



Derrane Co. Roscommon F42 WK60

Annual Report 2023

County Roscommon Disability Support Group CLG (RSG)

A Not-for-Profit Organisation

Established 1989

Registered Charity No.: 20029166

Company Registration No.: 231700

County Roscommon Disability Support Group CLG a/k/a RSG

A Company Limited by Guarantee

Directors' and Trustees' Annual Report and Financial Statements 2023

Revenue Charity No.: CHY 11009 | Company Registration No.: 231700 | Registered Charity No.: CRA 20029166

Mission Statement

County Roscommon Disability Support Group CLG is totally committed to improving the quality of life and standard of services to all people with disabilities, older people and children.

Strategy 2021-2024

The Aim of this plan is to deliver person centred, quality care and support ensuring the needs and the values of the service user, families, and care team are heard and respected.

Our Values

We value and respect our service users, employees, and stakeholders. Our values are underpinned by:

- Communication
- Teamwork
- Confidentiality
- Respect
- Compassion
- Integrity

Our Vision

To enable each person the ability to live as independently as possible in their own homes and communities through the delivery of person centred care and support.

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Board of Management

2024



Jim Ganly – Chairperson

Retired Production Engineer. Currently Chairperson of Derrane Parish Council and Treasurer/Director of Réaltín Roxboro Pastoral Council Co Ltd. Actively involved with County Roscommon Historical & Archaeological Society.



Eddie Harte – Vice Chairperson

Retired Civil Servant, having worked in the Department of Education, Property Registration Authority and the State Examinations Commission,



Michael Cleary – Secretary

Retired principal of Roxboro N.S. Former member of national executive of the Irish Primary Principals Network. Chairperson of St. Faithleachs GAA Club. Former officer of Roscommon GAA County Board. Active member of the Join Our Boys Trust. Member of Ballyleague Parish Council.



Edel Butler – Treasurer

Qualified solicitor and a chartered tax advisor with over 10 years post qualification experience as a tax consultant. Edel currently works with the Revenue Commissioners in Revenue's Legislation Service.



Margaret Treacy – Asst. Secretary & Vice-Treasurer

Volunteers in Community Games, local Church and Pastoral Council. Emergency Medical Technician (EMT) with Roscommon Civil Defence. Member of the Roscommon Solstice Choir.



Hugh Farrell – Academic Board Rep

Gained over 40 years' experience whilst employed by the Western Health Board, now HSE, and Irish Wheelchair Association in a variety of management levels. He has a keen interest in Disability and Community matters and is a member of a number of Boards and Committees in this area.



Kevin McBrien – Director

Former CEO of Co. Roscommon VEC and current chairperson of Roscommon MABS. Regional president and member of the national management council for the society of St. Vincent de Paul.



Joe Rynn – Director

Managed a variety of local agencies, worked across differing sectors, including community, rural development, citizen information, disability, and currently working with Children and Young People's Services Committee (CYPSC).

Section 1: Introduction

RSG's Purpose and Activities



County Roscommon Disability Support Group CLG (RSG), established in 1989, and as a HSE approved provider provides a broad range of person-centred care and support services mainly to people with physical and/or sensory disabilities, older people and children throughout County Roscommon and surrounding areas and is known to many as **RSG**.

Service provision in the community is largely funded by HSE Section 39 funding and some aspects of the care are supported by Department of Social Protection (DSP) Community Employment (CE) Scheme. Section 39 bodies encompass agencies / groups undertaking services which are similar or ancillary to those of the HSE and to whom the HSE is providing grant aid to do so. However, the HSE would not be legally or statutorily obligated to provide such services.

RSG became a company limited by guarantee in 1995 and operates from its fully accessible registered premises situated at the Resource Centre in Derrane, Co. Roscommon. **RSG** is a not-for-profit organisation and a registered charity that has developed and grown its business over the years. The organisation complies with all statutory and regulatory requirements, whilst holding charitable status holds tax exemption status for donations.

The care service includes provision of Personal Assistants (PA) to people with disabilities in the community, the workplace, training and or socially. The PA hours to be delivered for disability services are commissioned by the HSE at the beginning of the year through a Service Arrangement.

RSG's Home Care Support Workers (HCSW) operations are to provide home support hours, formerly referred to as home help, to older person's in their homes. The HCSW hours are delivered by way of RSG's successful tendering and subsequent admission to the HSE's Older Persons Authorisation Scheme Service Arrangement for service provision. All HSE service provision operates on an invoice basis and hours actually delivered are billed and remittance received monthly in arrears. These Service Arrangements are rigorously monitored via **RSG's** Clinical Governance staff oversight and are also reviewed at least quarterly during by the HSE.

Since 2010 **RSG** is also an officially recognised Quality and Qualifications Ireland (QQI) Further Education and Training Awards Council) accredited Training Service provider offering a full Level 5 in healthcare and other non-accredited sectoral mandatory training modules.

In 2012 **RSG** opened the DALE Resource Centre where service users with physical and sensory disabilities persons under the age of 65 can come and join in activities.

For over 35 years **now**, **RSG** has been an integral part of County Roscommon communities and voluntary sector creating pathways for community integration for the service user, ensuring their needs are met through services and activities which reflect all aspects of daily living. **RSG's** Board of Management currently consists of 9 volunteer trustee directors, whilst operationally **RSG** is under the leadership of a strong Senior Management Team the dedication and commitment of this team has contributed in no small way to the expansion of **RSG** services.

The Board of Management consists of volunteers who receive no remuneration. They collectively are responsible for the long-term success of the organisation. Their role is to provide leadership, to set the overall strategic direction of the organisation, to oversee management and ensure that understandable information of the Company's current position and prospects is available, and that the organisation provides its appropriate services as planned.

Reference and Administrative Details

- Registered Company Limited by Guarantee without a share capital (Company No.: 231700)
- Registered with the Charities Regulatory Authority (Registered Charity No. CRA 20029166)
- Registered charity with Revenue (Revenue Charity No.: CHY 11009)
- Compliant with the Charities Regulator's Code of Governance

Registered Office: Derrane, Co. Roscommon F42 WK60

Legal Structure: County Roscommon Disability Support Group CLG (**RSG**) Company Limited by Guarantee operates under the registered business name of County Roscommon Disability Support Group CLG.

Directors and Members 2024

Jim Ganly	Chairperson
Eddie Harte	Vice Chairperson
Michael Cleary	Company Secretary and Communications Officer
Edel Butler	Treasurer (<i>Co-Opted in June 2023 & Appointed @ AGM October 2023</i>)
Margaret Treacy	Asst. Secretary & Vice-Treasurer
Hugh Farrell	Academic Board Representative (Board Subcommittee)
Kevin McBrien	Director
Stephen McCormack	Director (<i>RIP 22nd May 2024</i>)
Charmaine Goh	Director (<i>Board Sabbatical February 2024</i>)
Joe Rynn	Director (co-opted 15 th May 2024)

Senior Management Team

Joan Dowd	Chief Executive Officer (Appointed September 2023)
Elaine Hanly	Clinical Governance & Care Services Manager
Alison Neary	Finance Manager
Bernie Connolly	CE Supervisor
Mary Ganley	CE Supervisor (Retired March 2023)
Gabriel Lavin	Operations Manager (Retired February 2023)

Other Relevant Affiliations, Advisors, etc.

Insurers:	Berkshire Hathaway European Insurance DAC
Bankers:	Allied Irish Banks, Church Street, Roscommon Bank of Ireland, The Square, Roscommon
Accountant/Auditor:	Paul Foxe & Company Chartered Accountants Athlone Road, Ballypheasan, Roscommon
Solicitor:	Peter H Jones & Company Solicitors Abbey Street, Roscommon
Special Advisors:	Joe Cunnane, Accountant Yvonne Cunnane, Solicitor
Employment Law Advisors:	Adare Human Resource Management
IT Support	Zenotec
Employment Assistance Programme:	Hospital Saturday Fund (HSF)
Affiliation & Memberships:	<ul style="list-style-type: none">• Disability Federation of Ireland (DFI)• National Community Care Network (NCCN)• The Wheel• Care Alliance• Home Care Coalition (NCC)• Pobal• Roscommon County Council• Health Service Executive (HSE)• Department of Social Protection• Department of Children, Equality, Disability, Integration and Youth (DCEDIY)• Department of Health• Quality and Qualifications Ireland

Section 2: Chairperson's Statement

Statement from Chairperson

Welcome again to RSG's Annual Report 2023.

RSG continued to delivery on its objectives to provide and deliver quality services and support for persons with physical and sensory disabilities and older persons. Likewise, 2023 saw continued provision of quality delivery of services to our learners for both QQI accredited qualifications and other non-accredited courses.



For the early part of 2023 the Senior Management Team continued to run the affairs of the company and kept things running smoothly. After competitive interviews we appointed our new Chief Executive Officer (CEO), Joan Dowd, in September 2023. The appointment has been well received and a number of changes in work practices and enhanced the way we operate and share responsibility.

Service delivery remained consistent over 2023 but not without its challenges. Despite our consortium partners for delivery of older persons services choosing not to enter the new Tender 2023 and Authorisation Scheme, we remained determined, and with the backing of our Board, the operations team applied to enter the Tender 2023 Authorisation Scheme as a sole provider and was successful in early 2023.

Mary Ganley retired after over 30 years of service and diligent work as CE Supervisor with the company, and we wish her well in the future. Gabriel Lavin Operations Manager retired also in 2023 we wish Gabriel all the best.

In 2023 we lost three valued members of staff and to the families of Mary Nerney (Elphin), Noeleen Kelly (Termonbarry) and Alan Egan (Ballydangan Athlone) we again extend our deepest condolences. More recently in May 2024 we lost our valued Board colleague Stephen McCormack (Scramogue), and I again extend our sincere sympathy to Stephen's family.

Lastly, I would like, on behalf of all the Bord of Management at **RSG**, to take this opportunity to express our sincere thanks to the office staff of **RSG** and most especially our front-line community and Resource Centre staff for their enduring commitment and flexibility in delivering person-centred services of the highest level to all RSG's service users.

Jim Ganley

Chairperson

Section 3: Chief Executive Officer Statement

Statement from the CEO

If I might just begin firstly by thanking the Board of Management, and of course my fellow colleagues of RSG, for the phenomenal support they have shown me since I took on the role of Chief Executive Officer in September of 2023. To the Board, know I am truly grateful for your unwavering support always. To my fellow colleagues, I am honoured to work with such a great group of talented individuals and appreciate your support and know it is a privilege to lead such a fantastic team!



During 2023, the 2022 established Senior Management Team structure continued its excellent work. For me personally it was this experience, of learning and support and working alongside the fantastic **RSG** Team, that gave me the confidence to pursue the role of **RSG's** CEO. I will say the recruitment process was unnerving and the interview panel put me through my paces but now I look forward to working alongside colleagues and Board to delivery on RSG's strategic objectives.

As with previous Annual Reports, with this 2023's Annual Report our goal is to provide our service users, their families, learners, staff members, funding agencies and other stakeholders and all interested parties, an overview of the operations and activities of County Roscommon Disability Support Group's (**RSG's**) throughout 2023.

2023 once again was a year of change in **RSG** with the retirement of our Community Employment (CE) Supervisor Mary Ganley and our Operations Manager Gabriel Lavin. We would like to thank both Mary and Gabriel for their contributions to the organisation and wish both a very happy retirement.

The core business of **RSG** remains the delivery of quality personal assistant services to our service users or clients i.e., persons with either or both a physical and sensory disability living in Co. Roscommon. Supplementary to this we delivery home care support services to older persons in the CHO2 region but primarily Co. Roscommon to enable persons to live independently as they can. Although both services are delivered by way of separate Service Arrangements (SAs) with the Health Service Executive (HSE) our personal assistant service differs from our home support services in so far as we have autonomy in meeting the specific needs of our service users and we make every effort to deliver this personal assistant service to match those needs. Home support services are provided to persons aged 65 and over and are conducted as stipulated by the HSE.

During 2023 **RSG** continued to operate our accredited Training Department which is an officially recognised Quality Qualification Ireland (QQI) Further Education and Training Awards Council (FETAC) accredited Training Service provider since 2010 successfully reengaged with QQI in October 2021.

In 2023, we remained steadfast in our mission to ensure accessibility and inclusivity for all Resource Centre participants with physical and sensory needs. **RSG's** onsite Resource Centre continued to prioritise a person-centred approach, tailoring our programs to the specific needs, abilities, and interests of each participant. We recognised that each participant's journey is unique, and we design our service offerings accordingly in line with participant preferences.

Collaboration has been a cornerstone of our success in 2023 deepened our peer partnerships with our fellow Centre for Independent Living (CILs) organisations, fellow NCCN member organisations, funders, HSE, and other sector organisations and leader. During 2023 we experienced many successes, but one that will ensure RSG's viability into the future was securing a sizable rate increase for the delivery of PA services bringing us nearer to that of our fellow CIL organisations.

However, 2023 service delivery was not without its challenges with our former consortium partners not entering the new Tender2023 and Authorisation Scheme to provide home support services to older persons. But we were strong in resolve and with the support of our Board sought entry to the Authorisation Scheme as a sole provider and was successful in May of this year 2024.

I would also like to take this opportunity to recognise the continued support of all the services support staff, the hardworking team in Derrane and of course the commitment of our community staff. Our Community Employment (CE) continues to provide **RSG** with much needed supports from office administration to personal assistant services in our onsite Resource Centre in Derrane. This is all due to the excellent management of the scheme by Bernie Connolly to which we extend a huge thank you. Again, not forgetting Mary Ganley, **RSG's** CE Supervisor since 1993, who retired in February 2023.

Equally, the Rural Social Scheme (RSS) continues to provide us with much needed supports including caretaking and grounds and garden maintenance. Many thanks to the Roscommon Leader Partnership and RSS Supervisor Noel Egan for their continued support shown **RSG**.

Undeniably, too the support and understanding of service users and their families must also be acknowledged and likewise the support of all our learners and all our stakeholders, all of which contribute in no small measure to what is a valuable and valued service.

However, I cannot look back on 2023 without acknowledging and mentioning the very sad and sudden passing of our esteemed colleagues, Mary Nerney (Elphin), Noeleen Kelly (Termonbarry) and Alan Egan (Ballydangan Athlone) we again extend our deepest condolences. This is two years in a row now that RSG has lost esteemed colleagues. More recently too, in May of 2024, we were saddened to learn of the passing of one of our long servicing Board Trustee Stephen McCormack (Scramogue), again we extend our sincere sympathy to Stephen's family. Ar dheis Dé go raibh a n-anamacha uaisle.

Finally, as I look to the future of RSG and the sector in general there are many challenges ahead but with such a great team in place, and working collaboratively with our key stakeholders, I am confident that RSG will overcome any and all challenges as together we are great!

Joan Dowd

Chief Executive Officer (CEO)

Section 4: RSG's Values and Objectives

RSG's Values

- We value our service users, employees, and stakeholders.
- We aim to communicate with our service users, employees and all stakeholders in an open and inclusive way which will ensure transparency and accountability in all aspects of the services we deliver.
- Our aim is to build a strong professional business that has a reputation for being trustworthy and confidential in all our dealings with our service users, employees and all our stakeholders.
- We will treat all our service users with empathy, sensitivity, and dignity at all times.
- We aim to be a business where dignity and privacy of all individuals we deal with, is respected, and valued and recognised that working in a respectful environment will enable us to achieve more.
- We will ensure that all our services are transparent, trustworthy, and reliable and are delivered to the highest quality standards as laid down by our stakeholders and that everyone takes responsibility and accountability for all actions taken in delivering of all our services.

RSG's Objects

- a) To promote training, education and general rehabilitation and welfare for people with disabilities and older people.
- b) To promote the co-ordination and integration of services for people with disabilities and older people.
- c) To develop services for people with disabilities and older people according to their changing and developing needs.
- d) To provide a Personal Assistant (PA), Home Support, Assisted Living service and or associated service to people with disabilities and older people in their home, workplace or socially.
- e) To promote disability awareness and the philosophy of Independent Living among the public.
- f) To provide a structured programme of information, advice, support and advocacy services for Service Users, staff, carers, and families in respect of their rights, benefits, and entitlements.
- g) To promote and provide person-centred flexible learning and training in partnership if appropriate to people with disabilities.

Quality and excellence are embedded in all **RSG's** service offerings. To sustain and enhance our quality of service offerings we continually invest in staff training and development. We encourage feedback through customer surveys and our customer care team. We were first awarded the prestigious Trusted Charity (previously known as PQASSO) accolade in March 2019 recognising **RSG's** commitment to quality in all its services, implemented with the support of Disability Federation of Ireland (DFI). Improving Quality (IQ) is **RSG's** chosen alternative to Trusted Charity which expired 2022. The IQ quality mark has a special focus on governance for not-for-profit organisations. The process retaining some form of alternative independent Governance and Quality Assurance accreditation ensures **RSG** not only operations to the highest standards but also ensures that we meet the requirements of the Charities Governance Code. **RSG** is currently in process of progressing this IQ implementation.



R.S.G IN 2023



Section 5: RSG's 2023 Operations Year End Report

RSG's Care Service Provision Performance Summary

Care Services

RSG provides services in the home, workplace and socially to people with physical and or sensory disabilities, some of whom would also have other secondary disabilities, older people and children. RSG is an approved HSE Care Provider, and these services funded by the HSE vary from home care to personal assistant services and it is the role of the Care Team to manage these services, schedules and staff.

The Care Team is held with deep regard and gratitude for their kindness and concern as well as their efficiency. There is a constant flow of calls in and out of the office and this mode of communication is the most popular form of communicating within this agency.

Throughout 2023, we continued to provide quality service to all service users and Resource Centre participants.

Delivering over 85,000 HSE funded hours in 2023, we provided over 32,000 home support hours, by way of our Service Arrangement under Tender 2018 for older persons living in Co. Roscommon and on the Mayo border.

We also provided just over 45,000 home and social support hours to persons with either or both a physical and sensory disability living in Co. Roscommon via our Service Arrangement with the HSE Disability Department in Roscommon. All services coordinated and managed by our highly competent and experienced Care Services Coordination Team.

In addition to community support hours, we provided over 8,800 hours of client facing Resource Centre activity hours at our DALE Resource Centre in Derrane. As quality HSE approved provider of services we continued to monitor the safety and quality of our service delivery and proactively responding to feedback in a process of continual improvement. This vigilance also ensures risk is managed effectively thus minimising any associated harmful outcomes.



Figure 1 – Celebrating Carer's Week



Day Service	Disability PA	Older Persons
8,806 hours	45,071 hours	32,429 hours
Average of:	Average of:	Average of:
30 Service Users	75 Service Users	120 Service Users

Figure 2 – Delivered Service Hours 2023

RSG are growing and working hard to demonstrate accessibility and inclusiveness and recognise that social inclusion is essential.

RSG's 24/7 Care Service is an ancillary service available to our service users in addition to the state funded services to cater for people who are unable to access sufficient state services. It provides care for older people and people with disabilities of all ages. It is a not-for-profit affordable professional service available around the clock with out of hours monitoring. Tax relief may be claimed for costs incurred.

Satisfaction Survey Results

Anonymous Stakeholder Satisfaction Surveys are conducted annually for both staff and service users. Evaluating operations, communication and satisfaction levels are necessary to the continued success of **RSG**.

The purpose of such surveys is not only to determine stakeholder satisfaction levels but also to elicit valuable feedback to ensure continual progression.

As in the past staff survey were developed via Google Forms and distributed via WhatsApp link. Service user surveys were issued similarly but majority were posted with stamped returned envelopes.

Personal Assistant and Home Support Services for Older Persons Survey Results

The results are positive as many service users are very dependent on **RSG** and the service provided. They appreciate their great carers who are kind, patient, qualified and reliable. All members of staff should be congratulated on continuing to produce great work and delivering a very satisfactory service.

The Annual Independent survey was undertaken with 281 with 178 respondents from Service Users representing a 63% response rate.

Results Analysis:

- From those 281 respondents 48% were receiving a HSE Home Support Service and 33% receiving a Personal Assistant Service with the remaining percentage being a combination of both PA and Home Support or PA and Resource Centre participant.
- Survey showed 99 % of clients satisfied with service.

RSG's Resource Centre Day Services

RSG's Day Resource Service facilitates the delivery of structured activities Monday to Friday weekly to people with disabilities on a person-centred basis with the freedom to choose the service.

RSG's Resource Centre Independent Living Life Skills Programme provides a range of tailored workshops designed to enable people, with a physical or sensory disability and under 65, to live full and independent lives at home and in the community including such activities and programmes as horticulture, fitness, music, art, and one to one computer tuition classes in our fully accessible building.

The support of the **CE Scheme** funded by the DSP, under the direction of Bernie Connolly, makes the delivery of these programmes possible. Transport for the Resource Centre is the only element of the business that is not grant funded or assisted and as such is rather reliant on donations and fundraising.

By embracing accessibility, fostering a person-centred approach, enriching programs, and fostering collaboration, we were able to create an environment where participants thrived and realised their potential. We extend our deepest gratitude to our participants, their families, our dedicated staff, and all our supporters for their unwavering commitment.



Throughout 2023, we too continued to provide quality service to all service users and Resource Centre participants. As quality HSE approved provider of services we continued to monitor the safety and quality of our service delivery and proactively responding to feedback in a process of continual improvement. This vigilance also ensures risk is managed effectively thus minimising any associated harmful outcomes.



Figure 3 – Staff Training Events 2023

An Accessible Transport **RSG** service is in existence since 2006 for the benefit of the service user. Participants coming to the different activities are very dependent on getting transport hence the percentage that needs it. Accessible transport can be availed of by all service users subject to the vehicles and driver's availability.

Transport covers the county, and every effort is made to meet all requests but due to the geographical spread of the population it is not always too easy to meet every request. The CE Scheme, funded by the DSP under the direction of Bernie Connolly, operates this service and without this support it would not be possible.

Transport is extremely important and provides a lifeline without which people would be isolated and confined to their homes. Accessible transport is necessary and **RSG** is delighted to play their part as best they can, depending on

driver availability.

Volunteer drivers are always welcome to increase transport availability. **RSG** are growing and working hard to demonstrate accessibility and inclusiveness. **RSG** recognises that social inclusion is essential to the community and the participants that avail of the Resource Centre. **RSG's** Day Resource Service facilitates the delivery of structured activities Monday to Friday to people with disabilities on a person-centred basis.

Over the course of 2023, we had many successful applications for funding through the HSE National Lottery to the value of €6,000 which will enable us to upgrade our equipment in the Therapy Room, a Pobal grant to the value of €66,000 allowing us to totally refurbish our Training and Therapy room with accessible hairdressing area.

Satisfaction Survey Results – Day Services Participants

The survey was conducted among the current service users of the organization. A total of 56 service users were invited to participate in the survey. The survey consisted of a series of questions aimed at gauging the satisfaction levels of the service users. The survey was administered online with the option of completing a hard copy, and responses were collected.

Out of the total number of service users invited to participate in the survey, 22 responded, resulting in a response rate of 39%. While the response rate could have been higher, the collected responses provide a representative sample for analysis.

As in previous years the survey consisted of a questionnaire with 24 questions relating primarily to the service users' experiences with their PA's, Care workers and about Activities that service users get involved in the Day Resource in **RSG**.

The survey questionnaires were conducted via Google Forms and forwarding the link to the confidential unanimous survey via text or WhatsApp.



Figure 4 – Staff Training Events 2023

The survey further analysed the areas that contributed to service user satisfaction. Like 2022 the following aspects received consistently positive feedback from the respondents:

- a) Quality of Service: Most respondents (89%) expressed satisfaction with the overall quality of service provided. This includes promptness, professionalism, and the expertise of the service providers.
- b) Support and Assistance: Service users expressed satisfaction with the level of support and assistance received. They reported that their needs were adequately addressed, and they felt valued as individuals.

Accessible Transport

In our ongoing commitment to promoting inclusivity and equal opportunities, our organisation has strived to provide exceptional accessible transport services in 2023. With a focus on eliminating barriers and ensuring seamless mobility for individuals with diverse needs.

Recognising the importance of accessible transport in promoting independence and social participation, we invested in state-of-the-art vehicles equipped with advanced accessibility features.

From wheelchair ramps and lifts to spacious interiors and tactile signage, our vehicles were designed to accommodate diverse mobility requirements, ensuring that every individual can travel safely, comfortably, and with dignity.

Our Staff

RSG is a large player in the employment sector greatly benefitting the local economy with a combination of just over 120 full and part time staff. A CE Scheme has been in place for over 30 years and its members have largely contributed to many of the **RSG's** projects and activities. The Rural Social Scheme, in operation since 2010 provides a worker for the outdoor work.

Our staff provides a caring professional and quality service to our service users. **RSG** recognises the importance of encouraging people to strengthen their skills to embrace and meet the challenges that the sector presents.

Mandatory and competency training is ongoing with new topics been brought on stream. Staff attends a number of training seminars on specific work-related topics throughout the year. Various mechanisms are used to access satisfaction levels within the framework and to make improvements where possible.

Again, acknowledging the contribution of our CE staff that assist **RSG** in providing much needed supports from office administration to personal assistant services in our onsite Resource Centre in Derrane and in the community under the management of Bernie Connolly. Likewise, our RSS staff member who continues to provide us with much needed supports including caretaking and grounds and garden maintenance.

Finally, volunteers, **RSG** have very good and dedicated volunteers who are overseen by our in-house company Volunteer Coordinator. Volunteers have played a big part in supporting the development of the organisation. Training is offered to volunteers on an ongoing basis. New volunteers are always welcome.



Figure 5 – Pearse's Dog 'Quantum' Attending Staff Training Day

Information Technology (IT) Review

In 2023, we saw the beginning of a return to form for our Computer Suite, as service users who previously attended the RSG College pre-COVID returned to regular sessions multiple days a week with us as part of the activities provided by RSG. We also had members of the public availing of our One-to-One computers tutoring once again, with some choosing to make regular weekly bookings to get assistance with their laptops and smartphones.

RSG changed our provider of external IT Support from Intuity Technologies to Zenotec. While Zenotec provides the same support services we previously received, Zenotec brought us more security options from Anti-Virus to Email Spam Filtering, as well as being able to provide us additional savings on our Microsoft subscription fees.

The IT Department continues to work closely with the Training Department to ensure smooth running of our provided QQI accredited courses through GiraffePad Learner Management System, as well as advertising of same courses.

While RSG has returned from Remote Working to working in our offices, we have been taking steps to not only make Remote Working an option for our staff but to also make it easier for staff to seamlessly and securely work remotely when needed, while ensuring the equality and human rights of staff and stakeholders was considered, respected, and protected. We continue to review all of our operations to ensure that we remain fully compliant with our duties under relevant legislation and regulations.

RSG remains extremely vigilant regarding data protection and mitigating risk of data breaches. The IT and Data Protection Officer developed and conducted Data Protection Workshop with all staff. RSG's data breach risk mitigation strategy is to expand in 2024 to include the completion of bi-annual Clean Desk Audits, or more frequently depending on the results of the audits.

Challenges During 2023

Recruitment of key staff is a critical concern for **RSG**. Likewise, the ageing population profile is placing stress on an already pressurised home care support sector. It is important for **RSG** to have the right recruitment strategy to help create an avenue for potential staff and being. These challenges only exacerbated by an extremely competitive market for carers.

Retention of our current talent pool is of critical importance to **RSG's** sustainability and success, so we must ensure the correct strategy is employed regarding retention of a skilled and valuable workforce.

Continuation of network meetings, both onsite and offsite, is critical to engaging with our community staff, to hear what they have to say and what difficulties they are encountering in their day-to-day duties and listen and propose ways in which we can alleviate and solve issues.

Being adequately knowledgeable enables **RSG** to modify and adapt training and development opportunities to not only what will benefit the company but what will benefit community staff. We will not be able to retain people who do not see potential.

We provide relevant training opportunities for those who work for **RSG**. By providing training, we ensure the **RSG** continues to meet the unique needs and challenges and increase employee satisfaction and hopefully improve retention rates. It is essential to provide a quicker recruitment process to capture carers ahead of other organisations.

The demand for staff is a major problem as not only do we have to source staff, but they must be compliant in their qualifications, provide their own transport and are expected to upskill and update training which is difficult. We have had 18 resignations in 2023, 5 staff members retired, and 3 esteemed colleagues passed away. This represented a staff turnover of 22%. However, we successfully recruited had 22 new hires in 2023, with 19 specifically community staff.

Section 6: Training Department Review

2023 – RSG’s Training Department (College) Year End Report

RSG is also an officially recognised Quality and Qualifications Ireland (QQI) Further Education and Training Awards Council) accredited Training Service provider since 2010. With a commitment to excellence, our Training Department offers a range of programmes leading to QQI awards at Levels 3 and 5 on the National Framework of Qualifications (NFQ), catering to both staff and the wider public. Our integrated Training Department operates within the County Roscommon Disability Support Group CLG, overseen by the Board of Management (BoM). We provide tailored training workshops and programmes in healthcare, manual handling, and safe patient moving.

The mission of the Training Department / College is centred on providing high-quality, person-centred training to adult learners, facilitating their journey toward achieving programme outcomes and realising their potential. We are dedicated to maintaining consistently high standards in both accredited and non-accredited education and training, fostering a welcoming and inclusive learning environment where learners thrive. Moreover, we aim to empower learners with new opportunities, enhance their access to employment, and enable positive changes in their lives, nurturing them to become effective healthcare professionals in the community.

Recognising the importance of external oversight, we ensure independent governance by incorporating suitably qualified external members within our Academic Board Subcommittee, facilitating informed decision-making and constructive analysis for continuous improvement.



Figure 6 – QQI Awards Night 2023

Blended Learning

RSG's Blended Learning approach, delivered exclusively through the synchronous-only mode, utilises tutor-led live classroom sessions via Zoom, supported by our preferred Learning Management System (LMS) GiraffePad. A Learning Management System (LMS) forms the core of a Virtual Learning Environment (VLE) designed to support online discussions, digital learning resources, tests, and quizzes for both formative and summative assessments, as well as course administration.

Enhancing in-person interactions: RSG uses traditional classroom activities, like hands-on skills demonstrations and exams, to provide practical experience.

Synchronous remote access via Zoom via GiraffePad (LMS): At the same time, learners can join live classes remotely through Zoom, allowing them to participate in real-time from anywhere.

Seamless and integrated learning experience: By blending these two methods, Learners get the best of both worlds. They benefit from direct interaction with tutors and peers in person, while also having the flexibility to join classes online, making the transition between in-person and remote learning smooth and cohesive.

Level 5 Healthcare Support Programme

In 2023, the Level 5 Healthcare Support Programme experienced a significant increase in participants, with the total number soaring by approximately 48.48% compared to 2022. This surge indicates a growing interest and engagement in the training programs offered.

To further capitalize on this momentum and ensure continued success, it is recommended to strengthen marketing efforts. This includes raising awareness of courses with historically low enrolment, such as Intellectual Disability Studies. Strategies such as targeted campaigns, leveraging social media platforms, and forming partnerships with relevant organizations can help increase visibility and attract more participants.

Regarding income sources, the primary contributor to the Level 5 Healthcare Support Programme's revenue in 2023 was the public, accounting for 60.54% of the total income. This highlights the importance of catering to the needs and preferences of the broader community while maintaining a diverse and inclusive approach to program delivery.

Healthcare Support Training Stats

In 2023, the primary source of income for the Level 5 Healthcare Support Programme was from the public, contributing to 60.54% of the total income.

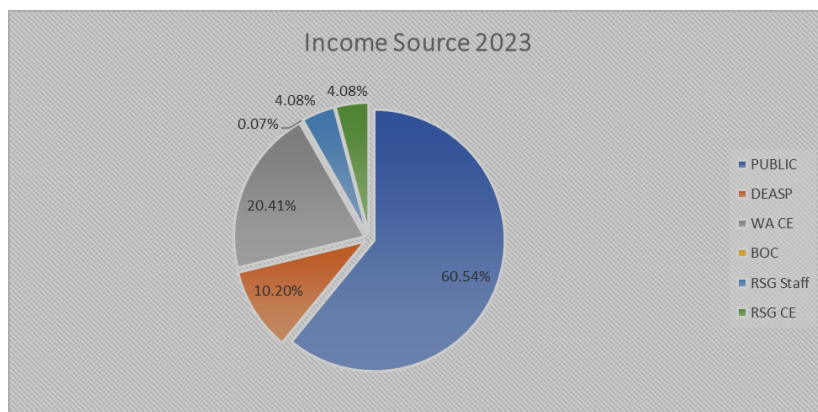


Figure 7 – Income Source Healthcare Support Training

Overall Increase in Participants: The total number of participants soared by approximately 48.48% from 2022 to 2023, signifying an increasing interest and engagement in our training programmes.

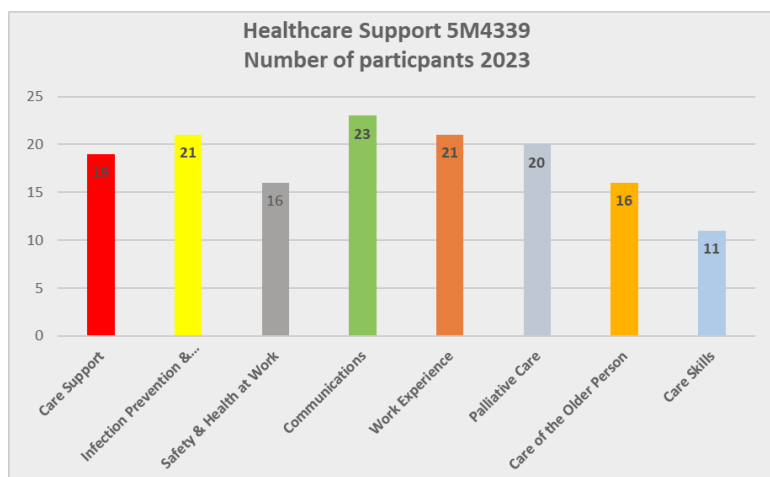


Figure 8 – Healthcare Support Number of Participants 2023

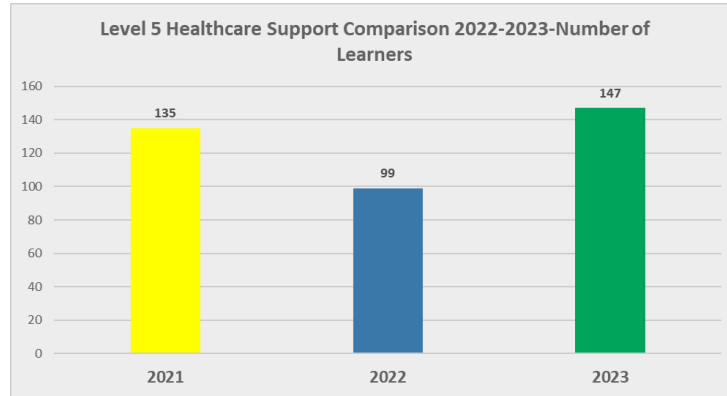


Figure 9 – Level 5 Healthcare Support Comparison 2022-2023-Number of Learners

Manual Handling and Patient Moving Training

In 2023, Manual Handling & Patient Moving training was provided to various groups, including RSG Staff, RSG CE participants, the public, and other organisations. The income breakdown for this training included contributions from different sources, with the highest percentage coming from the public at 33.60%.

Overall, this training played a significant role in promoting safety and well-being, with rigorous risk assessments conducted before each session. Participant satisfaction was high, reflecting the effectiveness of the training. The broad accessibility of the training to diverse groups highlighted the department's inclusive and community-focused approach, contributing to safety and well-being within and beyond the organisation.

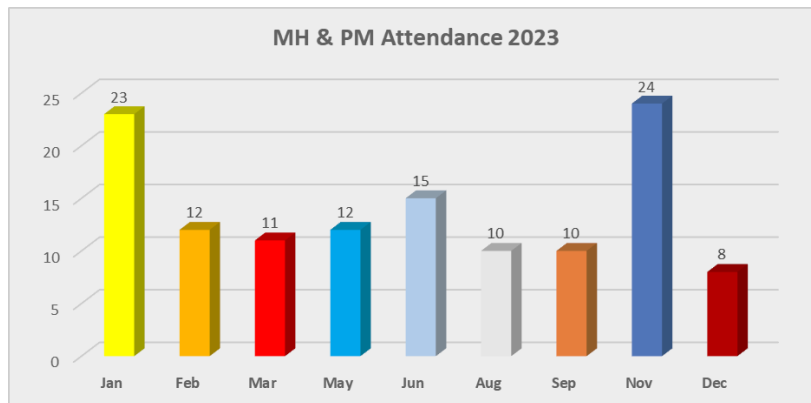


Figure 10 – Number of Participants 2023 Manual Handling & Patient Moving

In 2023, the primary source of income for Manual Handling & Patient Moving was from the public, contributing to 33.60% of the total income.

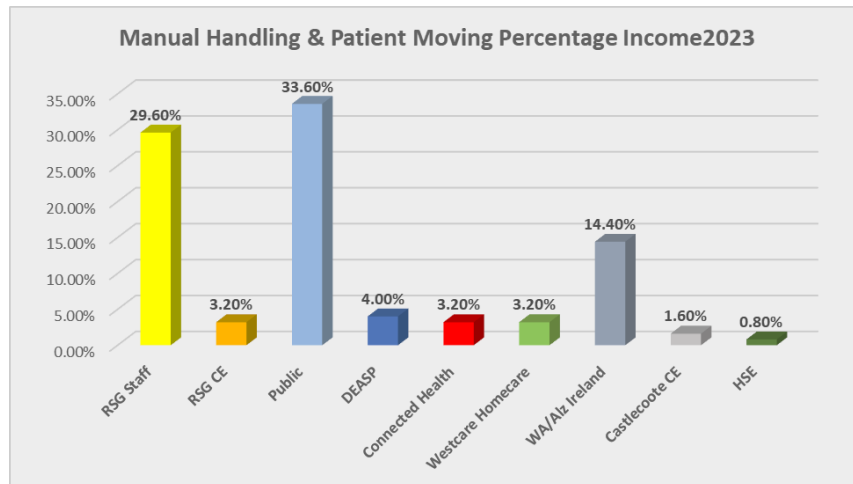


Figure 11 – Manual Handling & Patient Moving Percentage Income2023

Training Department Growth and Development of QQI Level 6 Module Offering

The 2022 planned development of the Level 6 Disability Awareness programme led to unforeseen difficulties for RSG. Engaging an external consultant was critical to the development of programme briefs, lesson plans, and resources. However, despite extensive recruitment efforts, RSG failed to source a programme lead for this project, resulting in its current suspension. The Training Department intends to review this project application again in 2024-2025.

Conclusion and Recommendations for 2024

Strengthen marketing efforts to raise awareness of courses with historically low enrolment, such as Intellectual Disability Studies. Utilise targeted campaigns, social media platforms, and partnerships with relevant organisations to increase visibility and attract participants.

Based on revised QQI Guidelines on Blended Learning RSG must apply for a Blended - Synchronous Only mode of delivery to continue online delivery mode. As a result, RSG in 2024 must develop an appropriate Blended Learning Strategy before any application submission by June 2025.

Programme revalidation involves submitting an existing programme leading to a QQI award for revalidation once the validation interval ends. Following a consultation with an external consultant in April 2023, RSG sought clarification on the upcoming revalidation process, particularly regarding the existing Level 5 programme. In 2024 RSG must plan for this update to consider updating these programmes by end of 2024.

Evaluations and feedback session throughout 2023 provided a wealth of insights into the Healthcare Support Programme. Learners offered constructive suggestions, including the incorporation of more practical skills, streamlining of assessments, and considerations for module integration. This feedback gathered during such processes will play a pivotal role in enhancing individual programme content and delivery, ultimately providing more effective support to learners.



Section 7: Community Employment (CE) Review

2023 – RSG’s CE Project Year End Report

This report is for the period 1 January 2023 to 31 December 2023 and covers the second part of the CE Scheme 2022/23 and the first part of the CE Scheme 2023/24.

Table 1 – CE Funding 2023

FUNDING RECEIVED 2023	
	€'s
Total Participant Wages	€186,663.00
Employers PRSI was claimed on Materials and paid by the DSP	€985.32
Supervisors Gross Wages (2 Supervisors until March 2023)	€48,935.85
Employers PRSI (paid by the DSP)	€5,407.31
Total Materials less PRSI	€9,394.88
Total Participant Development	€6,574.00
TOTAL FUNDING RECEIVED	€257,960.36

Materials Grant

The Materials Grant for the year was based on €13.50 per actual number of payments made to employees (excluding Supervisors). See breakdown of Materials expenditure and Income for CE Scheme 2022/23 – refer to separate document audited accounts.

DEVELOPMENT TRAINING

QQI ACCREDITED TRAINING

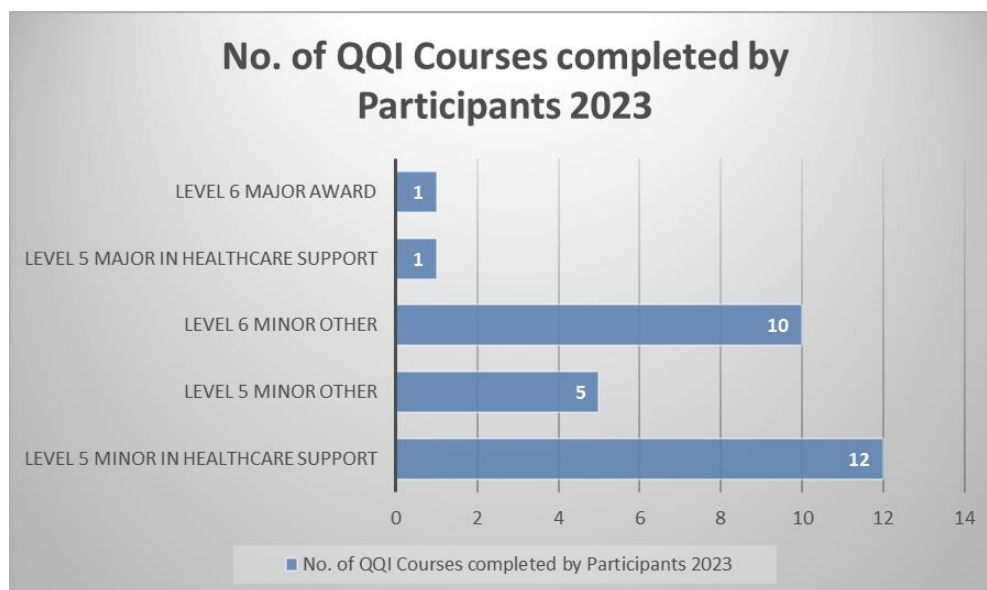


Figure 12 – No. of QQI Courses Completed by CE Participants

OTHER DEVELOPMENT TRAINING – NON-QQI TRAINING



Figure 13 – CE Development Training – Non QQI Accredited

Turnover of CE Participants 2023

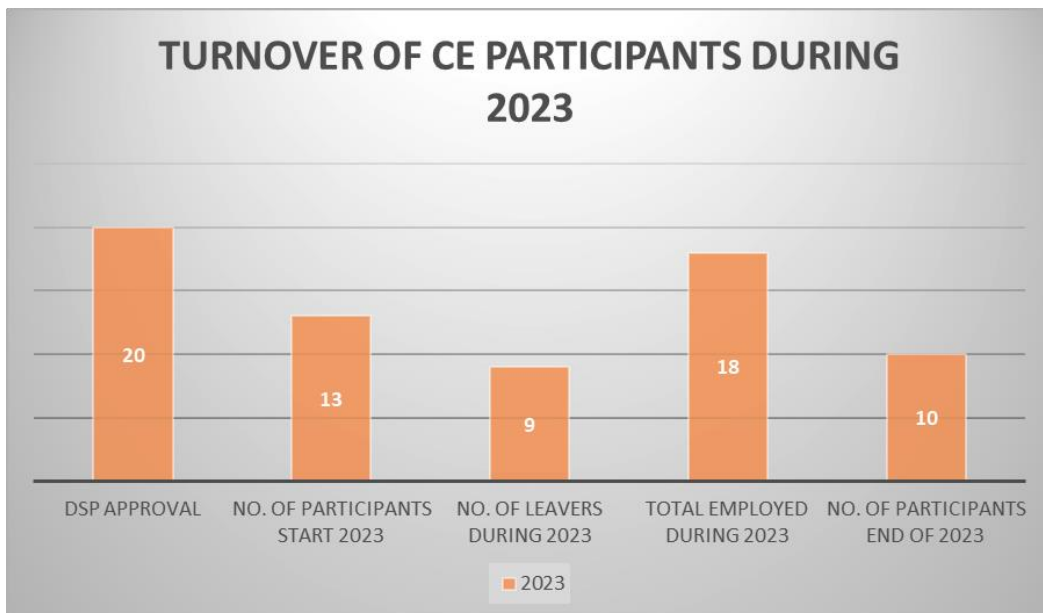


Figure 14 – Turnover of CE Participants 2023

The year 2023, saw more job opportunities, in particular in the area of Health and Social Care which meant improved progression rates in particular for the RSG CE Scheme. Out of 9 participants that left the scheme in 2023, 6 participants found employment, three of which found employment with our Organisation, County Roscommon Disability Support Group CLG.

Table 2 – CE Staff Progression Stats 2023

LEAVERS – PROGRESSION DURING 2023

- 9 Leavers
- 1 Participant found employment with RSG as IT and Data Protection Officer.
- 1 Participant found employment with RSG as a Home Care Support Worker.
- 1 Participant found employment with Rehab Care as a Support Worker.
- 1 Participant went on to be employed with Safety Ireland as a Tutor.
- 1 Participant found employment with Western Alzheimer’s CE Scheme.
- 1 Participant’s retired, but still employed 2 days a week with RSG.
- 2 Participants returned to Jobseekers.

77.7 % Progression into Employment

There was an increased need by the HSE and HSE approved agencies for home care staff, so the work and training provided by the Health and Social Care schemes such as ourselves is invaluable.

Staff that work in Health and Social care scheme and are prepared to complete the QQI L5 training in Healthcare Support or Health Service Skills, and meet suitability criteria, will have very little difficulty if any in securing employment in the area of healthcare.

During the year 2023, the Scheme consisted of Clerical Staff, IT Support, Drivers for accessible transport, Caretakers and Personal Assistants to people with disabilities and Home Care Support workers for older people. From March 2023, there is now just 1 Supervisor, as the second Supervisor retired.

Since August 2023, there is new position of Radio Presenter/Producer with our new sub sponsor Ros FM Radio.

Recruitment continues to be a challenge as there are very few referrals from the DSP and personal applications. Vacancies are advertised through www.jobsireland.ie; RSG Facebook page and Local Press.

The CE Report could not conclude this year without mentioning the retirement of Mary Ganley after 30 years as a CE Supervisor in **RSG**. Mary has been a lifetime advocate for disability rights and promoting independent living for people with disabilities. Mary as the heart and soul of **RSG** for so many years will be sorely missed by everyone. In celebration of Mary’s retirement family, friends, co-workers past and present, gathered for a night in March to commemorate the occasion. At this event Mary paid tribute to the huge contribution that Jenny, her PA for 16 years, had made to her life and who epitomises the definition of a true PA. We wish Mary all the best in her retirement and look forward to her visiting the offices here in Derrane.



CE 2023 STATISTICS

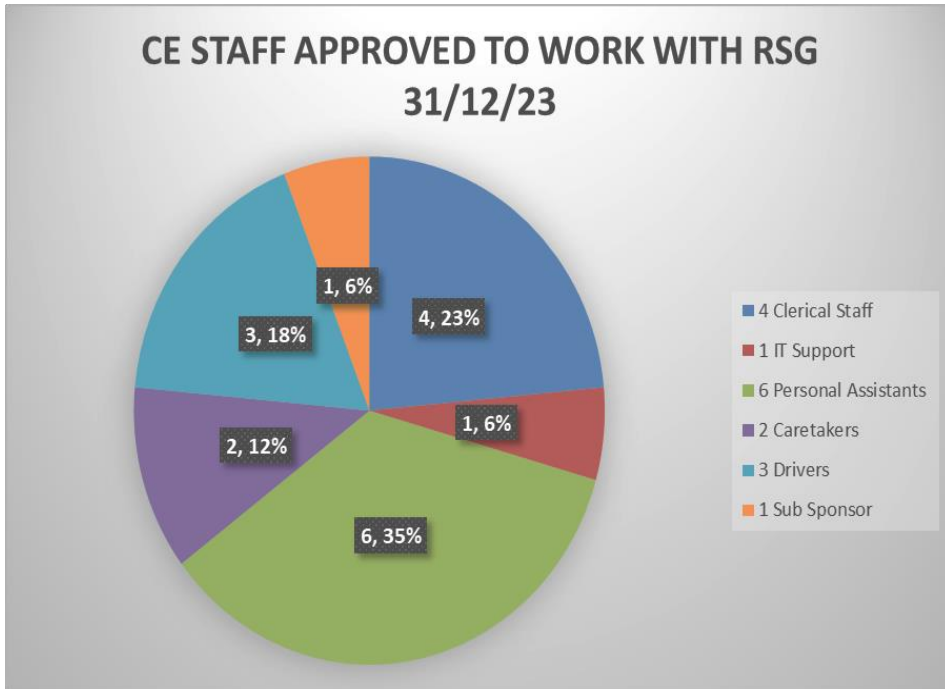


Figure 15 – CE Staff Approved To Work With RSG to end of December 2023

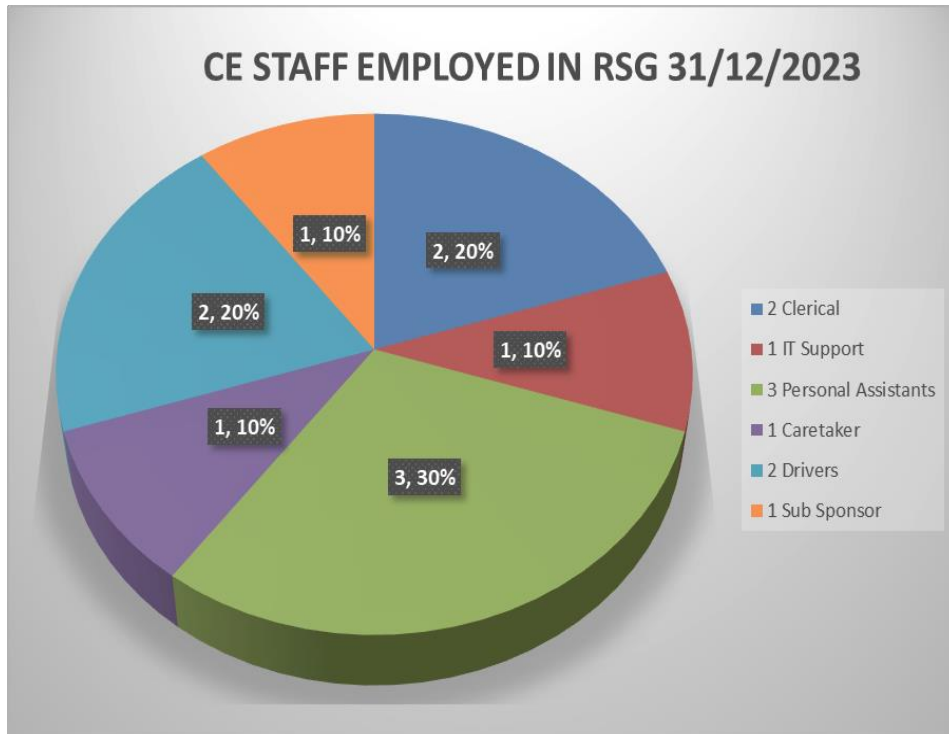


Figure 16 – CE Staff Employed in RSG to end of December 2023

Table 3 – Work Carried Out By Staff On The CE Scheme 2023

WORK CARRIED OUT BY STAFF ON THE CE SCHEME 2023

- CE Staff in the Community provided services to older people.
- CE Staff in the Community provided Personal Assistant services to people with physical and/or sensory disabilities.
- CE Staff provided person centred training, in computers in the Resource Centre Computer Suite/Flexible Learning College.
- CE Staff provided IT Support to the whole Organisation including staff in the Community who needed assistance with online training.
- CE Staff provided support & administration in the QQI accredited RSG FLC
- The Accessible Transport Service is provided by CE Staff.
- Administration of the CE Scheme was carried out by Supervisors and CE Administrator employed on CE.
- The Independent Living Skills programme started in 2014 and is fully supported by CE Staff.
- CE Staff provide clerical/Reception support to the Organisation.
- CE Staff play their part in the maintenance of the premises at RSG.
- CE Staff provided maintenance of the grounds and gardens.
- CE Staff ensure security of the premises and are available for opening and closing for Activities in particular College courses evenings and weekends.

CE STAFF PLAY A SIGNIFICANT ROLE IN THE ORGANISATION

The RSG Community Employment Project is very successful in providing training opportunities, personal development and new skills and work experience for all CE Staff.

CE Staff have been provided with the opportunities to gain experience of working in the Disability and Older persons sector. RSG also provides its office staff a good office foundation and relevant work experience.

CE Staff have also been provided with comprehensive training enabling them to acquire essential skills, knowledge and attitudes to gain access to further jobs and/or training opportunities.

Additional Notes:

Paul Foxe & Company completed the Auditor's Statement for the CE Scheme 19/06/2022 to 17/06/2023 – refer to separate document audited accounts.

Section 8: Financial Review

2023 The Financial Year in Review

The company is dependent on income from the HSE in accordance with the Service Agreements. The directors have not been made aware of any significant changes to the current Service Arrangements and are satisfied they have sufficient funds to continue in operation. There have been no other significant events affecting the company since the financial year ended 31 December 2023.

Financial Results

2023 saw a 4.48% decrease in income to €2,402,364, largely due to a decrease in CE funding. At the same time, expenditure decreased by 4.43% in 2023 to €2,454,252 this primarily was due to a decrease in wages, CE expenditure and other utilities costs.

The deficit for the financial year after providing for depreciation amounted to €(37,078) (2022 - €(41,537)). At the end of the financial year, the company has assets of €1 (2022 - €1 and liabilities of €378,804 (2022 - €417,622). The net assets of the company have decreased by €(37,078).

The Income pie chart shows that HSE funded care services income accounted for 84% of income.

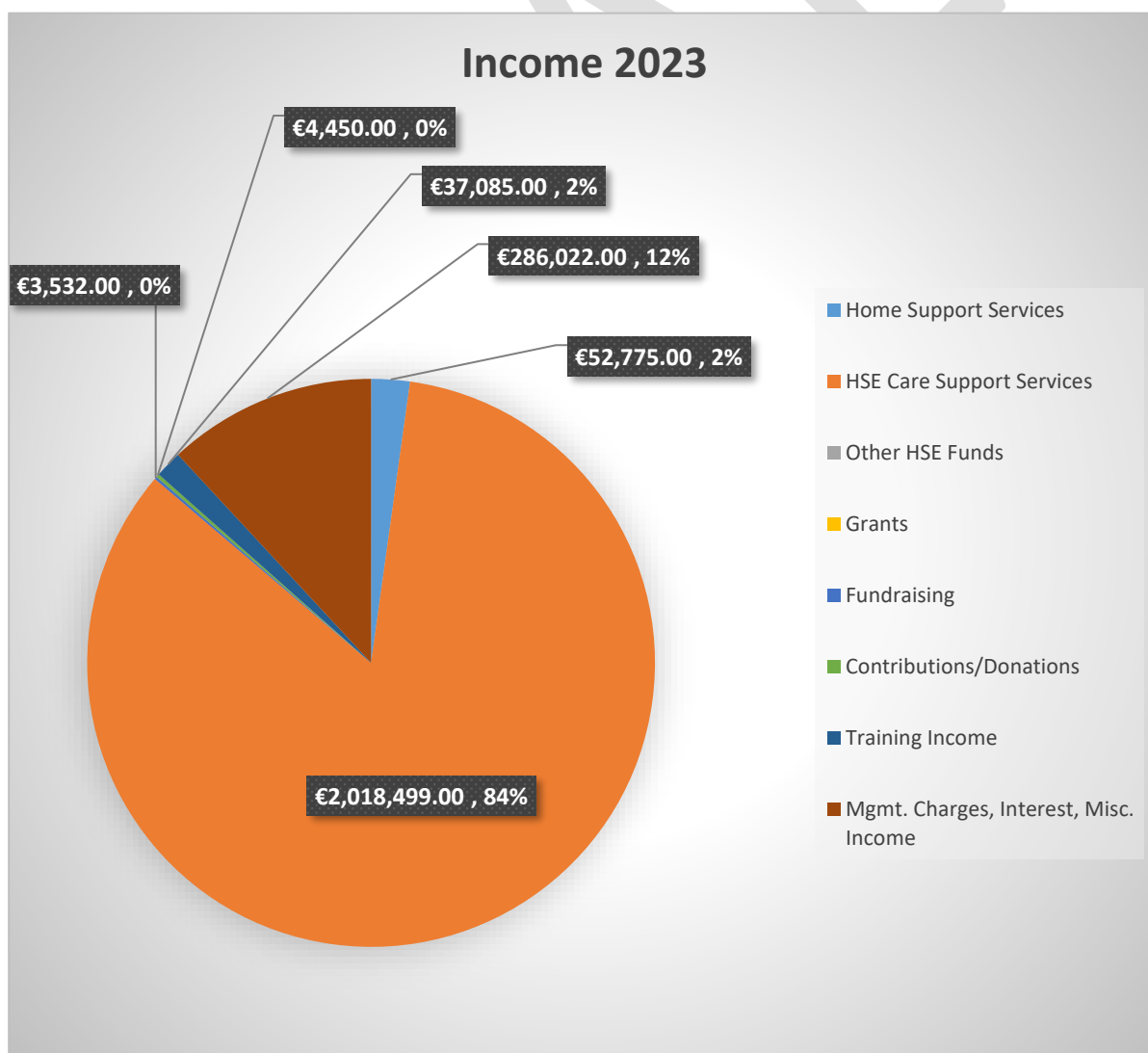


Figure 17 – RSG Income Analysis 2023

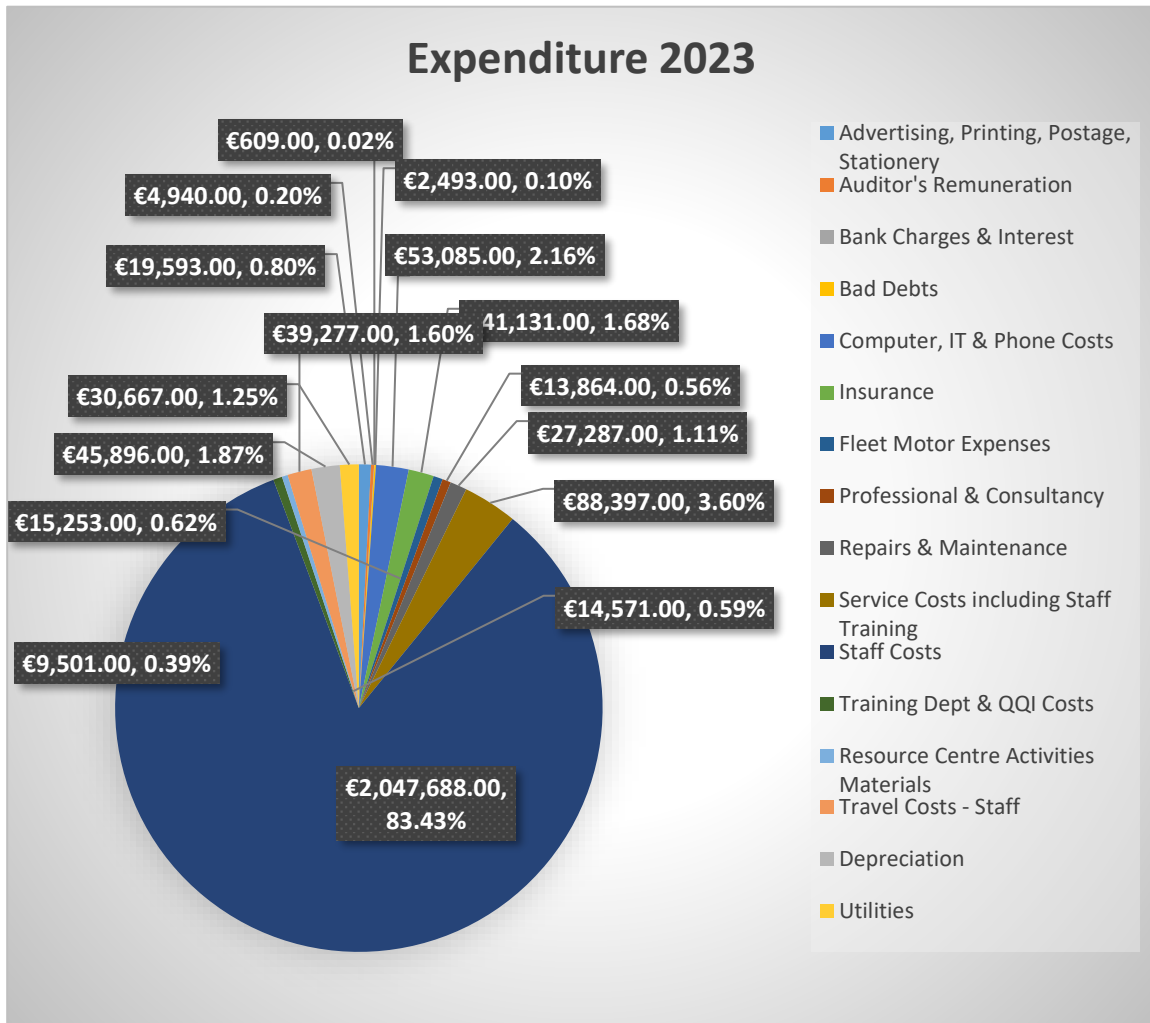


Figure 18 – RSG Expenditure Analysis 2023

Please refer to separate audited accounts Note No. 7 Prior Year Adjustment, which outlines that RSG is the sponsor for a Community Employment (CE) Scheme run from the premises in Derrane running from mid-June to mid-June each year. The scheme receives advances in funding in mid-June each year for the following scheme year. In the prior year, these advances were not appropriately recognised as deferred income to reflect the differing year end to the company accounts.

Consequently, the accounts have been restated to account for this. The prior year income has been increased by €12,000 (to reflect the 2021 deferred income of €49,726 less the 2022 deferred income of €37,726), a deferred income liability of €37,726 created and charity funds figure brought forward as at 1st January 2022 has been debited by €49,726 (to reflect the opening deferred income from 2021).

Please refer to the separate Audited Accounts 2023 document for complete report on RSG's 2023 financial operations.

Directors' Responsibilities Statement

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section IA of that Standard, issued by the Financial Reporting Council. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the surplus or deficit of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the company financial statements and then apply them consistently; make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and surplus or deficit of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be readily and properly audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of Information to Auditor

Each persons who are directors at the date of approval of this report confirms that:

- there is no relevant audit information (information needed by the company's auditor in connection with preparing the auditor's report) of which the company's auditor is unaware, and u the directors have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

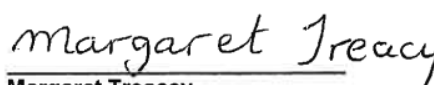
Signed on behalf of the board:

Signed on behalf of the board



Jim Ganly
Director

31 May 2024



Margaret Treacey
Director

31 May 2024

Section 9: Structure, Governance & Management

Company Structure

Legal Structure

County Roscommon Disability Support Group (RSG) is a Company Limited by Guarantee, and does not have a share capital, functioning under the registered business name of County Roscommon Disability Support Group CLG and operating under the Companies Act 2014. **RSG** is a registered Irish charity and has been granted charitable tax status under Sections 207 and 208 of the Taxes Consolidation Act 1997 - CHY 11009 and is registered with the Charities Regulatory Authority, Charity No 20029166. **RSG** is governed by its Board of Directors in accordance with the Company Constitution. **RSG** is a single legal entity and a wholly owned subsidiary.

Board of Management

About the Board

The Board of Management are committed to attaining the highest standards of corporate governance with transparency and accountability their constant priorities together with Staff. The composition of the Board of Management is set out in the Constitution to represent the various stakeholders in the organisation.

The Board of Management comprises nine (9) volunteers trustee directors representing the diversity and broad interests of our community who provide the leadership to conduct the affairs of **RSG** and oversee the management of the business. The Board of Management and volunteer members give their time on a voluntary basis and receive no remuneration. Out-of-pocket expenses may be reimbursed. The Board hold a maximum of ten (10) meetings annually, four (4) of which in 2022 were Governance Subcommittee Meetings which involves trustees only. Occasional ad hoc meetings also take place as the need arises.

The Board comprises the Chairperson, elected by the members; a maximum of 7 members elected at the AGM, but the Directors may from time to time register a decrease or increase of members who may be co-opted by the Board for their particular expertise.

A profile of the board members is provided on **RSG's** website at www.rsg.ie. The composition of the Board provides diverse perspectives and insight in relation to those services provided by **RSG** and our stakeholders as well as providing expertise in various business acumens.

Membership and Renewals of The Board of Directors During 2023

In accordance with **RSG's** Constitution Board members are elected for a three-year term by Company Members and Directors at the Annual General Meeting (AGM) and one third of the Directors should retire by rotation every year. The Board has the power to co-opt and appoint directors in the interim until the next Annual General Meeting.

At AGM on the 5th of September 2023 all retiring directors were elected and re-elected as appropriate. Jim Ganly was reappointed Chairperson; Michael Cleary was appointed Company Secretary; Edel Butler was appointed Treasurer at a meeting following the AGM. There were 8 board meetings in the 2023 calendar year and were each attended with the appropriate quorum.

Best Practice Governance

RSG operates to high standards of governance with a focus on continuous development and improvement. **RSG** is currently progressing the alternative quality assurance framework Improving Quality (IQ) Standard as an alternative to the previous Trusted Charity (previously PQASSO) quality award of excellence. IQ has been developed specifically for the not-for-profit sector and built around four pillars of; accountable, welcoming, effective and sustainable, elements that cover all aspects of management and service delivery.

RSG holds charitable status and current tax clearance Certificate and tax exemption status for donations. **RSG** are fully compliant with the Charities Regulator [Charities Governance Code](#) standard completing the relevant Compliance Record annually since 2019. **RSG** is also fully compliant with the Guidelines for Charitable Organisations on Fundraising from the Public as published by the Charities Regulator.

The day-to-day business of the company is managed by the CEO, Senior Management Team and employees. The Board see corporate responsibility as distinct yet interconnected with commitments to our service users, employees, stakeholders, funders, and the wider community.

Subcommittees of The Board

The Board is supported in its governance activities by several subcommittees. Each subcommittee operates under the terms of reference in line with the Governance Manual and reports to the Board on its activities.

RSG's subcommittees include:

- Finance and Audit Subcommittee
- Governance Subcommittee (Including Remuneration, Nominations & Staff Liaison Committees)
- Risk Subcommittee (Including Quality & Safety Committee)
- Community Employment Subcommittee/The Project Management Committee
- Academic Board / Subcommittee

Risks and Risk Management

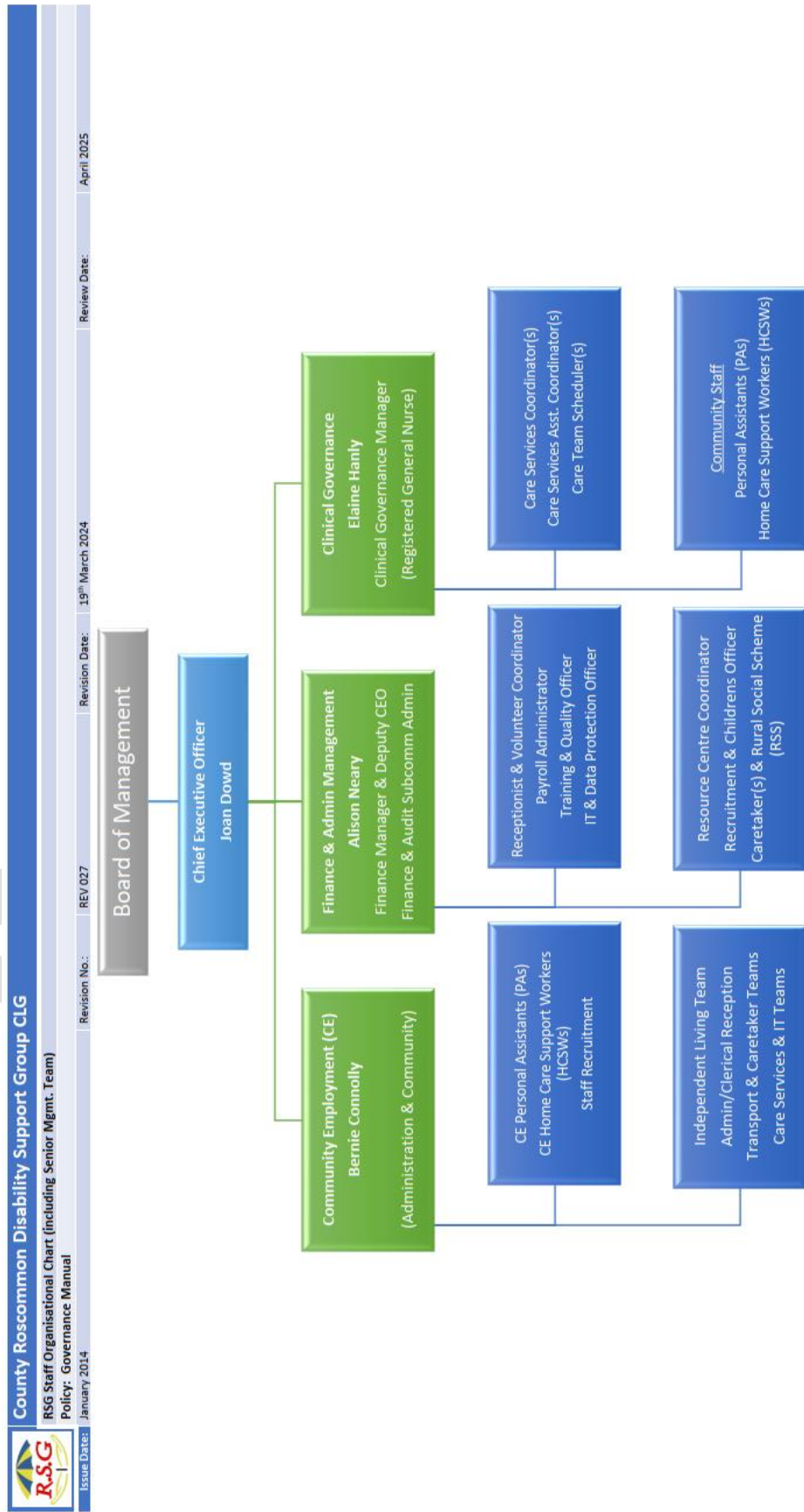
RSG operates a risk management strategy enabling the identification and management of principal risks and uncertainties that could adversely impact **RSG's** reputation or stakeholder expectations; compromise progress and achievement of **RSG's** objectives and/or financial targets; negatively impact on the management of resources and cashflow as the organisation works towards its strategic objective of long-term financial sustainability and resilience; have a material impact on the operational performance of **RSG**; and/or have a negative impact on the safety and wellbeing our service users, employees and learners. The major operational risks centre on the consistent delivery of quality services to all our service users in a safe environment for both the client and **RSG** staff and similarly, delivering a quality service to our learners.

Operational risks are addressed through comprehensive training together with documented policies and procedures thus encouraging an ethos of quality and continuous improvement, whilst financial risks are managed through financial systems and processes with the oversight of the Finance and Audit and the Risk Subcommittees.

RSG acknowledges the importance and responsibilities associated with the organisation's service provision and activities, compliance, and corporate governance. Overall, the Board is satisfied that systems are in place to monitor, manage and mitigate **RSG's** risk exposure.

Our service users and learners, are central in everything we do and are a strong priority for everyone in **RSG**. Staff focus on building this culture and its implementation relies on the excellent dedication that is committed by all. An external Service User Satisfaction Survey is undertaken annually to establish the service user satisfaction levels with the services delivered.

RSG's Organisational Chart



County Roscommon Disability Support Group CLG

RSG Staff Organisational Chart (Including Senior Mgmt. Team)
Policy: Governance Manual

Issue Date: January 2014

Revision No.: REV/027

Revision Date: 19th March 2024

Review Date:

April 2025

RSG's Organisational Chart

Confidential

Page 1 of 1

Figure 19 – RSG's Organisational Chart

Section 10: Other Directors' and Trustee Report Requirements

Accounting Records

The measures taken by the Directors to ensure compliance with the requirements of Sections 281 to 285 of the Companies Act 2014, with regard to the keeping of accounting records, are the implementation of necessary policies and procedures for recording transactions, employment of appropriately qualified accounting personnel with appropriate expertise, the provision of adequate resources to the financial function and the maintenance of computerised accounting systems. The Company's accounting records are maintained at the Company's registered office at Derrane, Co. Roscommon F42 WK60.

Statement on Relevant Audit Information

In the case of each of the persons who are directors at the time this report is approved in accordance with Section 332 of the Companies Act 2014, so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

Auditors

The auditors, Paul Foxe & Company Chartered Accountants, Chartered Accountants and Statutory Audit Firm, having been reappointed in 2023, continue in office in accordance with the Companies Act 2014.

Garda Vetting

RSG are fully compliant with the obligations of the National Vetting Bureau (Children and Vulnerable Adults) Act 2012. **RSG** applies Safeguarding Vulnerable Persons at Risk of Abuse and Child Protection policies, which are based on the National HSE Safeguarding Vulnerable Persons at Risk of Abuse Policy Framework, Children First Act 2015, and Children First Guidelines 2017, and best practice company recruitment, Garda vetting and international policy clearance policies and procedures. **RSG** staff are also re-vetted in line with best practice.

Lobbying

As required under the Regulation of Lobbying Act 2015, **RSG** records all lobbying activity and communications engaged in with the Designated Public Officials. **RSG** has made all the returns and submissions required by the Act.



Section 11: Plans for Future Periods: Strategic Planning

Plans for Future Periods

RSG's Strategic Plan 2021-2024 is based on the work of the Board, senior management and employees, reviewing the operations of **RSG**, and identifying areas for development. Strategy will be implemented through a suite of actions which are designed to underpin and reinforce the strategic pillars.

Outlook for 2024

- Recruitment of quality staff is a major concern for **RSG**. Given the nature of care provision services it is heavily reliant on attracting and retaining quality staff thus our staff are our greatest single asset.
- Staff retention, of both community and administrative staff in our office in Derrane, has always been of great concern for **RSG** as a Section 39 Agency, but most definitely into 2023.
- Pay differential between state counterparts and Section 39 organisations will remain an issue as the rising rate of inflation, circa 8% rate, is further eroding salaries, so staff are leaving the voluntary sector completely.
- Given the continued uncertainty of 2023, and the ever-prominent recruitment crises in the home support services sector, demonstrates the necessity to remain flexible to change having the ability to respond to changing dynamics and circumstances, so continued agility must remain a firm focus of strategy implementation.
- Continuous collaboration with peer partnerships with our fellow Centre CIL organisations and fellow NCCN member organisations, funders, HSE, and other sector organisations and leader.
- Preparations for impending regulations in the home support sector and ensuring equal regulation, licensing, inspection, and independent audit processes are place for all operators in the sector.
- Continuing our efforts in achieving parity of rate with other similar CIL providers for delivery of PA services.
- Working with peer groups via NCCN to progress the index-linking of provider HSE funding under the Older Persons Authorisation Scheme to match increases in the Living Wage, ensure continuity of payment for HCSWs (e.g., when service user is admitted to hospital) and sufficient funding rate for payment of travel time.
- Continual vigilance of all external and internal environment shocks should remain a priority of **RSG** so that we can remain flexible to amend our strategy if/when required.
- Preparations for **RSG's** new Strategic Plan 2025-2028.
- Increasing QQI accredited modules courses learner participants by 15% in 2024.
- Maintain good Governance policy and procedures to keep a pace of relevant legislation and regulatory requirements.
- Continued compliance with Charities Regulator's Governance Code to ensure **RSG** remains maintains an ethos of continual improvement by identifying not only our strengths but weaknesses so we can continue to improve and develop.
- Progress Improving Quality (IQ) Quality Assurance Framework, the selected alternative independent Governance and Quality Assurance accreditation to the Trusted Charity accreditation.



Annual Report 2023

RSG

A Company Limited by Guarantee

Registered No.: 231700

Charity Reference: No. 11009

CRA No.: 20029166

Tel: 090 66 25852

Website: www.rsg.ie

Email: info@rsg.ie

Facebook: facebook.com/RSGroscommon

X (formerly Twitter): [@RSGroscommon](https://twitter.com/RSGroscommon)

Instagram: [@RSGroscommon](https://instagram.com/RSGroscommon)

LinkedIn: [@RSGroscommon](https://linkedin.com/company/RSGroscommon)