenge fund programme in Aberdeen and Fife to assist clients living in rural areas

A Jobcentre Plus contract for supported employment through the WORKABILITY programme

Jobcentre Plus Work Preparation contracts for brain injury and pan-disability

Quality Initiatives

The organisation committed to the EFQM quality hallmark process during 2002 and supported seven staff through the EFQM Assessors' Training Programme. Looking to 2003, we will continue our work in this important area with the support of Quality Scotland.

A significant area of work in 2002 was the development of our service standards, policies and procedures. A number of working groups were set up for this purpose and both staff and service users were major contributors to the process. The organisation was subject to a number of external evaluations and Best Value reviews. Rehab Scotland passed an external audit

for SQMS (Scottish Quality Management System) and is now working towards the new standards.

Staff Training and Development

The management development programme continued in 2002, covering modules including EFQM and Quality, Marketing and Communications, Performance Management, Fundraising and Selection and Recruitment Training. We also implemented our staff development programme which supported more than 80 staff to engage in training opportunities, including Health and Safety, Disability Awareness and Visioning & Person Centred Planning.

Service User Representation

In October we launched our Clients' Charter of Rights and Responsibilities, an event supported by Malcolm Chisholm, MSP, Minister for Health and Community Care. Work also began in the area of developing a national service user council which will become a fully established part of our service user representation system in 2003.

We continued to explore methods to measure customer satisfaction. This area of activity will continue in partnership with Rehab UK and the Cedar Foundation in 2003 to ensure that our programmes can be benchmarked appropriately and service design continuously improved.

We were very sad this year to lose our Director of Human Resources, Albert Gurevitz, who died in August. Albert made a very valuable contribution to the work of Rehab Scotland, particularly in the fields of Operations and Human Resources and he will be warmly remembered. Our sincere sympathies go to his family.



Rehab UK

2002 was the year when, for the first time, all of our Brain Injury Centres operated at or near **capacity**. Indeed, we now have a waiting list to contend with...

Mr K Davis
Chief Executive, Rehab UK



Rehab UK continues to concentrate upon the provision of services to people who have survived a brain injury

2002 was the year when, for the first time, all of our Brain Injury Centres operated at or near capacity. Indeed, we now have a waiting list to contend with and, as the benefits of our programmes become more widely recognised, we just hope that we are not forced to neglect some of the people who would otherwise benefit from our services.

One of our worries has always been that dealing with more clients would result in a reduction in effectiveness. The opposite seems to be true. Outcomes at our newest centre are proving to be as good as those achieved at the most well



established centre and, overall, results are improving year on year.

Securing the necessary funding to support our work remains a key issue and the government decision to completely change and reorganise the structure of Health Authorities during 2002 has not helped.

Rehab UK continues to operate in deficit and, if income cannot be increased quickly enough to eliminate such deficits, the formula for survival is to reduce costs. At the end of 2002, an action plan was agreed and is currently being implemented. There are several prongs to this plan but the most significant is the closure of our Head Office at Park Royal. The administrative centre for Rehab UK will, from April 2003, be our Birmingham Brain Injury

Centre and we are confident that the changes we have made will allow us not only to preserve the services that we provide but also to expand them.

Quality

Rehab UK remains committed to the provision of quality services. Continuous improvement is a key objective.

We have already referred to the changes that are being made to our administrative supports. These changes will inevitably result in some delays to the achievement of external recognition, but we do not expect it to be long before we are firmly back on course.

The Chaseley Trust

...the Trust began investigating the viability of becoming involved in providing **specialist** care services in the community...

Ms S Wyatt
Chief Executive, The Chaseley Trust



2002 was a year of significant change for Chaseley, which is a specialist residential home providing dynamic and expert care for people with severe physical disabilities.

After its first full year as a member of the Rehab Group, the Trust now has its complete management team in place, with the top team of chief executive, head of care and administration and facilities manager leading a dedicated and experienced staff.

Chaseley also restructured its organisation during 2002 in response to external forces, in particular the implementation of the Care Standard Act and the subsequent creation of the National Care Standards Commission (NCSC) – the new independent regulatory body for social care and private and voluntary healthcare services. The changes will put Chaseley in a better position to meet the demands of this new agency, with the emphasis being focused on delivering a comprehensive care package to each service user.

In addition to providing a permanent home for 52 residents, the Trust began investigating the viability of becoming involved in providing specialist care services in the community and the feasibility of building independent living units within the grounds.

Meanwhile, links continued to develop with learning institutions such as the University of Brighton, Kings College Hospital NHS Trust and the Darley Business Centre. Seven staff completed NVQ Level II in Care and three completed NVQ Level III in Care.

All standards and policies throughout Chaseley were revised in preparation for inspection by the NCSC in 2003 and a Customer Satisfaction Survey for the catering

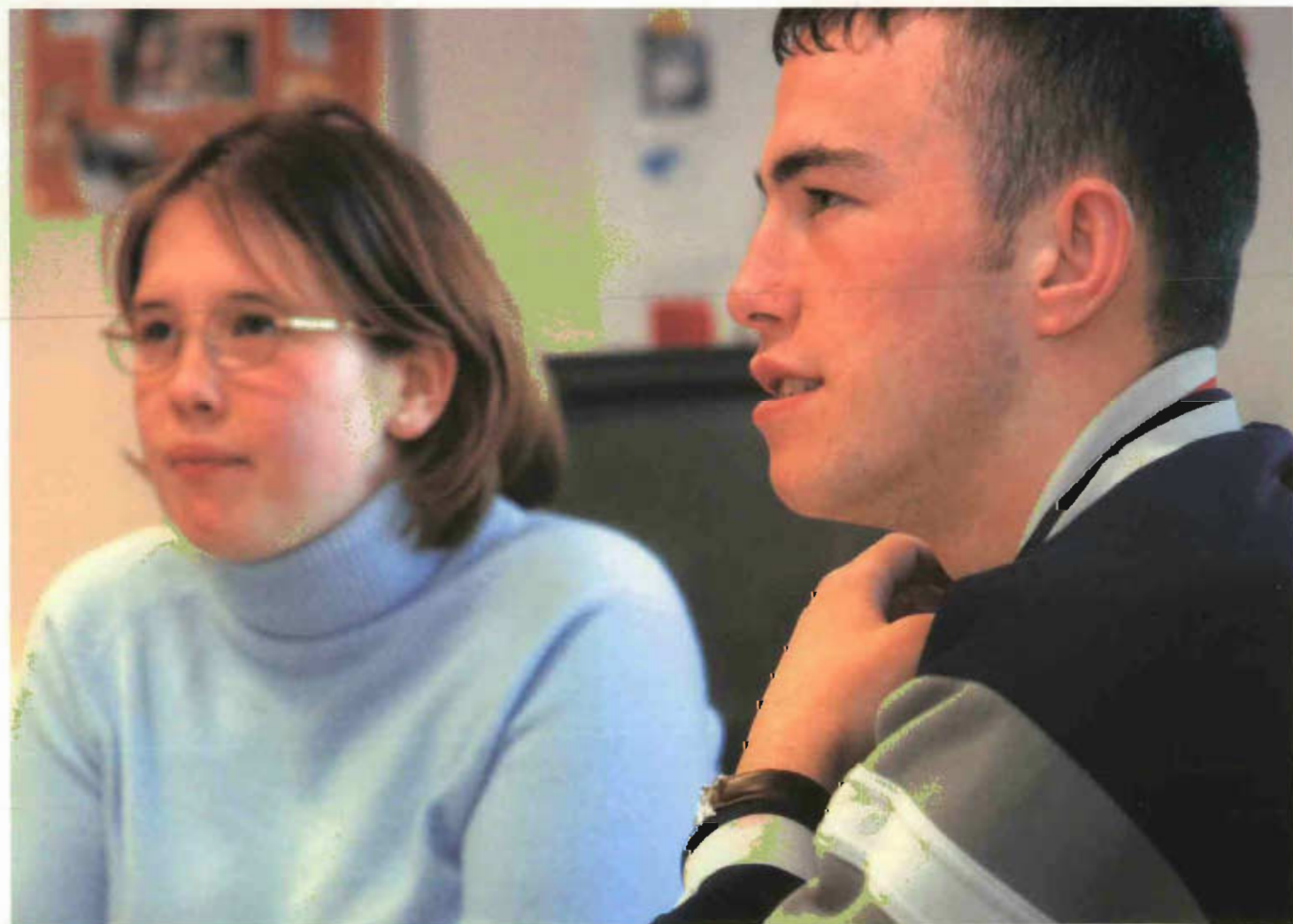
service was also conducted in March. In 2003 it is planned to carry out a more comprehensive survey to include all aspects of service delivery.

Chaseley continued to emphasise the importance of service user representation during the year. Three elected representatives attend Management and Trustee meetings and are also involved in the recruitment, induction and training of new staff. Service User Forums and Catering Committee Meetings are also held regularly where all views are heard and appropriate action taken.



Service User Representation

NRAC continued to **develop apace** in 2002, with clear evidence emerging that more and more RehabCare service users are **understanding** how to use the body and recognising its **importance** in their lives.





Rehab Group believes its clients must have a say in the decisions that affect the services they use. Consequently, service users in NTDI and RehabCare operate their own representative bodies, whilst Roslyn Park College has its own Students Union.

Elected representatives continue to play an important role at Chaseley. Work has also begun in Scotland to develop a national service user council and a service user participation forum will be set up by Rehab UK in 2003.

National Representative Council (NRC)

During 2002 the NRC national development officer visited every NTDI centre to discuss issues of concern with service users, as well as to gather information on how best the NRC could become stronger, more effective and proactive.

Weaknesses in how the NRC functions are being urgently addressed wherever they have been identified, whilst local committees continue to receive support and ongoing training as required. Feedback from Leadership Development training courses continues to be very positive.

In consultation with the chief executive of NTDI, it was decided to embark on a process that will ensure a greater and more effective collaboration between NRC members and NTDI staff.

It is proposed to:

1. Develop a framework enabling Local Advisory Committees to become more effective and valued by both service users and staff

2. Develop a framework that will enable Local Advisory Committees to meaningfully engage with management and staff of NTDI in the development and review of new and existing programmes and services

3. Ensure that a context of mutual trust and respect is inherent to enable Representative Committees to perceive themselves as a valued resource for both NTDI and NRC

In order to ensure there is meaningful service user input, Local Advisory Committees have been asked for their ideas on this process, which is expected to be completed by mid-2003.

National RehabCare Advocacy Committee (NRAC)

NRAC continued to develop apace in 2002, with clear evidence emerging that more and more RehabCare service users are understanding how to use the body and recognising its importance in their lives.

The national committee became a fully established part of NRAC, with monthly meetings to discuss matters of importance brought to its attention by fellow service users around the country. Elections were held among service users in December after the term of office of NRAC's first national committee came to an end.

The appointment of a full time national development officer has been a huge addition to NRAC, whilst another important development was the creation of a

Leadership and Presentations Skills Course in partnership with the RehabCare training team.

Meanwhile, NRAC was actively involved in the consultation process on the Disabilities Bill, as well as participating in a pilot General Election Awareness programme run by the Rehab Group Public Affairs Department in partnership with RehabCare.

This programme provided an open forum whereby service users invited their local political candidates into public meetings to answer questions on their plans to represent them if elected to Dail Eireann.

Roslyn Park Students Union

Roslyn Park Students Union provides assistance on a wide range of issues that impact on its membership of more than 200 students, as well as organising a calendar of events to facilitate full participation in college life.

Since 1999 it has been a fully affiliated member of the Union of Students of Ireland. Membership of an organisation with over 250,000 members has enabled students in Roslyn Park to play a leading role in setting agendas for positive change in the wider political sphere.

Department of Research and Innovation

The Department **promotes** and **supports** research into new markets, methodologies and target groups. It facilitates **innovation** in existing and new services and provides **support** to service improvement initiatives and quality systems throughout the Group.

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The Department of Research & Innovation provides a range of services to Rehab Group, its constituent companies and external customers. The Department promotes and supports research into new markets, methodologies and target groups. It facilitates innovation in existing and new services and provides support to service improvement initiatives and quality systems throughout the Group.

During 2002 the Department supported or was directly involved in a wide range of research initiatives including:

The measurement of health and social gain outcomes for service users

A six country study of barriers to job retention for ill and injured workers funded by 5th Framework in Research and Technological Development

A review of disability research carried out in Ireland in the period 1996-2001 commissioned by the National Disability Authority

An investigation into the impact of definitions of disability on social welfare practice funded by the European Science Foundation

A successful submission to carry out a study across five countries into stress as a mechanism in disability and long-term absence

Other research services included support for programme evaluation, local research activities, research design and data analysis.

A computerised literature search service was made available and a research database that will make information on research more

readily available throughout the Group was designed.

Achievements in facilitating innovation included:

Supporting the implementation of a Culture 2000 project to promote community based art throughout Ireland

Support for a mental health self advocacy group

Project managing the development phase of Access Ability, an EQUAL project aimed at making open employment more accessible

A pilot project in web-based job creation for people with disabilities

The design of a service map for the Not for Profit Business Association

The promotion of a knowledge management system throughout the Group and co-ordination of the Programme Development Forum

A central task for the planning and support function of the Department was the co-ordination of the awareness and learning phase of the Rehab Group wide Business Excellence initiative.

Based on the European Foundation for Quality Management model, this initiative has the commitment of all constituent companies and is likely to transform the way in which the Group approaches service delivery.

A significant milestone for the Department was the retention of its Excellence Through People (ETP) accreditation. This was then successfully disseminated to the Mill Enterprise which also achieved the accreditation. ETP is now being deployed in many parts of the Group.

The Department provided support in the review and development of Charters of Rights and Responsibilities and Codes of Practice for service users and employees. It produced the Rehab Group Operational Report, volunteering policies and procedures and the work programme of the Rehab Council.

The Department acted as the national secretariat for Rehabilitation International and supported a number of international projects including:

A pilot implementation of a European Quality in Rehabilitation Mark

The development of the European Rehabilitation Academy's professional accreditation system

Two international seminars on early rehabilitation in Vancouver and Dublin in co-operation with the International Forum on Disability Management

Significant contributions were also made to the development of a Rehab Group submission on the Disabilities Bill, the Education of People with Disabilities Bill and inclusive education policy.

The Department also participated in a number of external initiatives including the NDA Research and Standards Advisory Committees, the National Physical and Sensory Disability Database Co-ordinating Committee and an advisory panel for the Institute for Employment Studies in the UK aimed at promoting early rehabilitation of employees experiencing work related stress.



Finance

The Board and management of the Rehab Group is **committed** to maintaining a **high standard** of corporate governance and continues to utilise controls in the financial, operational, compliance and risk areas.

Mr K. Boyle
Director of Finance and Project Director



2002 was a more difficult financial year for the Group with an operating surplus of €0.5m (2001: €2.5m). Significant costs were incurred in the year with the restructuring of our UK brain injury services.

Turnover grew by 15 per cent to €146m (2001: €127m) which reflected both an increase in activity together with the inclusion of the Chaseley Trust's activities in the Group for the first time.

Borrowings at the year-end stood at €13.8m (2001: €13.4m) and the cost of servicing debt reduced to €0.969m (2001: €1.05m) mainly due to a reduction in interest rates.

In Ireland further progress was made with the Department of Health in addressing the issue of adequate funding for the 1,000 or so long-term clients in our sheltered workshop services. Our commercial

activities were affected by the economic downturn and 2003 will doubtless provide a further challenge in that regard.

Having restructured significantly in 2001 and 2002, we hope to have paved the way for financial stability in our UK services for the future.

The Board and management of the Rehab Group is committed to maintaining a high standard of corporate governance and continues to utilise controls in the financial, operational, compliance and risk areas.

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 2,500 staff and 15,000 clients, 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 €8.6m (2001: €8.9m) on capital expenditure, €1.5m of which was funded by way of capital grants from various agencies.

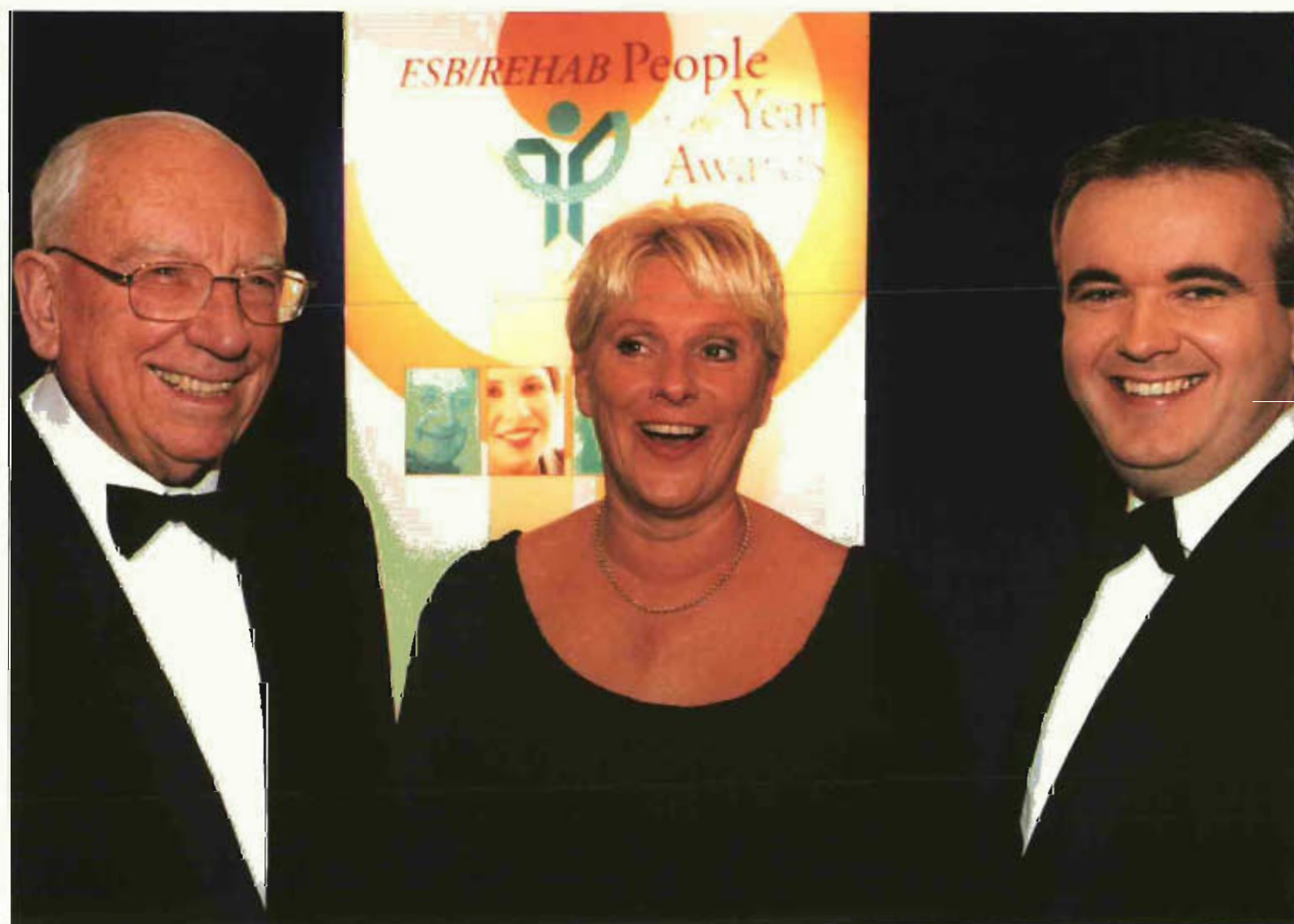
The Rehab Group

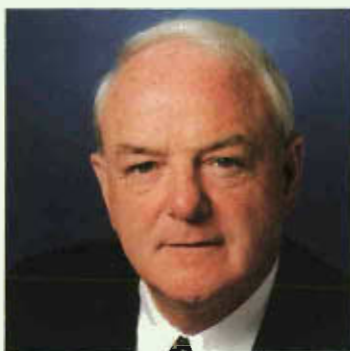
(Extracts from Consolidated Financial Statements)

Consolidated Revenue Account to December 31st	2002 €'000	2001 €'000
Turnover	145,978	127,112
Operating Surplus	1,150	3,594
Net Interest Payable	(969)	(1,054)
Taxation	272	0
Minority Interest	66	2
Surplus Attributable to the Group	519	2,542
Consolidated Balance Sheet as at December 31st	2002 €'000	2001 €'000
Fixed Assets	67,752	66,163
Current Assets		
Stocks	2,144	2,062
Debtors	28,783	27,619
Bank	4,585	9,155
	35,512	38,836
Creditors - Amounts falling due within one year	(26,215)	(27,004)
Net Current Assets	9,297	11,832
Total Assets	77,049	77,995
Creditors - Amounts falling due after one year	(32,683)	(33,471)
Net Assets	44,366	44,524
Capital & Reserves	44,336	44,428
Minority Interest	30	96
	44,366	44,524

Rehab Foundation

Rehab Foundation launched an **innovative** social economy employment programme which aims to **unlock the doors** barring access for people with disabilities, and others from marginalised groups, to jobs in the Irish media.





2002 was highlighted by the development of ground-breaking advocacy and communications programmes, as well as being one of Rehab Foundation's best ever years for fundraising. At the same time, Insight magazine cemented its position as a powerful independent voice in the disability sector, marketing activities further increased the effectiveness of the Group's online communications and the People of the Year Awards proved to be a truly significant event in the life of the Irish nation.

Mediability

During 2002, Rehab Foundation launched an innovative social economy employment programme which aims to unlock the doors barring access for people with disabilities, and others from marginalised groups, to jobs in the Irish media.

Developed in partnership with FAS for an initial three-year period, Mediability provides journalism training through distance learning for participants from all over Ireland, who are simultaneously supported in getting their work published by a wide range of media organisations.

Educate for Inclusion

The first cross-category disability awareness programme ever developed for Irish schools, Educate for Inclusion began its pilot phase after being launched by Minister for Finance Charlie McCreevy in December.

It is intended that the highly interactive programme, which is

made up of eight lessons on CD-Rom, will become part of the curriculum for each of the country's 550 secondary schools operating the transition year programme.

People of the Year Awards

The stature and public profile of the Awards was considerably enhanced by the special award to the Greatest Living Irish Person in order to mark the 75th anniversary of the event's sponsors, the ESB. The selection of Dr TK Whitaker won almost universal approval, as evidenced by substantial media coverage after the event on his towering role in creating the foundations of Ireland's economic success.

International Activities

The Communications Department carried out comprehensive re-branding exercises on behalf of both Workability International and the European Platform for Rehabilitation during the year. We also provided the content and design for all of the communications materials used by each organisation.

Web Site

Visits to the Rehab Group web site more than trebled in 2002, following a number of successful marketing initiatives, along with the launch of an innovative online fundraiser called Rehab Touch which earns a donation to Rehab Foundation from sponsor organisations for every click on the site. Work is ongoing to further develop the site which has now become the primary source of information about Group activities.

Publications

Insight magazine strengthened its position as the leading publication serving the Irish disability sector, not least through its success in facilitating debate on the controversial Disabilities Bill – both within its pages and by organising a landmark meeting drawing representatives from across the sector in the Mansion House. Meanwhile, Employer's Platform, which now goes out to Ireland's 4,000 biggest companies, also continued to grow in stature.

Other Communications Activities

In addition to achieving a substantial media profile for the Group with both local and national media, a comprehensive communications service was provided to the Group divisions. This included public relations, speechwriting, copywriting, media training, production of communications materials and crisis management.

The promotion of ESB Win Electric was also re-vamped in line with a proposal by Rehab. This includes the addition of client success stories from around the country, which have provided a much sharper focus to the promotion.

Fundraising

Rehab's Non-Stop Draw and International Walks provided the major sources of fundraising income during the year, along with the local People of the Year Awards events. These are of particular value in terms of community relations in the 12 counties where they are held annually.



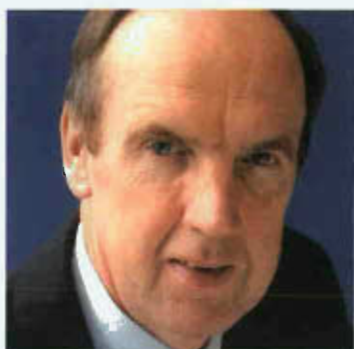
Rehab Lotteries

Rehab Lotteries' **core business** involves the marketing of a range of scratch card games through a network of 1,900 retail agents nationwide. The company has been operating this business for 15 years.

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The purpose of Rehab Lotteries is to maximise the funds raised for designated purposes within the Rehab Group by supplying quality and competitive lottery games supported by excellent service. The company also has a role in project managing other fundraising initiatives on behalf of the Rehab Group.

Rehab Lotteries' core business involves the marketing of a range of scratch card games through a network of 1,900 retail agents nationwide. The company has been operating this business for 15 years. Three years ago the company introduced its new Rehab Lotteries UK Lotto product which is now available nationwide using a network of 300 electronic terminals. The company also operates a special lottery in co-operation with Superquinn, which is linked in to their SuperClub loyalty scheme.

Sales of Rehab Lotteries' products were up 10 per cent in 2002, a satisfactory result in what was a difficult year in the market place. Sales of all products were slow in the first quarter due to the introduction of the euro and it took some time before consumers became comfortable with the new price points for lottery games.

Scratch cards accounted for 71 per cent of total sales, with Rehab Lotteries' UK Lotto totalling 21 per cent. Sales of this product category were up by almost a third on the previous year as consumer awareness increased and the terminal network was expanded.

During the year the company carried out trials in counties Wicklow and Cork on a new Daily Lotto product in partnership with alphyra. Overall, Rehab Lotteries' position in the Irish lottery market place continues to be very difficult, however. The company's ability to develop its business continues to be seriously curtailed by an anti-competitive regulatory regime which aims to protect the State-owned National Lottery.

The prizes in games promoted by Rehab Lotteries may not exceed €20,000 per week and this imposition places the company at a major disadvantage to the National Lottery which has no prize restrictions. These restrictions have huge implications for new product development which is the lifeblood of the business.

In 2002 the Rehab Group continued to benefit from the Charitable Lotteries Fund which was established by the Government to supplement the income of the promoters of charitable lotteries which are experiencing difficulties in competing with the National Lottery. This is the sixth year that this scheme has operated and it continues for 2003.

During the year Rehab Lotteries project managed two other fundraising initiatives on behalf of the Rehab Group – Irish Charity Cards and the Rehab Great Investment Race.

The Irish Charity Cards project is a corporate and retail Christmas card business which is now in its twelfth year and has raised almost €800,000 for the Rehab Group and six other not-for-profit organisations – The Alzheimer Society of Ireland, The Arthritis Foundation of Ireland, The Irish Wheelchair Association, The Multiple Sclerosis Society of Ireland. The National Association for the Deaf and The Polio Fellowship of Ireland.

The Rehab Great Investment Race is a new fundraising initiative in which teams of investment managers invest sponsored funds for a year with all profits going to the Rehab Group.

A fund of €600,000 was made available for the first Race, which ended last March, or €100,000 to each of six participating teams – Bank of Ireland Asset Management Friends First Asset Management, Hibernian Investment Managers, Irish Life Investment Managers, Pioneer Investment Management and Setanta Asset Management.

The Irish Times reported each month on the performance of the teams which generated a profit of €130,279, with Hibernian Investment Managers securing the highest return. The second Race commenced in October and runs for 12 months.



International Affairs

Membership of international organisations, as well as the Group's NGO status to the United Nations, ensure that our voice is heard at the very **highest level** by the agencies which determine policy affecting people with disabilities internationally.

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Rehab Council

In 2002 the Rehab Council appointed five new members, including two from the UK. Each brings invaluable experience, motivation and a unique perspective to the work of the Council.



Department of Public Affairs

2002 saw the beginnings of many **significant** developments in legislation, which will continue into 2003.



The Public Affairs Department monitors developments in the national and international arena and supports Group companies in any external matters of relevance to their activities.

2002 saw the beginnings of many significant developments in legislation, which will continue into 2003. A key feature of the year was the wide-ranging debate in the disability sector surrounding the Disabilities Bill 2001. Following a high level of media and public interest, the Bill was withdrawn and a new consultation process established by Government.

Rehab Group produced a detailed submission document on the proposed legislation and also participated in the Disability Legislation Consultation Group and the consultation process through the Not for Profit Business

Association. It is expected that the new legislation will be published in 2003 and these developments will be closely monitored.

Other relevant legislation published includes the Education of People with Disabilities Bill and the European Convention on Human Rights Bill, now due for further action in 2003.

Within the Group, the Public Affairs Department provides information, advice and support on upcoming and existing legislation, and co-ordinates policy submissions to external bodies on relevant matters. In 2002 these included submissions to Government Departments and State Authorities, as well as to UN treaty monitoring bodies through its international affairs brief.

Innovations included the establishment of the Rehab Group Multicultural Awareness Initiative to consider relevant issues for all Group divisions. The consultation process on the Draft National Action Plan on Racism prompted a programme of seminars and workshops with service users and laid foundations for future developments on this matter. A pilot programme of workshops and seminars on citizenship and participation was also delivered to coincide with the May election.

Throughout the year preparations continued to maximise Rehab Group's involvement in the forthcoming Special Olympics World Games in its capacity as official supplier. The Department also facilitated visits by delegations from many countries including Russia and New Zealand.

Courses, Programmes and Services

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NTDI

Rehabilitative/Foundation Training.

[Exploration and development of personal, social, community, vocational and life skills]

- Rehabilitative Training
- Foundation Training
- Directions
- Options
- Skills for Life
- Home Link
- Access
- Link
- Choices
- New Voyages
- Turas
- Camus

Access and Learning Foundation

[Exploration and clarification of further educational and training options]

- College Start
- Pre-Training Learning Foundation
- Psychosocial Foundation
- Pre-Training Assessment
- Pathways Mobile Training

Introductory Skills Training and Career Exploration

[Exploration of career options and the development of vocational and personal skills]

- Introductory Skills Training
- Advance
- Transition
- Fresh Start/New Start

Specific Skills Training

[Skills Training programmes in specific vocational areas]

Centre-Based

- Information Technology

- Electronics Assembly
- Welding & Fabrication
- Catering Assistant
- Vocational Multi-Skills
- IT with Office Skills
- Retail Operations
- Secretarial & Business Studies
- Graphic Design
- Cookery Skills
- Horticulture
- Business Studies & Finance
- IT and Computer Maintenance
- Computer Programming
- Computer Skills & Telephony
- Digital Photography
- Performing Arts
- Art Link
- Upholstery
- Woodwork Multi-Skills
- Bakery Skills
- Accommodation Services

Externally/Community Based

- Employer Based Training
- IT by Distance Learning
- Supported Employment

New Programmes/Services

- Stepping Out
- Quest Brain Injury Services Ireland
- Residential Post Addiction Rehabilitation Service
- Creative Training Solutions
- Disability Support Service
- Pre-Training Assessment Service

REHABCARE

Resource Centres

- Personal Development
- Independent Living Skills
- Community Integration Programmes
- Supported Work Programmes
- Social and Leisure Programmes
- Drama

Centre-Based Respite Care

- Physical/Sensory

Residential Care

- Autism Residential Care

CareLink

- Home Support
- Home-Based Respite Care
- Home Help/Hospital Discharge Service

Newgrove Housing Association Limited

- Accommodation for people with various needs

Services for People with Autistic Spectrum Disorder

- Centre-Based Respite
- Supported Accommodation – Prader Willi Syndrome

RehabCare Training Services

Sheltered Workshops

- Commercial Activities
- Crystal Manufacturing
- Boxmaking
- Sewing Services
- Contract Packaging
- Box Assembly
- Horticulture

TBG LEARNING

FURTHER EDUCATION

[Learning opportunities providing new skills and improving career and employment prospects]

Vocational areas:

- Word Processing
- Business Administration
- Basic Skills
- New Computer Literacy and Information Technology
- European Computer Driving Licence (ECDL)

- English for Speakers of Other Languages
- Electronics
- Start IT
- Certificate and Diploma for IT Users
- Diploma for IT Practitioners
- Certificate in Computer Maintenance and Installation (A+)

JOBCENTRE PLUS

[Learning opportunities to maximise long term unemployed people's chances of re-entering and sustaining employment]

Basic Employability Training [Includes all vocational areas]

Short-Job Focused Training [2-6 week courses]

Vocational areas:

- Security Guarding
- Administration/IT
- Retail
- Electronic Engineering
- Hospitality and Catering

Longer Occupational Training [6-52 week courses]

Vocational areas:

- Security Guarding
- Administration/IT
- Retail
- Electronic Engineering
- Hospitality and Catering

New Deal 25+ Gateway

[Job searching and transferable skills training covering all vocational areas]

New Deal 25+

Intensive Activity Period
[Courses up to 13 weeks]

Vocational areas:

- Administration/IT
- Retail
- Security
- Work Experience
- Electronic Engineering

New Deal 18-24

[Full time Education and Training Option]
[2-52 week courses]

Vocational areas:

- Security Guarding
- Administration/IT
- Retail
- Electronic Engineering

Short Intensive Basic Skills

[2-4 week job searching skills course covering all vocational areas]

Independent Assessment

[Half day basic skills assessment]

WORK-BASED LEARNING FOR YOUNG PEOPLE

[Foundation and Advanced Modern Apprenticeships for employed 16-24 year olds at their workplace]

Vocational areas:

- Retail
- Hospitality & Catering
- Customer Service
- Management
- Administration
- Warehousing

LIFE SKILLS/ENTRY TO EMPLOYMENT (E2E)

[An individual learner led programme for disadvantaged and/or unemployed young people aged 16-19]

REHAB SCOTLAND

Access and Foundation Courses

- Induction
- GOALS Motivational Training
- Independent Living Skills
- Lifestyle Management
- Social and Leisure Programmes
- Personal Development
- ENERGISER
- Fresh Start
- Study Skills and Learning Support
- Disability Management

Employment Service Contracted Programmes

- Personal Development
- Work Preparation
- Work Step
- Gateway to Work
- New Deal (under 25's)

Accredited Training Courses

[City & Guilds and Scottish Qualifications Authority]

- Induction
- Profile of Achievement
- Keyboarding Skills
- Job Seeking Skills
- Start IT
- Using Information Technology
- European Computer Driving Licence
- Administration
- Skill Power
- BBC Becoming Webwise
- Desktop Publishing
- Catering and Hospitality
- Food Hygiene Practices
- Retailing
- Distributive Operatives
- Distributors and Warehouse Operations
- Pre-Press (printing industry)
- Horticulture

Service Areas

- Assessment and Early Intervention
- Vocational Rehabilitation
- Community Integration
- Vocational Training
- Personal Development
- Employment Support
- Pre-Vocational
- Job Brokerage
- Vocational Case Management
- Social Enterprises
- Job Retention
- Aftercare
- External Training

REHAB UK

Vocational Training

[Comprehensive assessment, training and job coaching delivered at all Brain Injury Centres]

Transitions Programme

[For school leavers who have not adequately completed their secondary education following a brain injury during childhood]

Community Integration

[Rehabilitation training and advice to clients who are not ready, or who are unable, to benefit from our vocational services]

Case Management

Coventry Project

[A day centre in Coventry which provides support and facilities to elderly people]

THE CHASELEY TRUST

Residential Care Services

DEPARTMENT OF RESEARCH AND INNOVATION

Workforce Plus

[A service development and research initiative which aims to minimise the effects of work-related illness and injury]

Research Services

[Including a literature search service, support in proposal writing; and advice on research design and data analysis]

REHAB FOUNDATION

Mediability

[Social economy employment programme]



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Wexford Home Support

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**Work Prep (programmes offered in
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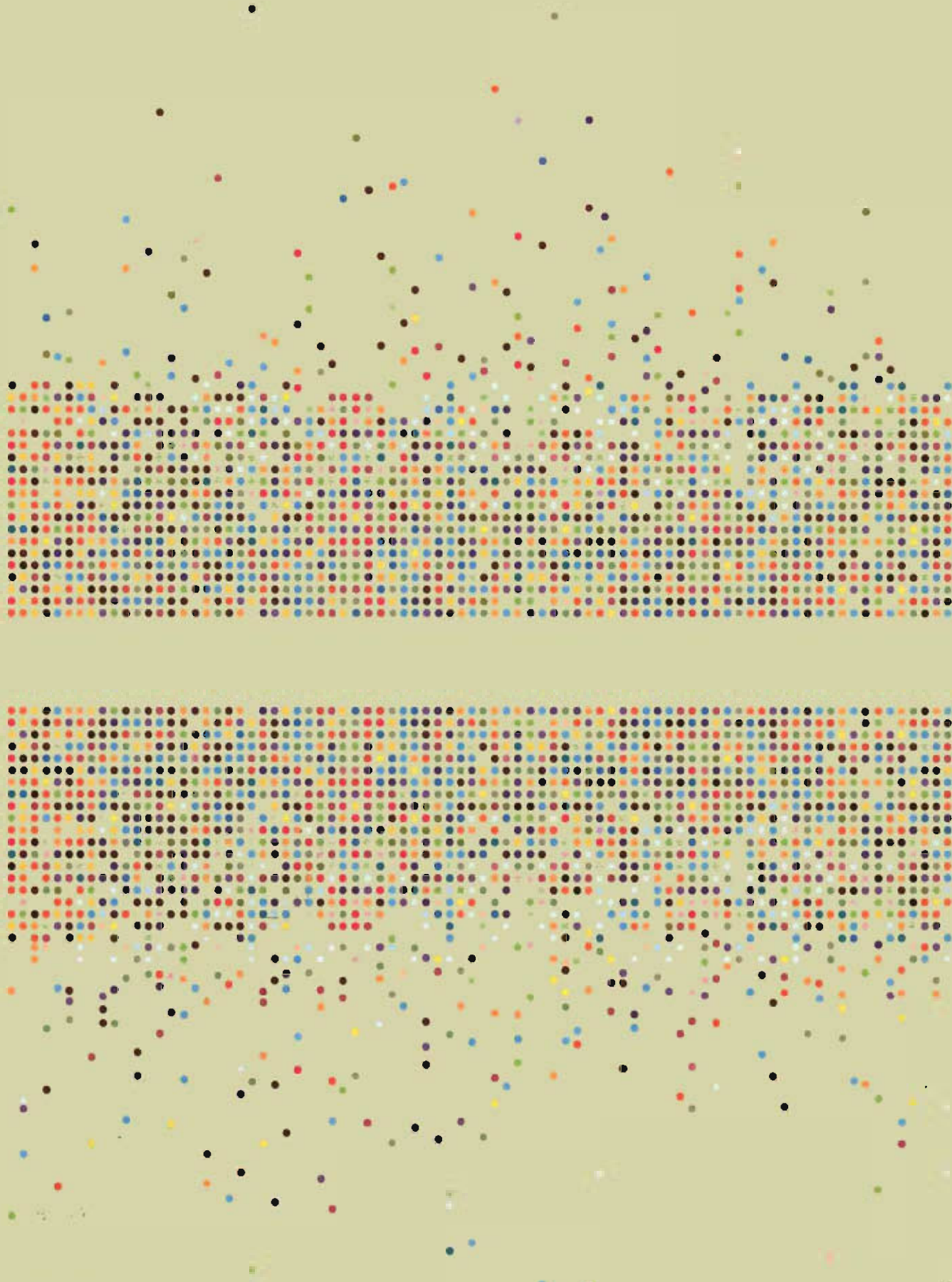
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