

National Directors Address

Dear Friends & Colleagues,

I am pleased to present you with the Brothers of Charity National Annual Report for 2003. The year was punctuated by significant National and International events which were very important for people with an intellectual disability, their families and carers.

In January, the European Year of People with Disabilities was launched. Among the many celebratory and educational events which took place throughout the Services to mark this year was an unique celebration for our Limerick Services entitled "Common Ground". This was a multi-media event with participation from many staff, service users and friends of the Service. The event was developed in conjunction with the University of Limerick. The Limerick Services also had another reason to celebrate as 2003 was the 25th Anniversary of the opening of the Services in Bawnmore.

In February, senior staff from our Services visited the Brothers of Charity Services at Merseyside, Liverpool and attended a Workshop on Developments in Accommodation & Housing in the U.K. Services organised for us by our colleagues there. This proved to be very informative and later on in the year, we organised our own National Workshop on Social Housing in Galway where many of the issues which we were introduced to in the U.K. were debated.

In Galway, a fire destroyed the Orchard Centre in Gort in February. The Centre provided services to 47 people with disability. Thanks to the enthusiasm and hard work of everyone concerned, including in particular the local community, a new facility has been planned. The new Service has been designed in response to needs and preferences as expressed individually by those who use the Service and will reflect a more up-to-date model of provision.

For the Southern Services, the significant milestone in 2003 was the transfer, in May, of St. Patrick's Services, Upton from the Rosminian Institute to the Brothers of Charity. The service users of St. Patrick's Services, who reside both on the Upton Campus and in community homes in Bandon and surrounding areas, and their support staff received a warm welcome in the successful handover reflecting the close working relationship between the services over the years.

Three service users from our Clare Services travelled to Brussels in May to take part in the Inclusion Europe Disability Conference. Significant developments took place during the year in relation to Outreach Services. Our Galway, Clare and Roscommon Regions reorganised their Services with the aim of facilitating



WINIFRED O'HANRAHAN
NATIONAL DIRECTOR



individual needs in a more appropriate way and this was done with the good will and flexibility of staff. The Roscommon Services expanded their work by planning and putting in place a range of new service initiatives in the South of the County, which was not previously served by a Multi-Disciplinary Team.

The highlight of the year occurred in June when Ireland hosted the Special Olympic World Games. Forty three of our service users competed in the Games and many staff, families, volunteers and friends were involved in a support role both before and during the Games. The Special Olympics has opened people's eyes to the abilities and skills of people with an intellectual disability in a way that had not been recognised before. There are very positive indications that it is an ideal time to promote quality initiatives, which focus on meeting individual's needs through involvement in their community. In the course of the year, our Special Olympic athletes received many public awards in recognition of their achievements. An example was the presentation of the St. Angela's Peace & Justice Honorary Award and the McInerney Community Award to service users from our South-Eastern Services.

The Brothers of Charity National Advocacy Council designated October 23rd as their National Advocacy Day. Service users from each of our six Regions organised events such as radio interviews, open days, workshops and launching advocacy information packs. The Brothers of Charity National Service Users 5th Annual Conference took place in Cork in November and was opened by the Lord Mayor of the City. The theme for 2003 was "Choice of Life" and there were excellent video, drama and art presentations by service users from all Regions. We took this opportunity to launch both our National Services Website and our National Website for Service Users.

During the year, we continued to highlight the need for on-going development funds to meet the changing and emerging needs of those in need of services. We were very disappointed at the absence of development funding from the 2003 Budget for the first time in many years. This left the many service users who were waiting for services and their families in very difficult circumstances. Fortunately, during the Summer months, some monies were allocated for emergency services and for school leavers which allowed us to address critical areas of need for some individuals.

As a National Service, we continued to work towards the fulfilment of our ethos document "Going Forward Together" through the implementation of personal outcomes for individual service users. During the year, a significant amount of training took place in relation to the Personal Outcomes Quality Enhancement System. Although this has involved a lot of hard work on the part of everyone concerned, it has been received very positively by staff, service users and families alike.



I would like to conclude by thanking our service users, their families, our staff and volunteers for contributing to another year of growth and progress. At national level the work of the Brothers of Charity could not continue without the contributions from our National Standing Committees and Working Parties and in particular without the dedicated support of each of the Regional Directors of Services. During the year I was very grateful for the assistance and support of the members of the Regional Team of the Congregation of the Brothers of Charity, in particular Bro. John O'Shea, Regional Leader, for his direction and guidance.

As a service we greatly valued the continuing support received from the National Federation of Voluntary Bodies and the many agencies both regionally and nationally that have shared their expertise with us during the year. I wish to express my gratitude to the many government departments, in particular the Department of Health & Children and to the Health Boards as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout the year and enabled us to serve people with an intellectual disability in a better and more responsive way.

Winifred O'Hanrahan
National Director of Services



TABLE OF CONTENTS

Introduction to Services	p5
Region-by-Region News	
<i>Clare</i>	p7
<i>Galway</i>	p9
<i>Limerick</i>	p11
<i>Roscommon</i>	p12
<i>South East</i>	p14
<i>Southern</i>	p16
Report from National Standing Committees	
<i>Advocacy Supporters Group</i>	p18
<i>Good Practice on Abuse, Investigation and Treatment</i>	p18
<i>Designated Persons Group</i>	p18
<i>General Health Provision for Service Users Group</i>	p18
<i>Personal Development, Relationships and Sexuality of Service Users</i>	p19
<i>National Evaluation Group</i>	p19
<i>National Web Site Standing Committee</i>	p19
<i>Training and Development</i>	p20
<i>Finance</i>	p20
<i>Human Resources Team</i>	p23
Service Users: A Profile	p26
Acknowledgements	p30
National & Regional Directors: Contact Details	p32

Introduction to Brothers of Charity Services

The Brothers of Charity Services in Ireland today are made up of nearly, 3,000 Service Users and their families, and over 2,000 staff members. Our Services have their origin in the vision and dynamism of Canon Peter Triest (1760-1836) who founded the congregation of the Brothers of Charity in 1807. The Brothers came to Ireland in 1883 and today are one of the largest service providers for people with intellectual disability in Ireland.

The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our

greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of all associated with our services. We use the term Service User throughout this report as a collective term for the people who use our services.

There are six main regions, in four health board areas, in the Brothers of Charity Services in Ireland.

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The Brothers of Charity Services, Ireland provides the following services, with some Regions specialising in particular service areas:

Early Assessment Intervention

Development and Pre-School Services

Health Related Support Services for Educational Services

Residential Care and Day Activation for Children and Adults

Vocational Preparation, Personal Development and Independent Living

Training

Supported Employment Services

Crisis Intervention and Respite Care Services

Services for Children and Adults with Autism

Care of Elderly Persons with Intellectual Disability

Staff Training and Development Services

Pastoral Care and Chaplaincy Service

Family and Sibling Support

Region By Region News

Clare Services

The European Year of People with Disabilities, 2003, has been marked by the fresh interest shown by Irish society and the media in the challenges faced by people with disabilities. The Special Olympic World Games have opened people's eyes to abilities and relationships that they had not recognised before. These are positive indications that it is an ideal time to promote quality initiatives, which focus on meeting the individual's needs through involvement in their community.

In December 2003 the North Clare service launched its newsletter for service users, staff and families. The editorial team of service users and staff created a colourful newsletter with a mix of articles, notices, photos and competitions. The process of interviewing for new staff members has been greatly enhanced by inclusion of service users on our recent interview panels.

The service has also been building upon its position within the local community, through facilitating service users to access the gym, shops, library, cafes, and so on. Meanwhile, a number of service users have been attending certified training courses in Ennistymon VEC as part of the Back to Education initiative. These courses have included cookery, woodwork and computers.

The Irish Soccer Team for the Special Olympics World games in Dublin included four people from the Ennis adult service. Seven trainees in our training centre received their IAS certificates in different subjects including reading and writing, computer applications, word processing, keyboard skills and pottery. A number of our service users participated in the service users conference in Cork in November. A new video of the Ennis Services was produced during the year. The Training Centre held a dog show, which was enjoyable and well attended.

Some of the other developments include the opening of a new purpose built home for people with high dependency needs, completion of a two-bedroom extension to another community house and the purchase of two new minibuses.

West Clare Services have had a busy year continuing in our attempts to involve ourselves in the wider community. The new wheelchair accessible Georgia Garden was named after the visiting Georgian Olympic Team. Wheelchair access transport, long campaigned for through advocacy-directorate meetings at last arrived.

Patricia O'Dea gave a good account herself at the National Community Radio Féile "Being the programme's presenter has given me the chance to meet many interesting people." Donnie Dillon, Maura Chambers and Kathleen O'Leary also met some interesting people as they travelled to Brussels to take part in the Inclusion Europe Year of Disability conference. They linked up with the Goulden Otter Brothers of Charity Workshop in Ghent and presented Brother Jules the General Secretary of the Provinciate with a replica Scattery Island Bell.

Linking with Ennis and North Clare we presented our acclaimed documentary "Making It Work" to the National Service Users Conference in Cork where service users and employees called for greater participation in the world of work. The same conference saw the launching of the new web site nationaladvocacycouncil.ie, which will be managed by our region in 2004.

Finally our embryo retirement group took wings and welcomed two new members from the community with Bridget MacInerney and Rita Gilheaney enrolling at Grúpa Pleisiúr agus Fíolliochta (The Pleasure and Leisure Group) All the best to them under the able stewardship of Pauline Troy.

Clare Supported Employment Service supports people with disabilities to access and maintain employment in the open labour market. Since the service opened in July 2001, a total of 216 participants have registered with the service. The service has placed 97 participants in employment, 37 of whom are currently employed. People with learning disabilities are the largest group currently accessing the service (81) and people with mental health difficulties are the second largest group (76). The remainder of the participants have physical, sensory or hidden disabilities.



This year was a very exciting and challenging first year for the training and development department in the Clare services. Initially, the main focus for staff training was in Personal Outcome Adult Measures. Both Mary Rowan and Maria Cahill delivered 2 information days and 6 four-day workshops resulting in a total of 61 staff trained in the Clare region. In June the organisation undertook a mock accreditation review with guidance and assistance from Sally James, The Council on Quality and Leadership representative. The experience enabled staff to see the relationship between providing individualised supports to achieve outcomes and the organisational systems and structures, which support and facilitate staff to make this happen. Towards the end of the year, training commenced in the Personal Outcome Children's Measures. Other training activities included the delivery of central induction for all new staff, manual handling, management training, attendance at conferences and funding of courses for individual staff members pursuing further education.

The Outreach Team have been approached by a number of organisations and agencies, which are very interested in our model of community outreach support. The team gave a presentation about our service model and the type of work being done at a national conference in St. John of God's Hospital in Dublin. The team have also made a presentation at the Psychological Society of Ireland's National Conference, held in Bunnary. The presentation looked at how we think about people with disabilities having relationships. We are now conducting a research project that addresses issues related to the whole area of relationships. We hope to present the results of this research at next year's conference.

Children's Services

In Co. Clare the Brothers of Charity work in partnership with a number of agencies to offer a family centred service. Within the organisation the personnel offering services to children are divided into two teams – the early intervention or pre-school team and the school age team.

The Early Intervention team have recently learned that significant funding is being made available through the Mid Western Health Board Disability Directorate to further develop their service. This new project will be managed through close partnership between all the agencies currently providing services in Co. Clare. This Early Intervention team is among the first teams in the country to begin to use a transdisciplinary approach to assessment and intervention.

The school age team continues to develop close links with other agencies and are looking at joint ventures including the setting up of an interagency school age team and a broadening of the types of respite available to the families that use our service.

Mary Kealy
Director of Services



Galway Services

In 2003 we had another busy year. We continue to take pride in the work of our staff and in the warm welcome and pride of place given to service users by the people of County Galway. We observed this happening in so many ways, with the wonderful support given by the people in Gort after the disastrous fire in Orchard Centre; with the further development of the excellent home-sharing service; the involvement of individual volunteers and staff such as occurred in The Maples, in John Paul Services which facilitates individuals getting out and about and enjoying the good things in life; with the involvement of the local community with service users in the successful local history and heritage project in Ballinasloe; and the involvement of the Hibernian Insurance staff in fundraising for a new bus for our Crainnóg Service.

On the 9th February 2003, our services in Gort were awoken in the middle of the night to a raging fire in their day centre in Queen Street. The centre was completely destroyed, despite the best efforts of fire fighters and Gardai, staff and neighbours. This was a very traumatic event for the service and presented a challenge over and above the challenges that had been anticipated for the year. Services were being delivered in a number of different locations within two weeks of the fire and staff, service users and families in conjunction with the local community worked very hard to put this in place. The commitment and support shown by staff and local community illustrated the level of support and the good standing of our service in the community. There was major ongoing planning work, arising from the fire, in considering what type of service would meet the needs of the service users into the future and to begin to plan for the buildings that would facilitate this, involving consultation with families, service users and the local community. A local fund raising committee has raised over €140,000 at this stage and work is ongoing with respect to fund raising. We express our sincere appreciation to everyone involved in this successful fundraising initiative.

In 2003 we struggled to meet the many demands for increased levels of services required by service users and families. We were disappointed that unlike previous years no additional development funds were made available in the budget. In order to respond to some ongoing emergencies we examined and cut back expenditure where possible. This necessitated freezing some posts in

the multidisciplinary services that resulted in a reduction of service in some areas. We were grateful when some emergency funds and funds for school leavers were made available later in the year which allowed us address critical areas of need for some individuals.

We continued to highlight the need for ongoing development funds to meet the changing and emerging needs of our service users and their families for increased day, residential and community support services. A waiting list still continued to exist for young children and their families in our Early Childhood Services. A review of this service was carried in partnership with the Western Health Board and we are hopeful that this situation will be resolved in 2004.

This year we continued to make progress in developing our services in a number of areas. A landmark occurred in our adult services with the opening of a new service in Athenry which was warmly received by members of the local community. Our Aftercare services supported a number of individuals in getting semi-independent accommodation and continued to work in close partnership with a number of agencies including the Galway Corporation and the Simon Community, among others. We are grateful for their ongoing support. These moves were assisted by two posts of community facilitators made available by the redeployment of two staff from another area of the service. Meadowview, a new purpose-built facility for individuals with challenging behaviour in the John Paul Services was completed. The Western Health Board and the Department of Education and Science made some additional resources available to school leavers that enabled us to commence using the fine facilities in the centre. We are grateful to everyone who facilitated these developments. Grateful thanks to Mr. Sean O'Toole and friends for their outstanding work in raising €50,000 for a new special garden for our John Paul Service Users. This was a major fundraising activity involving a 5-day golf classic and the benefits will be significant for the John Paul young adults.

The staff of Hibernian Insurance raised money during this year for the purchase of a bus for our *Crainnóg* service – this is greatly appreciated by our staff and by those who use *Crainnóg* and their families. We are grateful for the ongoing support



shown to people with special needs by the Department of Education and Science. This is evident with additional support to children in our Child Development Centres, children attending local schools, some school leavers in Shalom and children in Rosedale School where our partnership model continues to flourish. This year we saw the 10th anniversary of the opening of Rosedale School. However, we continue to highlight the need to provide a proper range of adequately resourced multidisciplinary services for the 285 children with learning disabilities attending local schools in the county. We hope that the forthcoming Education of Children with a Disability Bill will rectify this situation.

Parents see the Family Support Service as a very valuable one, offering flexible support in the form of in-home support, home sharing, respite, and summer holiday respite projects. Over 90 families now avail of these services. A particular effort was made during the year to recruit, assess and train host families for the home sharing service. This was done in conjunction with the Galway Association and the hope is that early in 2004 there will be a bank of families available, providing home sharing to the families of both organisations. This year saw both organisations host locally the launch of the National Home Sharing Network by Mr. Tim O'Malley TD, Minister of State at the Department of Family, Social and Community Affairs.

The World Special Olympics was a wonderful national success and we congratulate our athletes who participated, and thank the many staff whose voluntary efforts supported our athletes and the games themselves. It is especially gratifying to note that athlete Michael Mullins and our area manager, Mairín Breathnach, a volunteer, both from our Bruach na Mara services in Connemara were honoured by An Post on the Special Olympics stamps issued to honour this wonderful cultural and sporting event.

We continue to work towards the fulfilment of our ethos document "Going Forward Together" through the implementation of Personal Outcomes for individual service users. Our ethos document and the Personal Outcomes system place particular emphasis on inclusion and each individual being part of their local community. They focus on developing a service that is committed to supporting individuals in being full and equal citizens, and providing opportunities to have ordinary life experiences. The anchor of this

process is the role of the key-worker, supporting people to have an exciting individual plan for their lives and to make informed choices.

The West and East Sector Implementation Forums were set up to oversee and support the implementation of Personal Outcomes. The groups consist of a cross section of our stakeholders and meets for two days, three times a year. This provides an opportunity to discuss emerging themes. This information informs how we need to develop our services, such as, stronger links in the community, increased contact with family members, the possibility of relocating nearer to home, increased opportunities to enjoy meaningful leisure activities in a social setting, supports in choosing suitable day activities or work placements, having more choice in their everyday lives, more autonomy regarding their finances, developing a risk management system, and support in developing communication skills. The Children's Services will commence their training and introduction of the Personal Outcomes in 2004.

Patrick McGinley
Director of Services



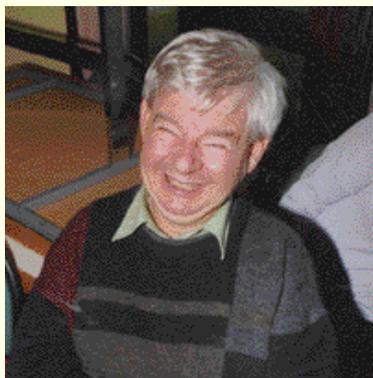
Limerick Services

This year was the 25th anniversary of the opening of the Brothers of Charity Services in Bawnmore. It was a great cause for celebrations as it was also the European Year for People with Disabilities. We enjoyed great festivities and celebrations in which service users, staff and families were involved. On the 15th of February of this year the Brothers of Charity Services celebrated Mass in the RTE studios in Dublin. It was televised nationwide on RTE1. It was a very dignified and reverent occasion and a credit to all those who participated. A Civic Reception was held in the City Hall to acknowledge the work of the Brothers of Charity over the past twenty-five years. Mayor Dick Sadlier hosted this and it was a memorable occasion for the Congregation.

To mark the Year of the Disabled, the Brothers of Charity Centre at Bawnmore commissioned 'Common Ground' from multi-media performance artists Mikael Fernstrom and Sean Taylor. Using a specially designed computer programme, they turned an electronic composition by six service users into a music score, which was then played by the Irish Chamber Orchestra, under the baton of Prof. Michéal O'Suilleabhán to produce a work of amazing intensity.

The West Limerick Children's Service has provided an early intervention service to fifty-six children with a developmental delay from birth to six years. Their needs have been varied, some presenting with a general delay in all areas of development, whereas others may have difficulties in specific areas. The early intervention team consists of a social worker, psychologist, speech and language therapist, and two home teachers. Our links with mainstream preschools continue to be strengthened and the preschool assistant funding grant scheme continues to provide valuable support to parents. We also offer a more limited assessment and advisory service to school age children, with inputs from social work and psychology.

The evening Parents Support Group continues to meet monthly at our base in West Limerick and an additional support group ran in the mornings for a





Roscommon Services

period. The group organised swimming at the local leisure centre. Our toy library and range of sensory room equipment has been extended with the help of National Lottery Funding. Enable Ireland hold an outreach clinic at our base twice a month and parents are finding this extremely convenient. Feedback from families regarding the service continues to be very positive and they particularly value our ability to provide a home-based service.

Our Fairgreen training centre is leading the way on the handling of waste in an environmentally friendly way. Staff and Service Users worked together on a green committee to review waste management at the centre and to develop an action plan to reduce, reuse and recycle their waste. In the last two years the Centre has cut the amount of waste by half. In recognition of their pioneering work An Taisce has awarded them the Green Flag. Centre Staff are working with An Taisce and the VEC with a view to forming a new environmental accreditation for service users under a FETEC scheme.

Mr. Tim O'Malley TD, Junior Minister at the Department of Health and Children, officially opened our two new bungalows in Foynes, Co. Limerick, on the 21st November.

I have referred, on many occasions over the past couple of years to the necessity of keeping to the forefront of developments in the delivery of services in this country. The Brothers of Charity are recognised both in Ireland and the UK for their innovative solutions to the difficulties encountered by persons with intellectual disabilities. I would like to take this opportunity to thank each and every member of staff attached to the Limerick Services and all those volunteers and parents who have aided the further development of our services in 2003.

Robert Sillery
Regional Director

2003 was a very busy year for both staff and service users. One of the first tasks of the year was to develop our Regional Vision statement. A representative number of staff got together to develop a vision statement, which was then circulated to all teams within the Service during the year.

Throughout 2003, developments continued in the Roscommon services including the following:

Autism Service

- The residential Autism Service was reorganised to facilitate individual needs in order to reduce the incidents of challenging behaviour. Staff showed their enthusiasm for this change through their flexibility and determination.
- Two new houses were purchased to provide a 24- hour residential autism service.
- A new house was purchased in STAAR for the delivery of an autism day Service.

South Roscommon

Roscommon Region took over the management of services in South Roscommon for the first time this year. Our database figures have risen from 269 to 312, which has placed pressure on our multidisciplinary team and our service development team.

- The School Age Services in partnership with the Department of Education and Moore National School developed a new resource centre for preschoolers and one child of school age.
- A house has been purchased in South Roscommon to provide a respite service for children.

Residential Services

- A new residential service was developed as a result of emergency and high challenging behaviour needs.

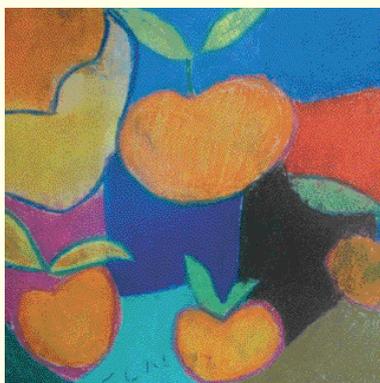
Home Based Outreach

- A home-based model of services was developed for service users who require an outreach service.

Outreach

Outreach services are provided in partnership and to various different service users. For example this year we provided the following services.

- Outreach for school leavers.
- Support for families where parents have an intellectual disability.
- Partnership with the Health Board.



Psychology Department

- Our Psychology Department researched and reported in relation to assessing levels of needs regarding dementia and ageing.
- The department also expanded with the addition of one new member of staff.

Clarke House – Respite Services

- Half-week respite service was transferred to Clark House, which was refurbished by Sesame Construction who employ service users from the Roscommon region.

Day Services

- Funding was obtained for day services for three service users leaving rehabilitative training.
- Day services were developed as a satellite service from the Peter Triest Services for 5 service users.

Personal Outcomes

- Service users requested more transport facilities to allow them to choose when and where they travel. A number of vehicles have been purchased to facilitate this.

Staff Support and Training

- All staff have received Personal Outcome Measures training.
- Staff received training in behavioural supports.
- CPI training was provided for staff working in services where there is a risk of challenging behaviour.
- The Service Directorate attended a training course to identify and focus on strategic development.
- Mandatory training in Health & Safety, Manual Handling and First Aid continued to be delivered throughout the year.

Database Audit

- Brothers of Charity Services, Roscommon took part in a database audit, undertaken by the Western Health Board, to assess the database for accuracy.

WHB Disability Manager

- The Western Health Board appointed a new Disability Manager in Roscommon.

Social Housing

The Roscara Housing Association had a busy year.

- One project for five service users in Elphin was completed in June.
- Approval was received for three other projects in Knockroe, Ballinlough and Kiltteevan.

I would like to take this opportunity to thank service users, staff, volunteers, families and friends of the Services for their co-operation, enthusiasm and continued support during the year; it has been very much appreciated.

Marian Keigher
Director of Services



South Eastern Services

Highlights South Eastern Region 2003

Throughout 2003, developments continued in the South Eastern Region.

Some achievements throughout the year included: the following.

- A total of eleven new day places were created and funded in adult services.
- A plan to register, with their consent, all service users on the Register of Elections – agreed and implemented.
- An In-house “Advanced Assertiveness Course”, was developed and implemented for service users.

Photo shows members of Service Directorate, Senior Management and Team Leaders with Ms. Sally James of the American Council on Quality and Leadership.



- A mock Review of Services was carried out by the American Council in June 2003. Following this, a regional strategic plan was developed and adopted by the Service Directorate in November 2003.
- We appointed a Supported Employment Officer in the Waterford area.
- Following the appointment of a Speech and Language Therapist in January 2003, in consultation with frontline staff and managers, priority assessments were carried out and training commenced with service users. In the course of the year eighty-two staff attended training sessions given by the Speech and Language Therapist.

• From the 20th to 24th October 2003, a very successful Advocacy Awareness Week was co-ordinated throughout the services. Numerous events took place to raise Advocacy awareness internally and externally. All events were greatly supported.

• Fifteen service users participated in the World Special Olympic Games in Dublin.

• In the course of the year the Special Olympics athletes received many public awards in recognition of their achievements. Our photo shows Mr Kevin Murphy and Ms Susan McGill, Recreational Co-ordinator, Brothers of Charity Services being presented with the prestigious “St. Angela’s Peace and Justice Honorary Award”. They were also recipients of the McNerney Community Award.



• Home-Share families, with staff of the Brothers of Charity Services attended the official lighting of the Christmas Tree at Àras an Uachtaraìn in December 2003.

• Capital funding was agreed with the South Eastern Health Board for:

- The building of a new day activation centre at Gortnafleur, Clonmel,
- A second residential house for children with Autistic Spectrum Disorder which is located in Cahir, and
- An extension to Tigh Mac Gamhna – a day centre for adults transferring from St Lukes Psychiatric Hospital, Clonmel. This work was completed in December 2003.

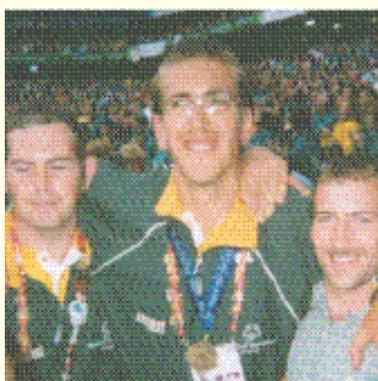
- 2003 saw the development of an Employee Assistance Programme.
- Following the development of a proposal on Citizen Advocacy, funding was agreed in late 2003 to support this development.

In house library facilities developed and commenced operation during 2003. The Services also became a corporate member of the Waterford Institute of Technology Library on campus and with remote access to electronic services and databases.

Johanna Cooney
Director of Services



Children at play in Lus na Greine, Pre-School, Clonmel.



Colm Brenna, and Seamus Phelan with Seamus's brother Brian at the Special Olympics in Dublin.



Fun-Drummers greeting the members of the Garda Síochána who carried the Olympic Torch through Waterford in June 2003



Mr. Ger Connolly with Transition Year Students in Waterford.



Southern Services

Once again, the year provided some memorable highlights and challenges.

Highlights

The highlight of 2003 was the transfer of the St Patrick's, Upton, Services from the Rosminian Institute to the Brothers of Charity with effect from 31st May. The service users of St Patrick's Services, who reside both on the tranquil Upton campus and in community group homes in Bandon and surrounding areas, and their support staff, received a warm welcome in this smooth and successful handover. Both Services have always worked in close co-operation and it is sad that the Rosminians and Sisters of the Divine Infant Jesus will no longer be involved in the provision of services in the Region. We wish them the very best of luck for the future.

The 5th National Service Users Conference, hosted in Cork in November, was a great success and provided stimulating and wide ranging discussion as well as an opportunity for service users throughout Ireland to meet each other, to build friendships and contribute to developing and supporting advocacy issues. We commend the Conference Organising Committee for hosting a professional and well-organised Conference. Well done!

We were very disappointed at the absence of Development Funding in 2003, particularly in view of our long waiting list for residential services and we worked with the National Federation of Voluntary Bodies in attempting to highlight again the pressures on families. Funding was eventually secured for new adult placements for school leavers and training graduates from September and also for additional support services for children with ASD. In addition, we benefited from significant minor capital funding which helped in addressing our accumulated deficit.

Our Speech & Language Therapy Department were actively involved in the establishment of the SLT Degree Course in University College Cork, which was launched in September 2003, and we hope to benefit from student placements in the near future. 2003 also saw the completion of our very successful Pilot Project for Support Workers to the

Speech and Language Therapy Department. The findings have been issued to the Department of Education and Science and we await their recommendation on the future role of support workers in the schools.

Our service users continued to display their many talents and submitted entries to a number of diverse community projects: The Brook Centre in conjunction with Art Link Theatre Group held an art display in Douglas Community Park; Hillcrest took part in the annual City Hall Art Competition; St. Mary's School participated in the Sherkin Island Environmental Art Competition, and Castlevew Day Service participated in the Cork Youth International Video Film and Art Festival.

Congratulations to our service users who participated in the Special Olympics World Games 2003.

Our staff also actively promoted the work of the Southern Services in 2003 including the hosting of a series of lectures for parents and reading of several papers at different conferences by the Psychology Department and the interagency 'Sibshops' were delighted to have a paper accepted for the Special Olympics Symposium on 18th - 20th June.

Congratulations to the staff and service users of Caritas Training Centre on achieving their National Accreditation Certificate with Commendation.

Our Pastoral Care Team organised a week's pilgrimage to Rome in October under the spiritual guidance of our Chaplain, Fr. Seamus McKenna.

Strategic Developments

We continued our work on the data collection/consultation exercise, with a view to completing our Development Plan.

As part of the Development Plan, work began on a proposal for an autism specific model of service for adults with the commencement of a research project to identify the number of adults who present with autism, together with those that will require adult services in the period 2002 – 2006.

Work began on the development of a staff handbook and accompanying policies and procedures to assist staff working with service users with challenging behaviour.

The Southern Services provided representation on the National Federation of Voluntary Bodies Working Group on the Safe Administration of Medication.

Opportunities for Service Users

In 2003 we focused our attention on our service users on campus in an effort to alleviate some of the longstanding overcrowding/inappropriate placement issues with the positive result that work will begin in early 2004 on the refurbishment of our currently unused Conference Centre, to replace Hillcrest Adult Training Unit. The existing Hillcrest location will be refurbished to provide residential accommodation for some existing service users.

The Lota Campus Realignment Project continues with Care Plans being drawn up for all residents on the Lota Campus with a view to determining their long term plans from which the steps and strategies to accompany this Project will be set out in 2004.

The Minister for Health and Children, Mr Michael Martin TD, officially opened Our Lady of Good Counsel School in July 2003. This modern, well-equipped establishment, which moved from its campus location to the Ballincollig area and near mainstream primary and secondary schools, is a true testament to the hard work and dedication of Ms Joan Quinlan, Principal who retired in 2003.

A Personal Outcomes Mock Review took place on 9th -11th June and provided an opportunity for the strengths and weakness of the Organisation in supporting individual service users to be identified.

We continued to benefit from the generosity and support of parents, friends, families and the wider community through a number of fundraising efforts over the year.

Service Expansion

Funding was received for the recruitment of more staff into our local autism intervention teams, including Home Tuition, Home Support, Speech and Language Therapy, Occupational Therapists, and a Psychologist.

As a major employer in the Region and as a person-centred Service, we undertook in 2003 to embark on a plan to ensure that our Human Resources Policies and Procedures were of a standard that met not only with the base criteria of the National Disability Authority's Standards, but also to seek an external quality mark. To commence this process, we engaged the services of Ms. Rebecca Santos to co-ordinate this process for a two-year period.

Our Child and Adolescent Mental Health Services (CAMHS) worked hard to acquire formal sanction for a third Consultant in Child & Adolescent Psychiatry with Special Interest in Intellectual Disability for South Lee/West Cork, which was subsequently granted in January 2004.

Una Nagle
Director of Services



National Standing Committees

Advocacy Supporters Group

This year has been a very busy year for the national supporters group on Advocacy, with involvement in a number of activities. The Group supported each region with their preparations for the National Service Users conference. All members of the Brothers of Charity Group and the Service Users Council took part in the National Advocacy Day on Thursday 23rd of October.

Good Practice on Abuse, Investigation and Treatment

The Brothers of Charity Services have a responsibility to protect the welfare of service users and to provide an environment in which abuse does not occur. This responsibility extends to ensuring that all service users are treated with dignity and respect at all times. The Brothers of Charity Services expect all staff to adhere to high standards of behaviour and be fully aware of, and understand, their obligations to report suspicions or allegations of abuse. To this end the National Committee on Good Practice on Abuse, Investigation and Treatment was formed. Their role was to produce national guidelines. These guidelines, entitled, "*The prevention of abuse and the management of abuse allegations*", are completed and published in January 2003.

Designated Persons Group-2003

The aim of the group is to provide a forum for designated persons to provide professional peer support across the regions. It also aims to provide a forum for discussion and information exchange on issues and research relating to abuse. This group promotes continued professional development and training for designated persons within the Brothers of Charity Services. The National Designated Persons Group met on six occasions during 2003 and met with the National

Director of Services once. The group exchanged information in relation to various relevant support organisations and professional training programmes.

General Health Provision for Service Users Group

The main function of the Working Group on General Health Provision to Service Users is to develop National Guidelines, based on best practice to ensure the General Health of Service Users. Their remit is to,

- a. Draft National Guidelines for the Organisation and make recommendations that these are updated on a regular basis;
- b. Ensure that the quality and structure of these guidelines are adequate for the task intended;
- c. Make recommendations regarding the best tool or system, to ensure best practice in relation to these guidelines; and
- d. Ensure that these Guidelines fall within the Ethos of the Brothers of Charity Services and comply with any National and European legislation.

The Working Group met six times and together having undertaken both national and international research, have agreed and produced Draft National Guidelines and a Draft Form. Various health professionals and General Practitioners were consulted and their views taken on board. The initial form was piloted in the Kilcornan Centre, Clarinbridge and revamped based on the comments received. The Guidelines are currently with the National Directorate for ratification.

Personal Development Relationship & Sexuality of Service Users

During the Year the Working Group on Personal Development Relationship & Sexuality of Service Users met to discuss and research ways to support service users in the area of sexuality and relationships. The Brothers of Charity Services believe that individuals with intellectual disabilities have a right to expect sensitive help from staff in these areas, which respects the person at all times. To this end the working group produced National Guidelines for Staff that reflect the ethos of the Brothers of Charity Services.

National Evaluation Group

During the year most of the focus of the Services was in developing a quality system based on personal outcomes. A number of How Are We Doing evaluations were also completed in some regions. Personal Outcomes Measures is a comprehensive quality enhancement system that measures the success of services in providing supports to individuals that match their personal expectations of services.

The Brothers of Charity Services are committed to working with people with intellectual disabilities to claim their rightful place as valued citizens that have the same rights as everyone else, including the right to full membership of their local communities and the right to have individual needs addressed. The characteristics defined in our Ethos document such as Inclusion, Dignity, Community Participation, Best Practice and Partnership are all reflected in the Personal Outcome Measures. The system is in effect a quality enhancement system that will enable us to implement and develop the spirit contained within our Ethos Document within our services.

During the year most of our work focused on training staff members in the use personal outcomes measures. There are different measures for children and their families and for adults who

use our services. A number of two and four day workshops and information sessions were held throughout the year by internal trainers who have been accredited by the Council on Quality and Leadership, the American non-profit group who developed the Personal Outcomes measures.

Once staff members completed training they started the process of carrying out personal outcomes interviews with individuals who use our services. Once the interview is carried out individuals define their priorities and an individual plan is developed to meet those priorities. The role of key worker has been further developed to coordinate and support the process.

Personal Outcomes Measures support initiatives to develop the quality of service at the level of each person and at an overall organisational level. Information on priorities and progress is entered into a Personal Outcomes Database, which provides us with valuable information on service themes, trends, accomplishments and challenges. This will increasingly inform our service planning and overall organisational development. In addition to the personal outcome measures the Council have defined organisational assurances, which define basic standards, which we have to meet, and organisational principles, which define action strategies, which will facilitate developing personal outcomes for people receiving services. During the year each region held a Mock Review, which mirrored an accreditation process and provided the basis of a baseline of our present state of implementation. It informed us in the development of strategic plans in each region for achieving personal outcomes.

National Web Site Standing Committee

The Web Site Committee met twice in 2003 and agreed the structure and content of the National Website. A sub committee was formed to ensure information was collated, produced and edited in a standard format. A company was recruited to host and create the National Web Site. The web site was



launched at the National Service Users conference on 18th November in Cork. The Committee will meet in 2004 to review the site, plan for its expansion, and methods of up dating information to ensure its relevance.

Training and Development

In addition to networking, the main body of work that was carried out by the Training and Development Group was the response to Theme 5 *“Investing in Training, Development and Education”* of the *“Action Plan for People Management in the Health Service”* document. In addition to this activity, the committee spent much time examining ways to achieve a cohesive approach to training at a national level. Anne Donoghue, Galway and Mary Rowan, Clare joined the group in January 2003.

Finance Team 2003

The “f-team” met six times during the year. The primary purpose for the meetings for each member is the sharing of information and advice regarding funding, costing and finance throughout the services. Other specific areas worked on and reviewed by the team over the year included:

- The finalisation of the purchasing policy in the service.
- Discussion and finalisation of the banking policy.
- Discussions and reports in relation to the proposed new corporate structure and how it will impact on financial accounting systems and standards within the Brothers of Charity Services.
- Review of the impact of the introduction of superannuation on all part-time employees

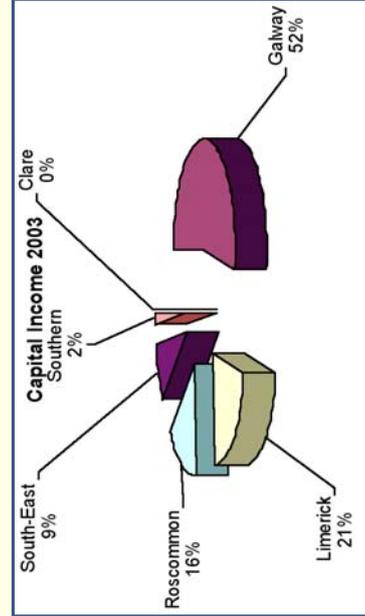
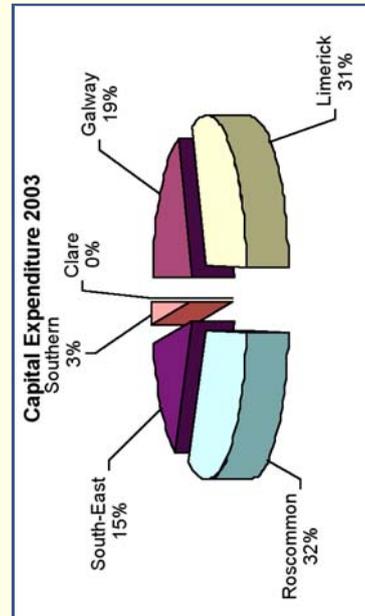
and how it impacts on the payroll system. The impact of PRSAs on the Service during the year.

- Impact and costing of the benchmarking pay awards to houseparents and other staff in the service.
- Discussions regarding the standardisation of the financial accounts in the different regions.
- Discussions on the introduction and use of iBanking payment methods for both staff and suppliers in the Service
- Discussion on various VPNs available to the Service, standard costing methods for new service development in the Services and policies on time in Lieu and leave within the organisation.



Capital Income & Expenditure

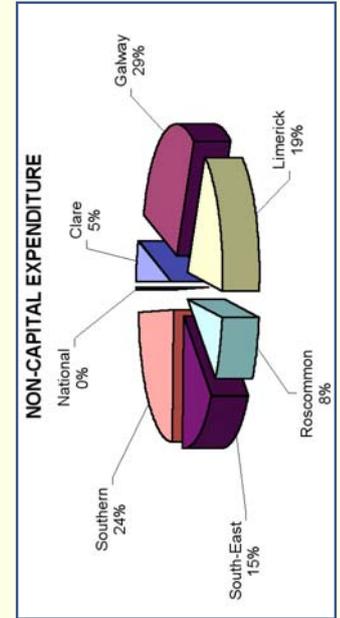
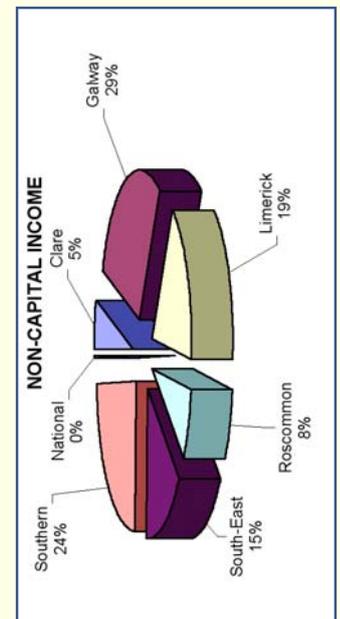
Capital Income & Expenditure							
	TOTAL	Clare	Galway	Limerick	Roscommon	South-East	Southern
Total Capital Income		0	1,620,097	654,188	475,150	264,908	50,000
Dep of Health Grants	1,539,808	0	749,750	0	475,150	264,908	50,000
Fundraising	652,572	0	0	652,572	0	0	0
Orchard Centre Rebuilding Fund	870,347	0	870,347	0	0	0	0
Interest Earned	1,616	0	0	1,616	0	0	0
Total Capital Income	3,064,343	0	1,620,097	654,188	475,150	264,908	50,000
Expenditure							
Capital Projects	988,449	0	-302,040	498,673	518,362	232,503	40,951
Total Capital Expenditure	988,449	0	-302,040	498,673	518,362	232,503	40,951
Surplus/(Deficit) for Year	2,075,894	0	1,922,137	155,515	-43,212	32,405	9,049
Funds B/Forward from 1st January 2003	-840,003	0	-526,520	-108,464	-586,935	-344,828	726,744
Balance as at 31st December 2003	1,235,891	0	1,395,617	47,051	-630,147	-312,423	735,793





Non-Capital Income & Expenditure

NON-CAPITAL INCOME & EXPENDITURE 2003									
132,733,260									
Income	Clare	Galway	Limerick	Roscommon	South-East	Southern	National		
TOTAL	7,041,554	37,399,774	24,854,088	10,599,460	20,045,328	32,088,327	429,154		
Regional Health Boards	5,940,177	33,621,060	20,791,043	9,550,268	15,151,661	28,589,540	203,962		
Once off Health Board Allocation	0	0	0	0	0	540,000	0		
Health Boards - Previous Year	54,320	0	0	0	0	0	0		
Prior Year allocation overstated	0	0	0	654,626	0	0	0		
Other Grants and Resources	911,457	4,054,289	3,430,757	176,323	4,346,607	2,188,237	225,192		
Staff Superannuation	135,600	0	632,288	218,243	547,060	770,550	0		
Income Deferred to 2004	0	-275,575	0	0	0	0	0		
Total Income	7,041,554	37,399,774	24,854,088	10,599,460	20,045,328	32,088,327	429,154		
Expenditure									
Staff Costs	5,093,852	30,562,664	19,358,322	8,413,481	15,758,219	26,940,867	278,570		
Other Costs	1,574,112	6,857,959	5,454,624	2,116,519	4,345,631	5,009,001	116,683		
TOTAL Expenditure	6,667,964	37,420,623	24,812,946	10,530,000	20,103,850	31,949,868	395,253		
Surplus/(Deficit) for Year	373,590	-20,849	41,142	69,460	-58,522	138,459	33,901		
Prior Year Adjustment	0	0	0	0	0	-1,330,000	0		
Funds B/Foward from 1st January 2003	0	911,113	107,768	157,094	956,982	-1,139,876	44,332		
Restatement of 2002 Reserves	0	155,000	0	0	0	0	0		
Transfers to designated Funds	0	-288,000	0	0	0	0	0		
Balance as at 31st December 2003	373,590	757,264	148,910	226,554	898,460	-2,331,417	78,233		



Human Resources Team 2003

The human resources team met on 6 occasions during 2003, and welcomed two new members to the HR Group, Michael Long from the Limerick Services and Eamon Loughrey from the Clare Services. The main focus was networking and an exchange of ideas, with a view to standardisation of policies and consistency in relation to agreement on broad principles. The HR departments had a very busy year with the implementation of new legislation in relation to part-time workers and pensions. The HR-team responded to various reports and agreed to pursue policy consistency, where possible across regions. The following specific issues were dealt with during the course of the year.

Policies & Procedures

Dignity at Work (Includes the Sexual Harassment & Anti bullying Policies).

The HR-team has contributed to the development of such Policies. The Dignity at Work, Policy is now due for publication by the HSEA. This will entail a re-examination of our own separate policies on Sexual Harassment and Anti Bullying.

Employee Handbook

The Employee Handbook was reviewed in light of new legislation and operational experience, with a view to amending and republishing. It is expected that this review would be continuous on a two yearly basis by the HR Team.

Recruitment & Selection

Recruitment & Selection Training, IPA Training was carried out in some regions. A consistent Recruitment Policy is to be developed which will look at all aspects of the recruitment and selection process.

HR Information Systems

A group was set up to research deficiencies in PPIMS & SIMS. Because of the complexities involved, a feasibility study is still ongoing by the HR Team.

This is seen as a priority for 2004.

Flexible Working Arrangements - Part Time Employees Act 2001

The incorporation of part-time staff into the pension scheme was achieved. A PRSA provider has been agreed for all regions to cater for pensions for part time staff. Policies have been reviewed to comply with the terms of the protection of Part Time Employees Act 2001. Issues still remain with regard to Pensions.

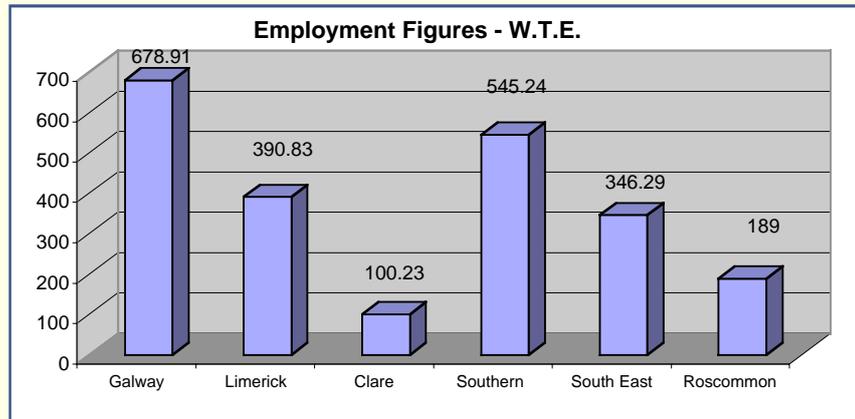
Implementation of Pay Awards

It should be clearly understood that future pay awards under Benchmarking, Parallel Benchmarking and Sustaining Progress are subject to satisfactory approval by the National Verification Process



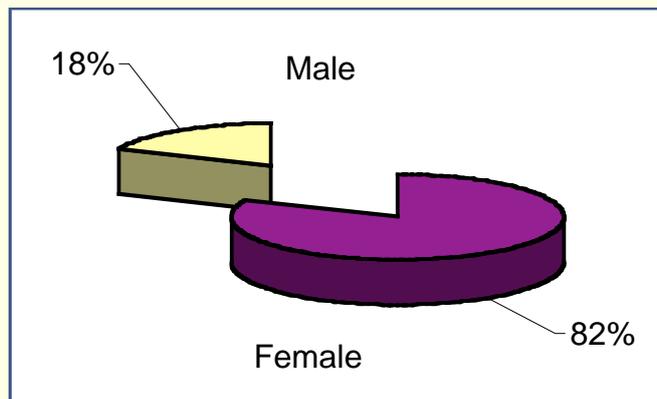
Employment Status 2003

Service Region	Sessional	Perm FT	Perm PT	Job Share	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	0	361.63	80.36	37.6	32.77	139.84	24.71	2	839	678.91
Limerick	0	196.32	92.05	2.63	21.27	21.06	57.5	0	518	390.83
Clare	0	35	43.36	0	3	4.35	13.52	1	127	100.23
Southern	0	275.33	6.67	38.03	40.42	184.79	0	0	842	545.24
South East	0	223	42.48	4.5	29	42.31	2.5	2.5	406	346.29
Roscommon	0	89	66.15	3	5	15.95	9.9	0	277	189
TOTAL	1.03	1180.28	331.07	85.76	131.46	408.3	108.13	5.5	3009	2250.5



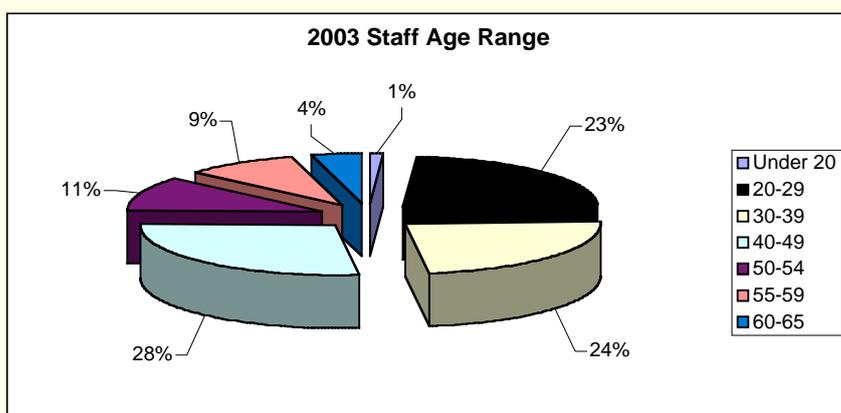
Staff - Gender Balance 2003

Gender	Galway	Limerick	Clare	Southern	South East	Roscommon	TOTAL
Female	674	423	102	698	326	238	2461
Male	165	95	25	144	80	39	548
TOTAL:	839	518	127	842	406	277	3009



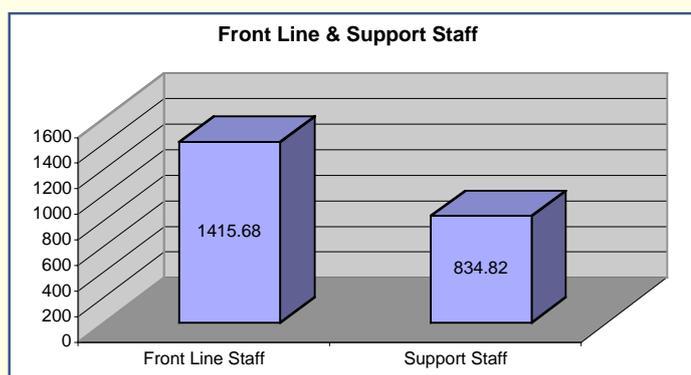
Staff - Age Range

	Galway	Limerick	Clare	Southern	South East	Roscommon	Total
Under 20	13	7	0	8	7	0	35
20-29	162	70	10	300	109	37	688
30-39	195	124	39	196	101	71	726
40-49	219	149	51	210	98	88	815
50-54	112	69	12	58	40	42	333
55-59	93	66	9	50	40	25	283
60-65	45	33	6	20	11	14	129
Total:	839	518	127	842	406	277	3009



Staff Profile

Front Line Staff							
Multidisciplinary & Medical	40.81	16.16	6.92	56.45	22.15	17.17	159.66
Nursing	192.99	145.17	3.36	75.84	63.22	48.42	529
Social Care Workers and Nursery Nurses	86.91	64.39	55.28	285.52	164.56	70.36	727.02
Total:	320.71	225.72	65.56	417.81	249.93	135.95	1415.68
Support Staff							
Administration	56.99	25.03	11.37	48.16	40.88	21.95	204.38
Workshop Supervisors, Drivers & Catering	292.87	136.08	23.3	77.14	3	1	533.39
Maintenance & General Operatives	8.34	4	0	2.13	52.48	30.1	97.05
Total:	358.2	165.11	34.67	127.43	96.36	53.05	834.82
OVERALL TOTAL	678.91	390.83	100.23	545.24	346.29	189	2250.5
Front Line Staff	1415.68						
Support Staff	834.82						



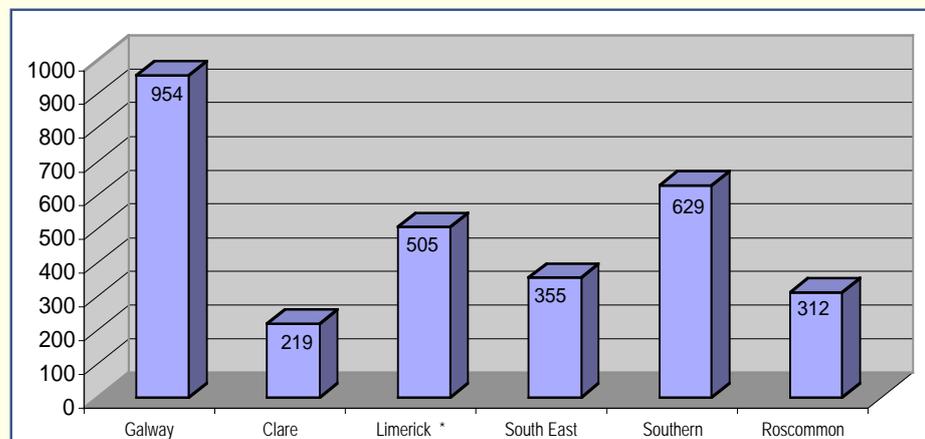


SERVICE USERS PROFILE

SERVICE USERS BY REGION AND ABILITY											
Service	total no.	Child	Adult	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL
Galway	954	418	536	34	1	14	437	246	195	27	954
Clare	219	60	159	41	0	0	42	115	20	1	219
Limerick *	505	*112	393	0	0	4	74	186	97	32	393
South East	355	49	306	1	0	8	75	150	90	31	355
Southern	629	356	275	46	14	34	176	226	116	17	629
Roscommon	312	140	172	18	2	11	110	120	44	7	312
TOTAL:	2974	1023	1841	140	17	71	914	1043	562	115	2862

* Children currently not on data base therefore do not show up in other data..

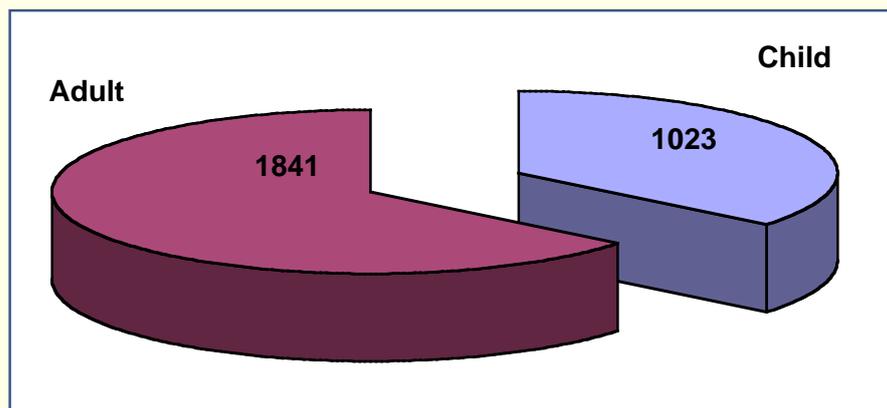
Service Users Figures 2003



Child/Adult Split - Service User

Service	total no.	Child	Adult
Galway	954	418	536
Clare	219	60	159
Limerick *	505	*112	393
South East	355	49	306
Southern	629	356	275
Roscommon	312	140	172
TOTAL:	2974	1023	1841

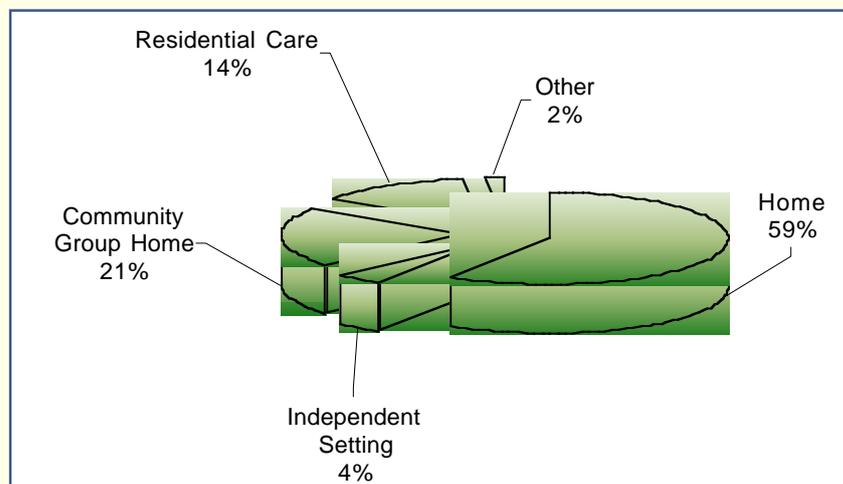
* Children currently not on database in Limerick



Service Users by Main Residential Circumstances 2003

	TOTAL	SERVICE REGION					
		Clare	Galway	Limerick	South East	Southern	Roscommon
Home							
At home with parents		86	477	58	126	338	169
At home with one parent		27	111	45	47	67	51
At home with sibling		9	9	20	11	2	5
At home with other relative		2	6	3	2	3	0
Lives with non relative		1	2	0	0	2	0
Adoption		0	0	0	0	1	0
Foster Care		0	5	1	0		10
TOTAL:	1696	125	610	127	186	413	235
Independent Setting							
Lives semi-independently		2	22	5	10	20	3
Lives independently		1	39	9	9	1	6
Vagrant or Homeless		0	1	0	0	0	0
TOTAL:	128	3	62	14	19	21	9
Community Group Home							
5 day community group home		21	16	7	0	8	12
7 day community group home		25	42	42	5	3	0
7 day (52 week) group home		24	100	60	108	63	53
TOTAL:	589	70	158	109	113	74	65
Residential Care							
5 day residential centre		0	0	0	0	0	0
7day residential centre		0	5	33	0	0	0
7 day (52 weeks) residential centre		0	116	104	30	112	0
TOTAL:	400	0	121	137	30	112	0
Other							
Special intensive placements		2	1	5	4	7	0
crisis and relief centre		17	0	0	1	0	3
regular part time care		0	0	0	0	1	0
de-designated unit		0	0	0	0	1	0
other (Nursing Home)		2	1	1	2	0	0
Holiday Residential Placement		0	0	0	0	0	0
Shared Care		0	0	0	0	0	0
Not Applicable		0	1	0	0	0	0
TOTAL:	49	21	3	6	7	9	3
OVERALL TOTAL:	2862	219	954	393	355	629	312

Residential Status

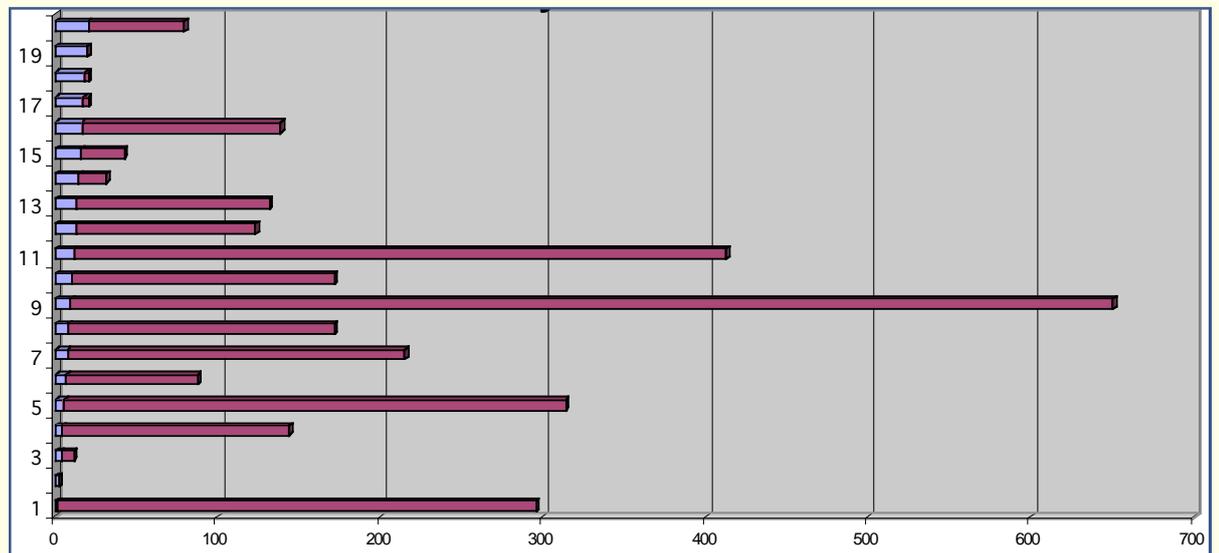




Service Users by Main Day Service 2003

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
KEY							
1 Early Childhood Services/Pre School	294	1	95	0	45	134	19
2 Ordinary Pre School	0	0	0	0	0	0	0
3 Child Education and Development Centre	8	1	0	0	0	4	3
4 Mainstream Education	139	0	60	0	0	9	70
5 Special Schools	308	16	65	0	4	189	34
6 Special Class in Mainstream School	81	0	36	0	0	28	17
7 Resource Teacher	207	32	175	0	0	0	0
8 Training	163	28	59	0	19	23	34
9 Sheltered Work Centre/Employment	641	91	90	178	175	61	46
10 Support Employment/Open Employment	161	2	69	9	2	58	21
11 Activation/Adult Day Centre	401	12	167	67	77	65	13
12 High Support/Intensive Services	111	9	19	23	5	22	33
13 Programme for the Elderly	118	11	29	32	20	15	11
14 Home Support	17	2	10	0	0	3	2
15 Other Day Service	27	0	6	0	6	6	9
16 No Day Service	122	9	24	84	2	3	0
17 Day Respite	3	3	0	0	0	0	0
18 Annual Review	2	2	0	0	0	0	0
19 Full time Residential - No day Programme	0	0	0	0	0	0	0
20 Multidisciplinary Support Services	59	0	50	0	0	9	0
TOTAL:	2862	219	954	393	355	629	312

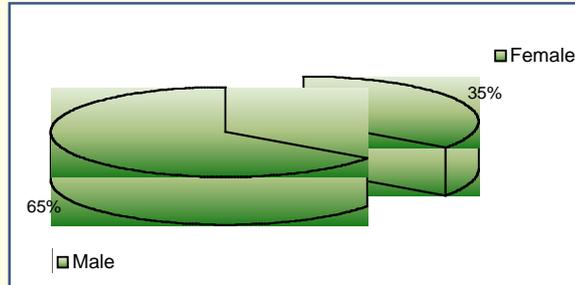
See key in table above





Gender Split - Service User

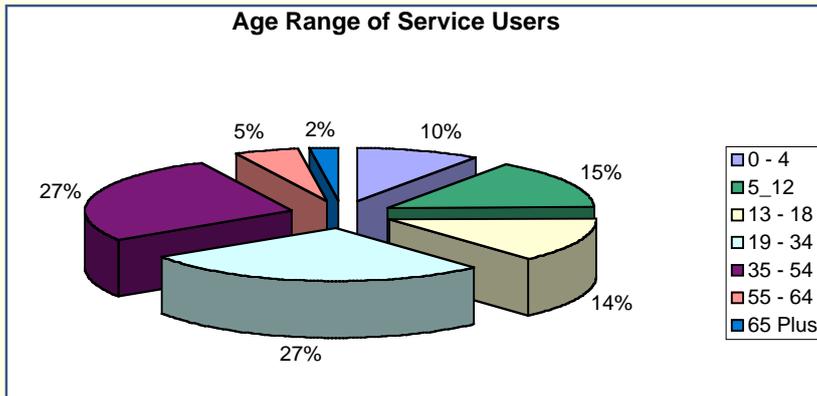
GENDER SPLIT - SERVICE USER 2003			
Region	Female	Male	Total
Clare	102	117	219
Galway	375	579	954
Limerick	127	266	393
South East	111	244	355
Southern	155	474	629
Roscommon	131	181	312
Total			0
TOTAL:	1001	1861	2862
Female	1001		
Male		1861	



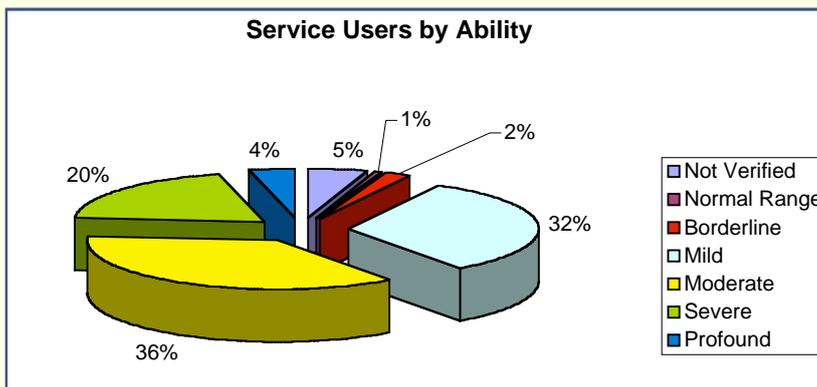
Service User by Range of Ability and Age 2003

Age Range	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL
0 - 4	117	4	17	55	53	26	5	277
5_12	9	9	20	199	129	57	8	431
13 - 18	5	2	11	196	125	44	4	387
19 - 34	4	1	12	256	299	168	49	789
35 - 54	3	1	9	170	337	210	39	769
55 - 64	2	0	0	26	76	35	7	146
65 plus	0	0	0	15	23	22	3	63
TOTAL	140	17	69	917	1042	562	115	2862

Age Range of Service Users



Service Users by Range of Ability





Acknowledgments 2003

We would like to take this opportunity to thank all retired staff members for their dedication throughout their working lives and extend our best wishes for a happy retirement

Retirement

Region	Name	Years of Service
Clare	None	
Galway	Tony Conlon	23
	Anne Collins	22
	Bridie Brennan	22
	Joan O'Brien	20
	Susan Fox	15
Limerick	Felix Lynch	13.75
Roscommon	Margaret Kelly	14
South East	Martin O'Shea	32
	Kathleen Keating	5
Southern	Sean Ford	42
	Tess O'Halloran	40
	Pat Slevin	36
	Bridie O'Sullivan	30
	Jill Ambrose	28
	Kay O'Keefe	28
	Margaret Barry	27
	Eileen Atkinson	21
	Mary Walsh	20
	Jimmy Drommy	17
Joan Quinlan	17	

Deaths

The Brothers of Charity Ireland, would like to express their sympathy to those families and friends of Service Users and staff who died during the year 2003.

Region	Service User	Staff
Clare	Anthony Dormer	
Galway		Tony Concannon Marueen Cregg Bridie Callinan
Limerick	Ann Snow Anne McMahon Patrick Hynes	Paddy O'Connor
Roscommon	Ann Fox Joe Hickey	
South East	Sonya O'Brien Sophie Fitzpatrick McKell	
Southern	Declan Mannion	



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Cork 021 4821012

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