



COUNTY ROSCOMMON
DISABILITY SUPPORT
GROUP CLG

Annual Report

2022

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 2022

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



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Board of Management 2022



Jim Ganly
Chairperson



Eddie Harte
Vice Chairperson



Stephen McCormack
Treasurer



Michael Cleary
Secretary



Margaret Treacy
Asst. Secretary &
Vice-Treasurer



Charmaine Goh
Director



Hugh Farrell
Director



Kevin McBrien
Director



Edel Butler
Director

Section 1: Reference and Administrative Details

About Us



County Roscommon Disability Support Group CLG (RSG) provides a broad range of care and support services mainly to people with physical and/or sensory disabilities, older people and children throughout County Roscommon and surrounding areas. In recent years care service provision has expanded into surrounding counties through HSE successful tendering. It creates pathways for community integration for the Service User, ensuring their needs are met through services and activities which reflect all aspects of daily living. 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.

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.

- 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 2022

Jim Ganly	Chairperson
Eddie Harte	Vice Chairperson
Michael Cleary	Company Secretary and Communications Officer and the Academic Board Representative (Board Subcommittee)
Stephen McCormack	Treasurer
Margaret Treacy	Asst. Secretary & Vice-Treasurer
Kevin McBrien	Director
Hugh Farrell	Director
Charmaine Goh	Director
Edel Butler	Director (Co-Opted June 2023)
Edel Beirne	Service User Representative

Senior Management Team

Margaret Bourke	Chief Executive Officer (Retired August 2022)
Breda Joyce	Senior Manager (Resigned September 2022)
Gabriel Lavin	Operations Manager (Retired February 2023)
Bernie Connolly	CE Supervisor
Mary Ganley	CE Supervisor (Retired March 2023)
Elaine Hanly	Clinical Governance Manager
Joan Dowd	Compliance Risk & Quality Assurance Officer
Alison Neary	Finance Manager

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	Intuity Technologies Ltd
Employment Assistance Programme:	Abate Counselling
Affiliation & Memberships:	<ul style="list-style-type: none">• Disability Federation of Ireland (DFI)• National. Community Care Network (NCCN)• The Wheel• National Rural Network (formerly Irish Rural Link)• Care Alliance• Roscommon Women's Network (RWN)

Section 2: Chairperson's Statement

Statement from Chairperson

In contrary to previous years 2022 began with hope and optimism as society emerged from the worst of the pandemic of recent years.

We are very grateful to all our staff for the way they observed the Covid restrictions and protected our clients from infection and disruption to the running of our business.

Our long serving CEO, Margaret Bourke, retired at the end of July after many years of service. Margaret leaves the company in good shape and ready to meet the challenges of the future and in the meantime a Senior Management Team has taken over the running of the company until a new CEO is recruited.

Despite **RSG's** many achievements, 2022 was not without its challenges. The Government's decision to exclude Section 39 agencies such as **RSG** from public sector pay awards continues to put pressure on our recruitment and retention efforts and we continue to fight for pay parity.

In 2022 we lost two valued member of staff and to the families of Deirdre Hussey (Roxboro) and Patrick Conway (Arigna) we again extend our deepest condolences.

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 staff of **RSG** and especially our front-line community and Resource Centre staff for their diligence and enduring commitment to delivering a quality person-centred service to all **RSG's** service users.



Jim Gandy

Chairperson

Section 3: Senior Management Team Statement

Statement from Senior Management Team (SMT)

Once again as with previous Annual Reports, 2022's Annual Report our goal is to provide service users/clients, their families, our staff members, our funding agencies and other interested parties, an overview of the operations and activities of County Roscommon Disability Support Group's (**RSG's**) throughout 2022.

2022 also heralded a time of change in **RSG**. Our Senior Management Team saw a change in structure and retirement of our Chief Executive Officer (CEO) Margaret Bourke. We would like to thank our former CEO Margaret for her significant contribution to the organisation throughout her entire career with **RSG**. On behalf of **RSG**, we wish Margaret 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 Level Agreements (SLAs) 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.

Throughout 2022, we 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

RSG also operate as an accredited Training Department (previously known as the Flexible Learning College), established in 2006, which is an officially recognised Quality Qualification Ireland (QQI) (Further Education and Training Awards Council (FETAC)) accredited Training Service provider since 2010 and successfully reengaged with QQI in October 2021.

Reflecting on 2022, it was a year of change where the **RSG** Training Department faced significant changes and challenges. 2022 saw the commencement of the development of Level 6 Programme 'Disability Awareness', whereas the Training Department engaged with external consultants and experts to finalise a draft application and teaching resources for this programme. 2022 was also the year that the Learner Management System, specifically GiraffePad, was introduced. All Healthcare Level 5 Programmes are now facilitated online via the support of the LMS GiraffePad and incorporated with some face-to face inhouse sessions. The Training Department in 2022 also established the PHECC training which is available to **RSG** staff, learners and the general public.

RSG's onsite day Resource Centre service continued to prioritise a person-centred approach, tailoring our programs to the specific needs, abilities, and interests of each participant. By providing individualised care plans and regular assessments, we ensured that every person received the necessary support to maximise their potential. In 2022, we remained steadfast in our mission to ensure accessibility and inclusivity for all day Resource Centre participants with physical and sensory needs. We recognised that each participant's journey is unique and designed our services accordingly.

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 and Mary Ganley, **RSG's** CE Supervisors, and to which we extend a huge thank you. Most especially to Mary as she retired in February 2023 and we wish Mary the very best for her retirement, but more about that in 2023's Report!

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 Sheridan Quinn for their continued support shown **RSG**.

Last of all, we would like to take this opportunity to thank the members of the Board of Management for all their support shown to us during the latter end of 2022 with the establishment of **RSG's** new Senior Management Team structure. We would similarly like to recognise the continued support of all the services support staff in Derrane, CE and RSS, and of course the commitment of our community staff. The support and understanding of service users and their families must also be acknowledged as too 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.

Finally, we could not look back on 2022 without acknowledging and mentioning the very sad and sudden passing of our esteemed colleagues, Deirdre Hussey and Patrick Conway. Patrick working diligently as a Personal Assistant in the community in the Boyle/Arigna area for over 8 years and is dearly missed by colleagues and service users. Whereas Deidre (Dee), working in the offices in Derrane, was a highly valued member of the Care Coordination Team since 2016. By nature of Deirdre's role, she was known and loved by all, RSG and HSE colleagues, service users, their families, Board and all stakeholders alike. Deirdre's friendly smile and infectious laugh is sorely missed in the office in Derrane. We again express our deepest sympathies to both Deirdre and Patrick's families. Ar dheis Dé go raibh a n-anamacha uaisle.

Elaine, Alison, Bernie & Joan

Senior Management Team

Section 4: RSG's Purpose and Activities

What We Do: Summary of Services

Provider of Person-Centred Services

County Roscommon Disability Support Group CLG, established in 1989, and as a HSE approved provider provides a broad range of 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.

For over 34 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 care service includes provision of Personal Assistants (PA) and Home Care Support Workers (HCSW) to people with disabilities in the community, the workplace, training and or socially. It also includes provision of Home Care Support Workers to older person's in their homes. The hours to be delivered for disability services are commissioned by the HSE at the beginning of the year through a Service Arrangement. It operates on an invoice basis and only hours actually delivered are paid for monthly in arrears. The Arrangement is reviewed regularly during the year with HSE and is rigorously monitored.

Since 2016 care service provision has expanded into home care support services for older persons secured through HSE successful tendering with our consortium partner Galway Centre for Independent Living (GCIL). The four successful HSE tenders over the past years has been instrumental in **RSG's** successful expansion of care service provision into the surrounding counties of Mayo and Galway. While keeping within the business environment, **RSG** has never lost its aims, objectives, and person-centred focus. **RSG** is the lead entity of the consortium but both organisations undertake to share responsibility for the delivery of the services and management of the services in County Mayo.



RSG delivered over 84,000 HSE funded hours in 2022 under our HSE Service Agreements for both Disability and Older Persons managed by our highly competent and experienced Care Services Coordination Team.

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 available as an 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 low-cost professional service available around the clock with out of hours monitoring. Tax relief may be claimed for costs incurred.

Section 5: 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.



IN 2022



Section 6: RSG's 2022 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. **RSG** works directly with at the elderly and those with pre-existing conditions, so the response is to migrate their risk of exposure and negative outcomes.

The Care Team operate a superb phone and community-based service. 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.

It is important to acknowledge that every member of the Care Team is sufficiently trained and supported so they in return can provide support both to Service Users and to Community Staff, to ensure the message is clearly understood that **RSG** is an advocate and a partner. This work ethic provided by the Care Team allows the service users feel safe and secure in the knowledge that the Care Team promotes local community support.

RSG had weathered 2020 and 2021 but yet again the beginning of 2022 saw COVID 19 still affecting service delivery. Despite these difficulties, thankfully for a shorter period than 2020 and 2021, **RSG's** frontline staff continued to demonstrate their commitment and resilience, delivering services in full compliance with public health advice and government regulations, in order to ensure that those most in need of our services could avail of them. But as 2022 progressed easing of COVID 19 restrictions were announced and we worked diligently to fully restore services that had been negatively impacted by COVID 19.

Throughout 2022, we continued to provide quality service to all service users and Resource Centre participants. We provided 38,362 home support hours, by way of our SLA under Tender 2018 for older persons living in Co. Roscommon and on the Mayo border. We also provided 46,205 home and social support hours to persons with either or both a physical and sensory disability living in Co. Roscommon via our SLA with the HSE Department in Roscommon.

In addition to community support hours, we provided 11,946 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.



Day Service	Disability PA	Older Persons
11,946 hours	46,205 hours	38,362 hours
Average of:	Average of:	Average of:
33 Service Users	78 Service Users	161 Service Users

Figure 1 - Delivered Service Hours 2022

Satisfaction Survey Results – Personal Assistant Services and Home Support Services for Older Persons

Staff satisfaction Survey were undertaken in May 2022. Consultation is the place to start as evaluating the business, communication and satisfaction is necessary to the continued success of **RSG**. An anonymous and confidential external Service User satisfaction survey is undertaken annually to establish the service user satisfaction levels with the services delivered.

An annual survey is undertaken to ensure that service delivery is complying with standards and is to all users' satisfaction. Our service users are a priority and central to everything we do. Staff focus on building this culture and its implementation relies on the excellent dedication that is committed by all.

We can then share with HSE/Regulatory bodies to demonstrate transparency and commitment to clients and quality. Our values are underpinned by communication; teamwork; confidentiality; respect; compassion and integrity. Our Vision is 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.

The purpose of this survey is to determine what Service Users want and need and to gather information and feedback. Another purpose of the report is to capture the ideas, issues, and concerns and to ensure that all aspects of their services are working well.

Any information given by the service users is kept in confidence and the importance of conducting such stakeholder surveys is to highlight any issues that needs to be addressed. 2022's Service User Stakeholder Survey involved the following:

- The data was distributed, and responses collected, by Google Forms online facility for Community Staff, Staff at the centre, Service users and PA Service Users and for those who could not use Google Forms, the survey was mailed, and a stamped addressed envelope provided for returns.
- The respondents were assured of confidentiality and anonymity to encourage a response rate that was honest and therefore useful with practical information.
- Information gathered is to be used for the sole purpose of benefitting the Service User to enhance or maintain the levels of satisfaction each Service User is currently receiving from their service.
- The surveys were carried out voluntarily and for those who preferred not to participate their wishes were respected.

Service Users are overall very happy with their service and many positive and flattering comments. 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 282 with 178 respondents from Service Users representing a 63% response rate.

Results Analysis:

- From those 178 respondents 47% were receiving a HSE Home Support Service and 44.3% 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 0% of clients dissatisfied with service – 91% very satisfied and 9% satisfied.
- Over 90% satisfaction with communications levels.
- 94% satisfaction rate with staff member attending to their service.
- 100% expressed the staff member treated them with upmost respect.
- 100% expressed that in their opinion staff were sufficiently trained to undertake their duties.
- 96% of those survey are/were aware of **RSG's** Complaints Policy and how to complain.
- 6% of those surveyed wished to speak to Mgmt. about an issue – 98% of issues were resolved at point of contact and other 2% referred to HSE (more hours etc).

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. In April 2022 in conjunction and agreement with CHO2 HSE the **RSG's** Day Centre operates now as a Resource Centre and operating within the parameters of HSE New Directions Programme thus removing the obligatory reporting under this programme.

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 and Mary Ganley, 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.

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 2022, we had many successful applications for funding through the HSE National Lottery to the value of €7000 which will enable us to upgrade our equipment in the Therapy Room, a SICAP grant to the value of €799.47 allowing us to buy planting and garden equipment and also an Age & Opportunity grant of €370 towards lighterella classes for Service Users.

Satisfaction Survey Results – Day Services Participants

The annual independent survey was undertaken with 56 physical and sensory service users in the community and Day Resource services.

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.

Q.2 Are you satisfied with the service you are receiving from RSG Resource Centre?

22 responses

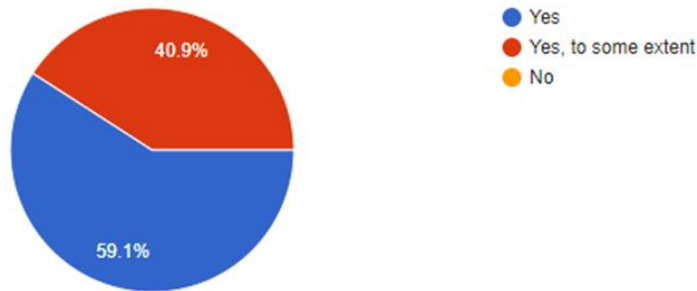


Figure 2 – Resource Centre Stakeholder Satisfaction Survey Data

2022 saw a satisfaction rating increase with 59% of all the service users stating that they were satisfied whilst 41% stated they were 'to some extent' satisfied with the service being received by attending the Day Service activities programmes in the Dale Centre in Derrane.

Areas of Satisfaction

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

- a) **Quality of Service:** Most respondents (88.9%) expressed satisfaction with the overall quality of service provided. This includes promptness, professionalism, and the expertise of the service providers.
- b) **Communication:** Effective and clear communication emerged as a key factor in ensuring service user satisfaction. The respondents appreciated regular updates, transparency, and responsiveness from the organisation.
- c) **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 2022. 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.

Q.16 Do you avail of RSG's transportation? (If you would like more details regarding transport contact Resource Centre Coordinator)

22 responses

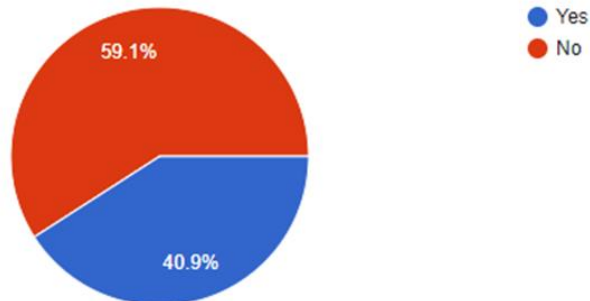


Figure 3 – Resource Centre Stakeholder Transportation Survey Data

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.

At the end of 2022, we had approximately 120 staff (a mix of full-time and part-time) staff were employed delivering HSE funded services to shy of 240 service users in the community. Approximately 10, representing less than 10% are full time staff. They are trained by our Quality and Qualifications Ireland (QQI) accredited Training Department, referred to as the College, in all aspects of healthcare and in line with HSE requirements.

Mandatory 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.

During 2022 **RSG** were an organisation identified by the HSE as an employer of front-line workers during the COVID pandemic. This ensured recognition ensured our diligent community staff were eligible for the Pandemic Special Recognition Payment (PSRP). This payment at full value was €1,000 to **RSG** employees that worked full time during COVID in an exposed healthcare environment. This payment being a two payments system saw staff who worked less than 22.5 hours per week received €600. Informing our staff and having them recognised for their hard work during the pandemic was of great satisfaction.

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 and Mary Ganley. Likewise, our RSS staff member who continues to provide us with much needed supports including caretaking and grounds and garden maintenance.

County Roscommon Seniors Network provides a contact service to people on the waiting lists for funded services or in isolated areas and is undertaken by CE workers under the guidance of Mary Ganley and Bernie Connolly. There is a range of other supports i.e., professional advocacy and information provision on rights benefits and entitlements. There is also a confidential Disability Information Service and related matters available to clients, their family members, and carers.

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.

Information Technology (IT) Review

In 2022, **RSG** began recovering from the effects of the pandemic, and as a consequence unfortunately there was a slow return of Service Users numbers to the Computer Suite. This prompted a review of office space and with reduced numbers the Computer Suite was downsized somewhat and relocated to the Dale Centre. This enabled us provide more assistance and tutoring to the Service Users that were attending day activities in the centre.

With the retirement of our former CEO, Margaret Bourke, at the beginning of August, **RSG** took the opportunity to refurbish the vacant office into a new room for the Resource Centre Computer Suite, now given the name “The Bourke Suite” as a dedication to our former CEO. With this move the Computer Suite can continue to provide computer access, assistance and tutoring to service users, and a space for staff to carry out their online training, now with extra privacy if desired.

2022 also saw **RSG** entered a contract with Intuity Technologies, who provides additional IT Support to the company. Intuity provided an update to **RSG’s** PCs, upgrading all copies of Windows to the Professional version. Intuity also provides remote monitoring and support and changed **RSG’s** virus protection over to Microsoft’s Defender software, which saves the company money on the annual subscription fees we were previously paying.

RSG Training Department began providing their courses through a new Learner Management System (LMS) called GiraffePad. GiraffePad provides an environment where Learners and Tutors can easily access course materials, assessment briefs, supplementary case studies, and with Zoom integration, an easy to view timetable and easy access to the online classes. The IT department was heavily involved in the setup and helped staff and tutors learn how to use the LMS and continues to provide maintenance and troubleshooting to the users.

On Data Protection, **RSG** are monitoring instances of breaches and reporting to the Data Protection Commission of any issues as they occur. **RSG** also consult with Adare Human Resource Management our HR partners since February 2022.

At all stages of **RSG’s** transition to remote operations, substantial as it was, the equality and human rights of staff and stakeholders was considered, respected, and protected.

RSG continue to review all of our operations to ensure that we remain fully compliant with our duties under relevant legislation and regulations.

Challenges During 2022

Recruitment is a key concern for **RSG**. Our ageing population is putting pressure on the Home Help industry, as there are more people to look after for longer periods of time. It is important for **RSG** to have the right recruitment strategy to help create an avenue for potential staff.

When it comes to recruitment, there are challenges that are causing a crisis in the healthcare sector. The challenges increase when there is an extremely competitive market for carers.

One option is to enable employees feel like they are progressing in their current role, that they are valued, compensated, and thanked, so hopefully they will not be tempted to look for another job.

We need to start by retaining our current talent as we are lucky enough to have wonderful staff, so we must do what we can to encourage them to engage with us.

The next thing we are considering are staff network meetings and go county wide to meet with the 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 clinical training opportunities for those who work for **RSG**. By providing training, we ensure the business 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 25 resignations in 2022, 3 staff members retired, and 2 esteemed colleagues passed away. This represented a staff turnover of 24%. We had only 15 new hires in 2022, with 14 specifically community staff.

We need to keep an eye on our competitors and ensure that our rates are as high as we can go as there is a severe labour shortage and staff can get easier, higher paid jobs. We must acknowledge that caring is a professional career and that the staff have studied and earned a qualification which must be recognised. We are competing against similar companies who provide the same services, so we need to have a unique selling point to encourage people to **RSG** and most importantly to stay with **RSG**.

Section 7: Training Department Review

2022 – 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. **RSG’s** Training Department offers programmes leading to QQI awards at Level 3 and Level 5 on the National Framework of Qualifications (NFQ) training modules to staff and the wider public. The Training Department is committed to ensuring that all learners achieve the standards set out in their programme of learning and is committed to the fair and consistent assessment of all its learners.

Following the QQI Panel review report, the **RSG** Training Department (formally known as the Flexible Learning College) now operates under the umbrella of **RSG**. This resulted in a change of name and the union of the existing independent web page under **RSG**. The Training Department is now fully integrated into the overall organisation and operates under the domain of www.rsg.ie.

Level 5 Healthcare Support Programme

The number of learners achieving Further Education and Training Awards (FET) from QQI has declined over the years with the pandemic accelerating this trend. It is noted that recruitment of learners was down by 26.5% in 2022 in comparison to the previous years. This was also the general trend experienced by other providers across the country. The current economic realities signal further uncertainty in the time ahead with headline inflation now at elevated levels across the region.

There may be other reasons why engagement was low, possible emergence from the pandemic, and the transition to online learning. The pandemic triggered uncertainty in individuals and possibly prompted learners to evaluate their own needs and financial stability.

The age profile of participants and perceived sense of lack of confidence in information communication technology (ICT) skills might also be a factor. Most **RSG** learners are between the age cohort 36-55 with 12% over 55 with 85% female gender and 15% male gender.

Notably, Income from this programme sourced from the general public at 59%.

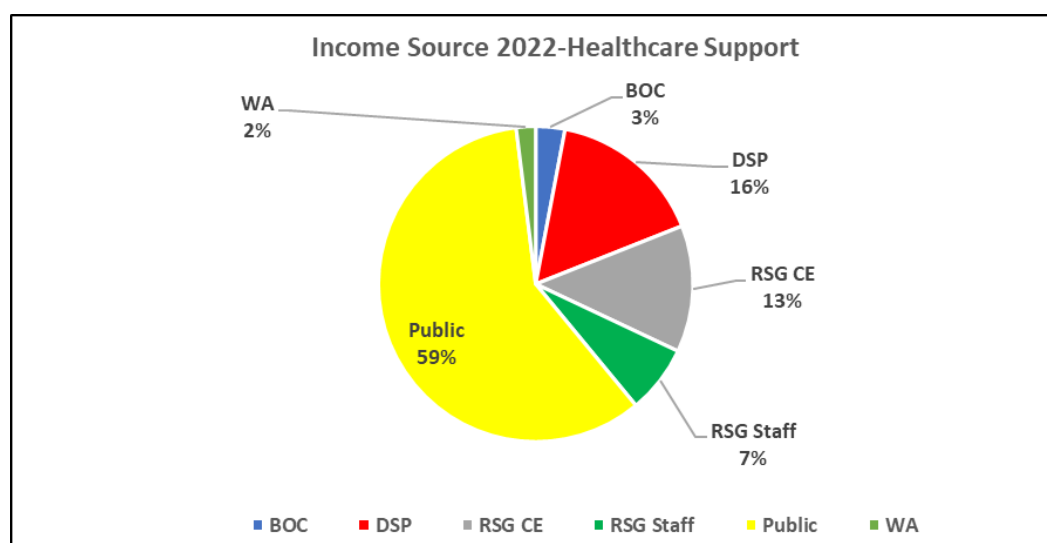


Figure 4 - Income Source Healthcare Support Training

Healthcare Support Training Stats

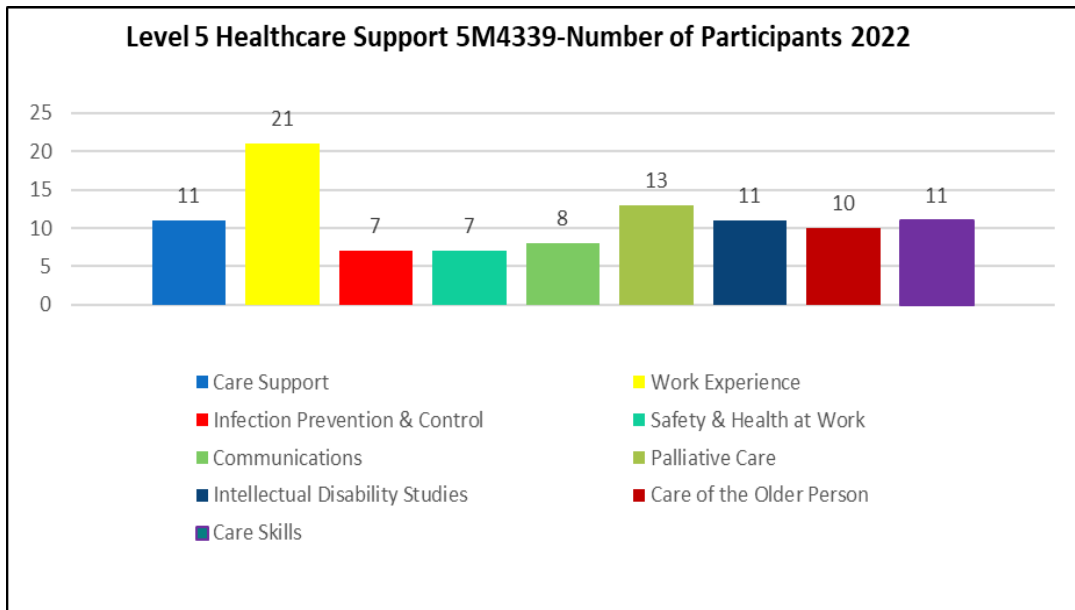


Figure 5 - Healthcare Support Number of Participants 2022

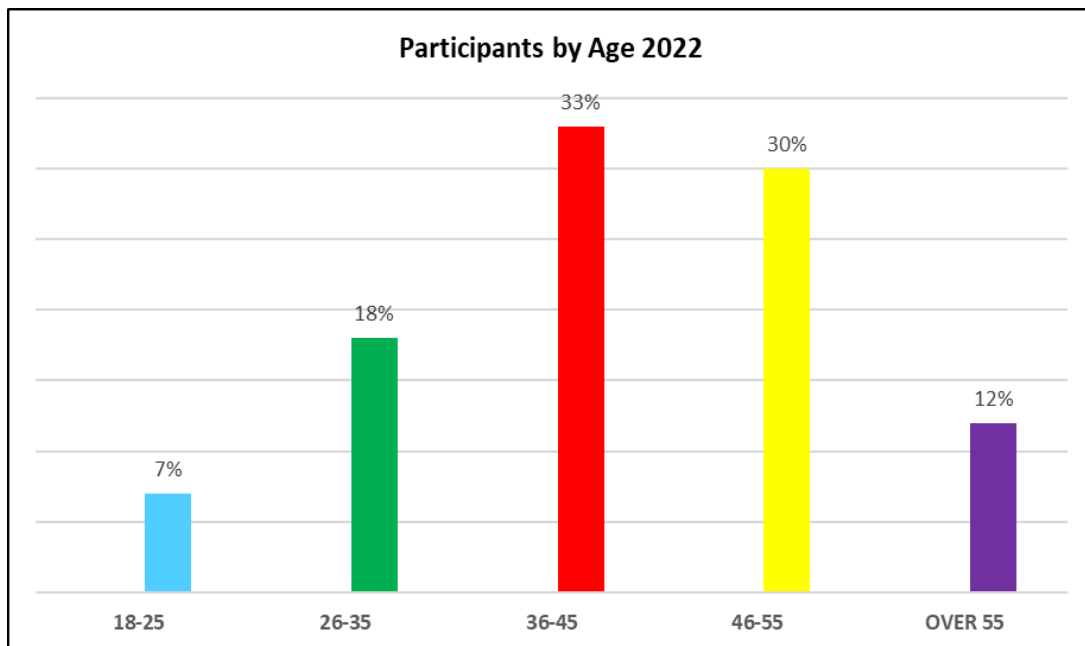


Figure 6 - Healthcare Support Number of Participants By Age 2022

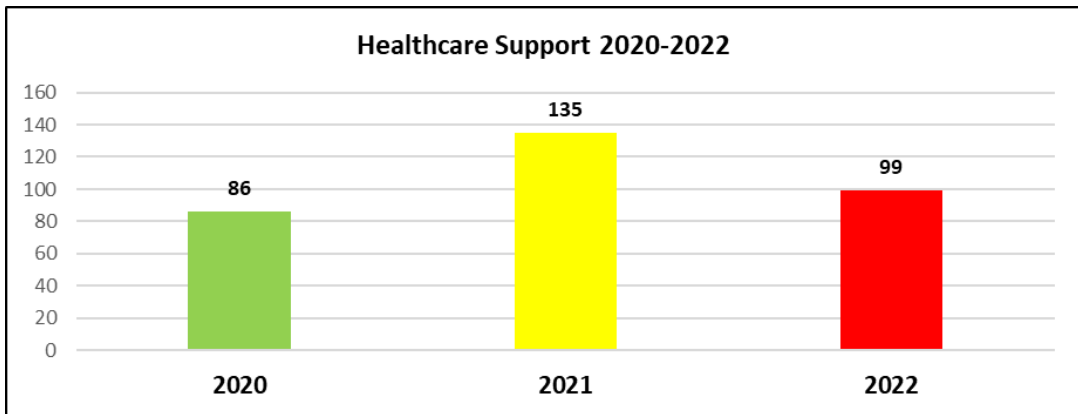


Figure 7 - Healthcare Support Number Comparison 2020-2023

Other Training

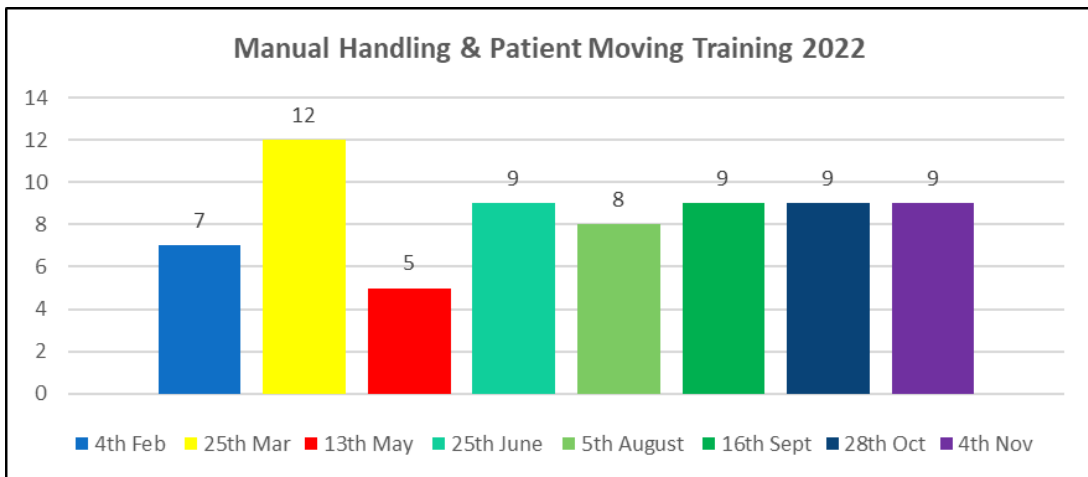


Figure 8 – Number of Participants 2022 Manual Handling & Patient Moving

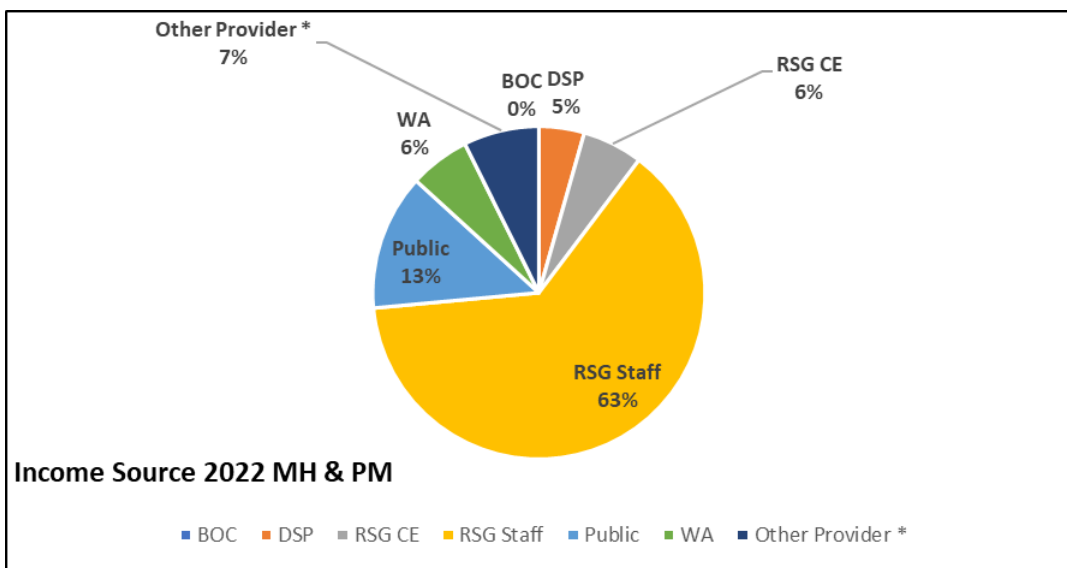


Figure 9 – Income Source 2022 Manual Handling & Patient Moving

Introduced on the 17th of September 2022. Max numbers for each group are six (6) participants.

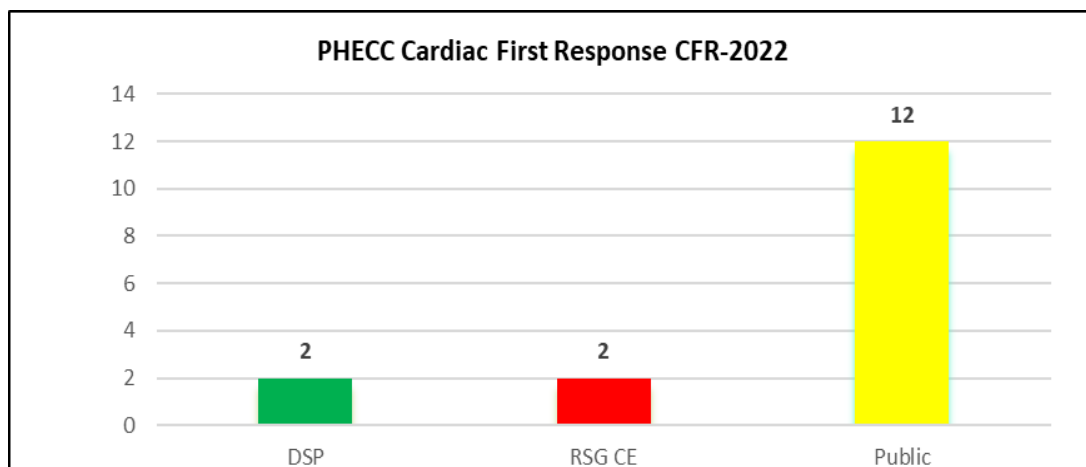


Figure 10 – PHECC-Cardiac First Response (CFR) Number of Participants 2022

Learner Management System (LMS)

Following intensive research **RSG** Training Department introduced a new Learner Management System (LMS) software, specifically GiraffePad, in 2022. The LMS first went live with Care Skills programme 5N2770 in November 2022. Learner Evaluation reflected positivity with the new LMS stating easy navigation and all resources available with one link. The availability of breakout rooms and programme videos were extremely helpful.

Training Department Growth and Development of QQI Level 6 Module Offering

Expansion into QQI level 6 training modules was in the five-year plan and as such a feasibility study was initiated in early 2022 to determine preference of course offering for level 6 development. In order to compile data, the Training Department conducted two surveys to identify current interest in level 6 programmes in the community. The survey was conducted with **RSG** Learners, **RSG** Community Staff, Local Learning Network (LLN) and Brothers of Charity (BOC) in the western region.

From the outcomes of the feasibility study, it emerged that development of a module in 'Disability Awareness' was the popular option with survey data showing a 40% preference for this particular module. Findings of this survey initiated a consultation with the Academic Board and a formal proposal developed seeking final approval from the Board of Management. External expertise was engaged to develop this Level 6 Programme 6N1975. The TQO (Training and Quality Officer) to submit all documentation to QQI when completed. The provisional time frame for the commencement of this module is Sept 2024.

Upcoming changes to regulations will result in a requirement for all healthcare workers to have a minimum of a full QQI award at level 5. Team leaders and supervisors will require a minimum of a level 6. The Brothers of Charity employ approximately six hundred (600) healthcare assistants in Co Roscommon, and they are currently implementing the requirement of their supervisors to have an award at level 6.

2022 Progression to PHECC Affiliation

The Training Department recognised the enormous potential to develop and expand to the provision of PHECC training and viewed this training as a road to becoming a significant centre of excellence. This will provide training and professional development opportunities for those working in healthcare and other disciplines. It will impact a wider audience in the community and provide opportunities for other stakeholders.

RSG's training Department affiliated with Medcore Medical Services (Dublin) in July 2022 which is accredited by Pre-Hospital Emergency Care Council: Irish Heart Foundation: QQI and Health & Safety Authority.

The Board responded and approved the Training Departments' request for the buy-on of resources to facilitate this training. One (1) in-house staff completed the Instructors Training to deliver and manage the PHECC-Cardiac First Response and PHECC-First Aid Responder programmes.

Conclusion

2022 was a year of change where the **RSG** Training Department faced significant changes and challenges. Participant numbers were down in Healthcare Support by 26.5% and similarly participants for Manual Handling and Patient Moving down by 33%.

2022 saw the development of Level 6 Disability Awareness and the launch, after extensive research and Board approval, of the new Learner Management System (LMS), Giraffe Pad.

This year saw the affiliation with Medcore Medical Services (Dublin) to facilitate PHECC training to the public including staff.

The Training Department's delivery of QQI accredited courses has now moved to virtually all on-line synchronous learning with some inhouse classes to accommodate exams and recording of skills demonstrations on site.

Continuous monitoring and evaluation of all programmes reflected positive feedback from learners and tutors in 2022 especially with the introduction of the LMS enhancing awareness in the community through rigorous advertisement will remain a priority going forward.



Section 8: Community Employment (CE) Review

2022 – RSG’s CE Project Year End Report

This report is for the period 1 January 2022 to 31 December 2022 and covers the second part of the CE Scheme 2021/22 and the first part of the CE Scheme 2022/23.

Table 1 - CE Funding 2022

FUNDING RECEIVED 2022	
	€'s
Total Participant Wages	21,6504
Employers PRSI was claimed on Materials and paid by the DSP	1,145
Supervisors Gross Wages (2 Supervisors)	8,0340
Employers PRSI (paid by the DSP)	8,877
Total Materials less PRSI	14,190
Total Participant Development	8,719
TOTAL FUNDING RECEIVED	€32,9775

Materials Grant

The Materials Grant for the year was based on €13.50 per actual number of payments made to employees (excluding Supervisors).

DEVELOPMENT TRAINING QQI ACCREDITED TRAINING

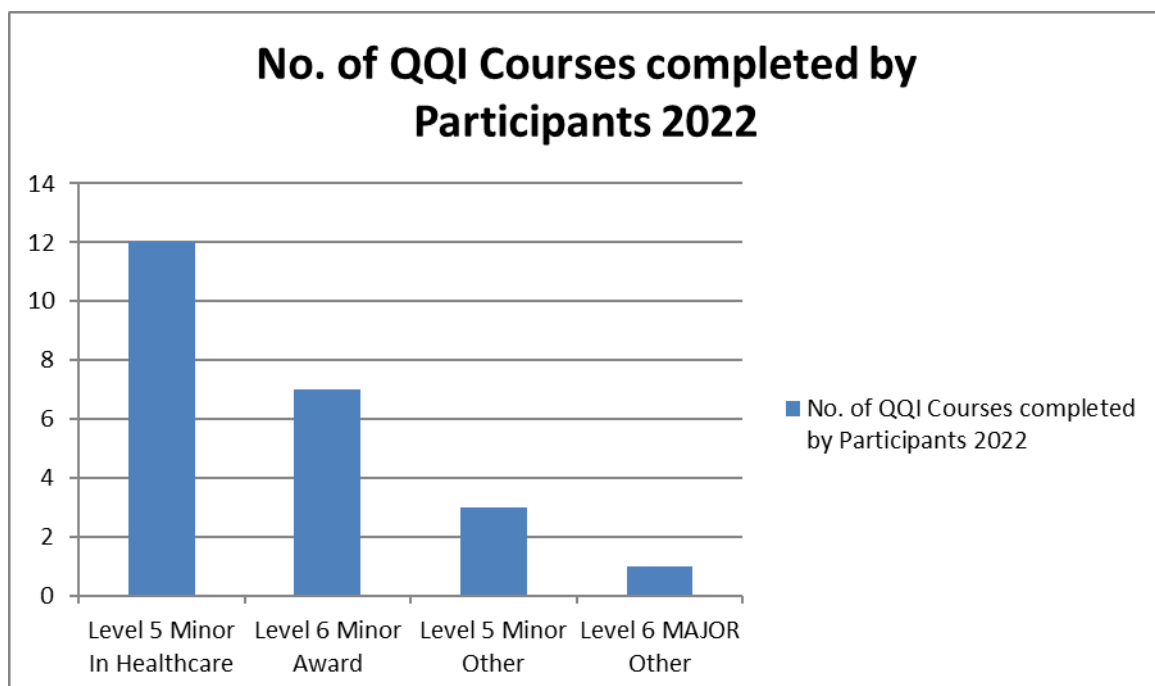


Figure 11 - No. of QQI Courses Completed by CE Participants

OTHER DEVELOPMENT TRAINING – NON-QQI TRAINING

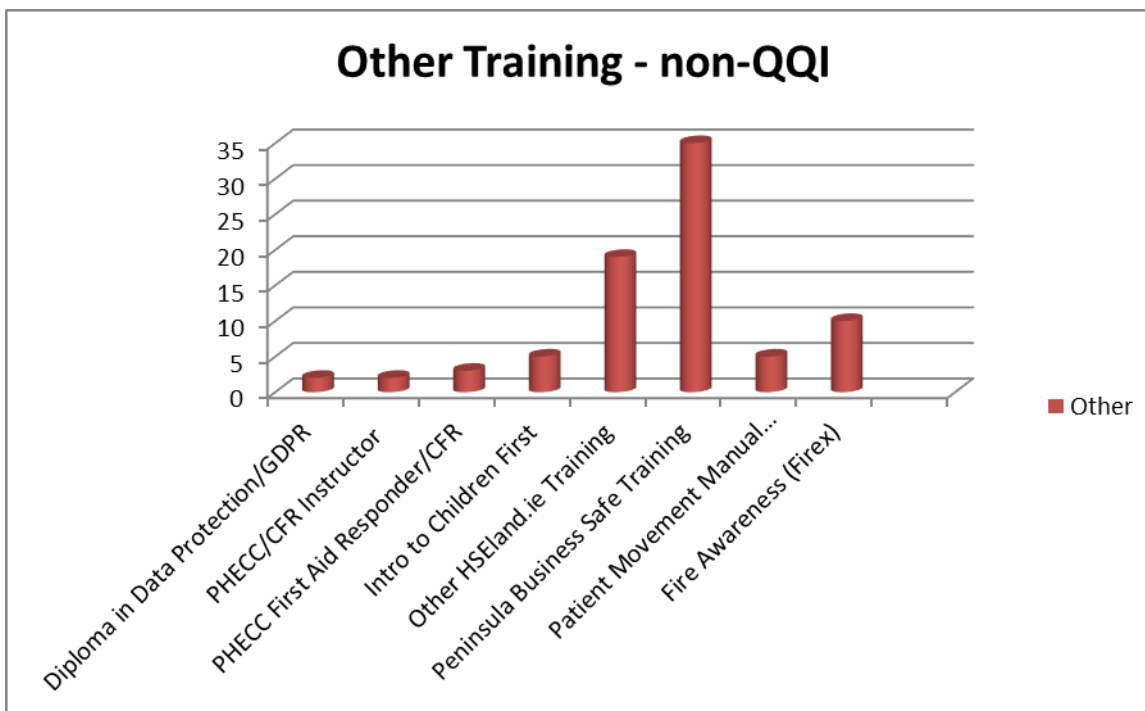


Figure 12 - CE Development Training – Non QQI Accredited

Table 2 - CE Staff Turnover Stats 2022

TURNOVER OF CE PARTICIPANTS DURING 2022

<u>Approval</u>	<u>20 Participants</u>
○ Start of 2022	19 participants
○ Recruitment during 2022	3 participants
○ Leavers	8 participants
○ Total Employed	22 participants
○ End of 2022	14 participants

The year 2022 was the year of the post Covid 19 pandemic. Businesses had re-opened and employment in particular in the public sector was on the rise, with more job opportunities which meant improved progression rates in particular for the **RSG** CE Scheme. Out of 8 participants that left the scheme in 2022, 5 participants found employment, with all the positions being Clerical or office based.

Table 3 - CE Staff Progression Stats 2022

LEAVERS – PROGRESSION DURING 2022

- 8 Leavers
- 1 Participant found employment with **RSG**
- 1 Participant found employment with Dept of Social Protection/Civil Service
- 1 Participant found employment with Dept of Health/Civil Service
- 1 Participant went on to be employed by Eir but is now employed by HSE
- 1 Participant found employment with GRETB
- 2 Participants retired
- 1 Participant returned to Jobseekers
- 62.5% 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 Level 5 Training in Healthcare will have very little difficulty if any in securing employment in the area of healthcare.

During the year 2022, the Scheme consisted of 2 Supervisors, Clerical Staff, IT Support, Drivers for accessible transport, Caretakers and Personal Assistants to people with disabilities and Home Care Support workers for older people. Recruitment is a challenge as there are very few referrals from the DSP and personal applications.

CE 2022 STATISTICS

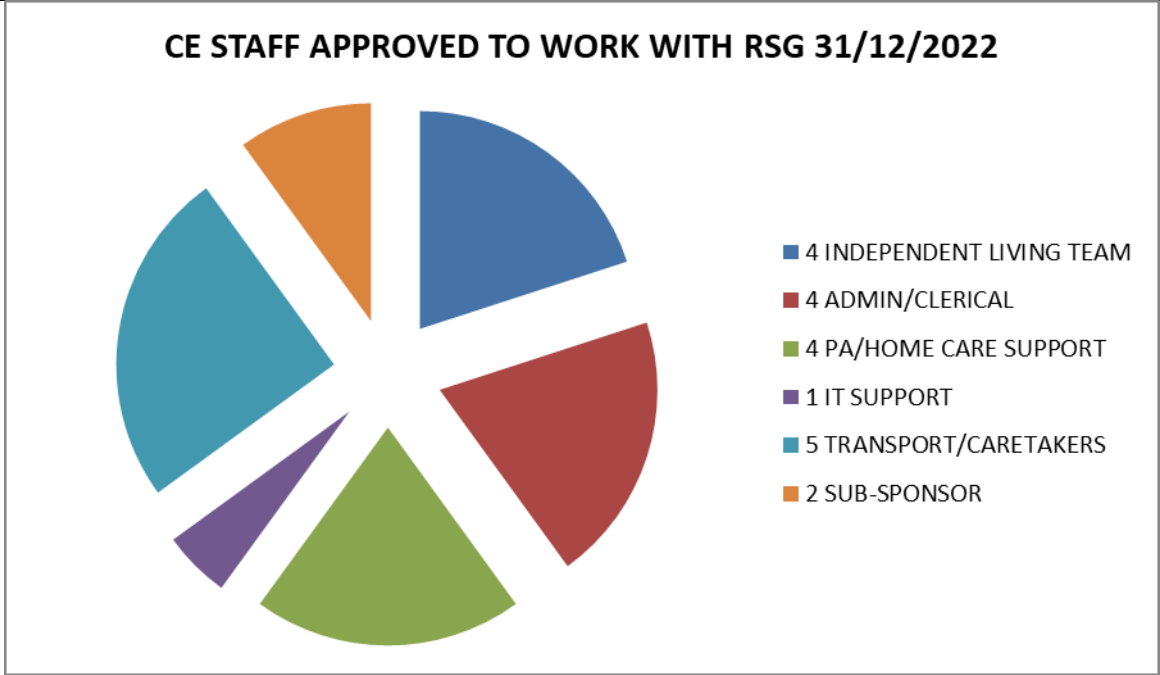


Figure 13 - CE Staff Approved To Work With RSG to end of December 2022

CE STAFF EMPLOYED IN RSG 31/12/2022

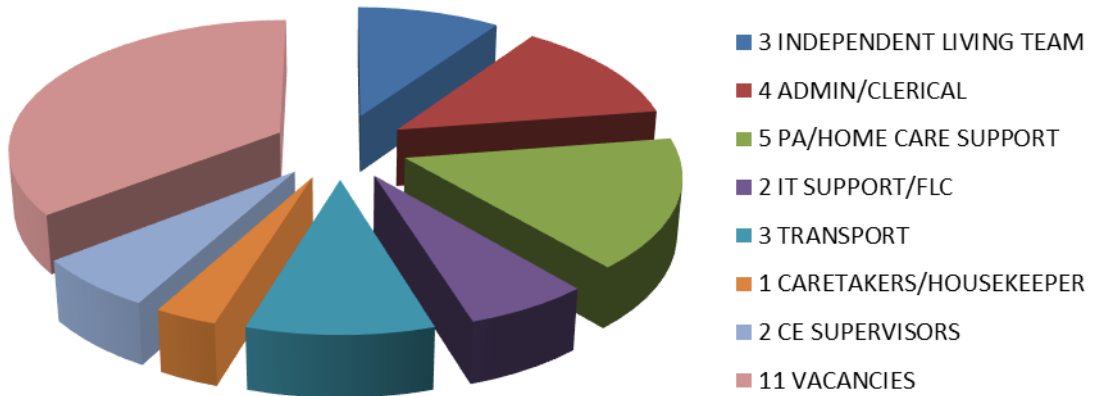


Figure 14 - CE Staff Employed in RSG to end of December 2022

WORK CARRIED OUT BY STAFF ON THE CE SCHEME 2022

- 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 F.L. 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** Training Dept.
- 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 facilitated holistic therapies to people with disabilities such as massage, reflexology
- CE Staff facilitated Independent Living skills programmes to people with disabilities
- 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 19/06/2021 to 17/06/2022 – refer to separate document audited accounts.

Section 9: Financial Review

2022 The Financial Year in Review

The company is dependent on income from the HSE in accordance with the Service Level Agreements. The directors have not been made aware of any significant changes to the current Service Level Agreements 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 2022.

Financial Results

2022 saw an almost 5% income increase to €2,509,217, largely due to an increase in HSE funding. At the same time, expenditure too increased by 5.5% in 2022 to €2,562,754 this primarily due to wages and other staff costs, utilities, staff training, motor insurance.

The deficit for the financial year after providing for depreciation amounted to €(53,537) (2021 - €(31,767)). At the end of the financial year, the company has assets of €1,543,531 (2021 - €1,544,484) and liabilities of €379,896 (2021 - €327,312). The net assets of the company have decreased by €(53,537).

The Income pie chart shows that HSE funded care services income accounted for 94% of income.

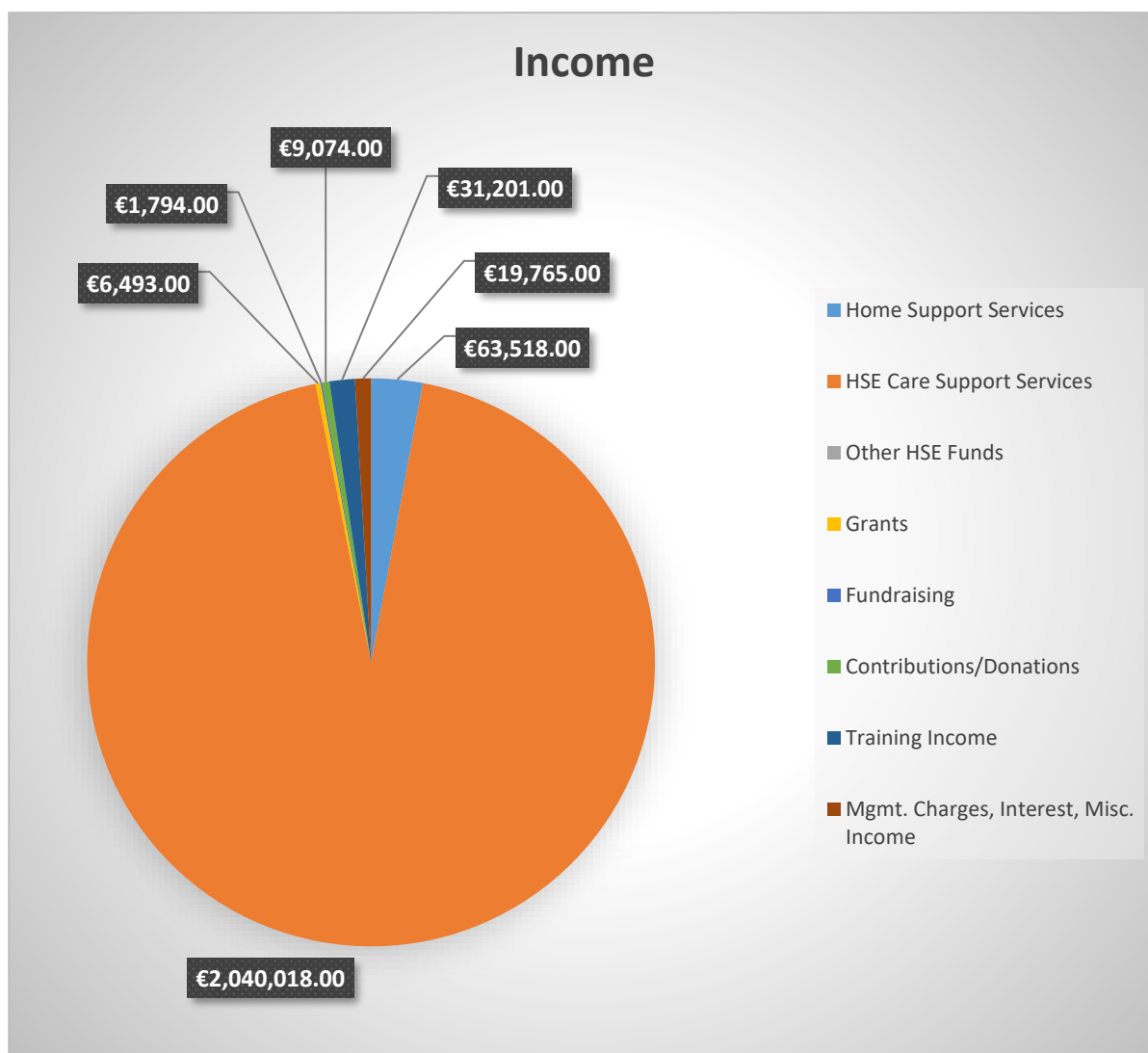


Figure 15 – RSG Income Analysis 2022

The Central Statistics Office Consumer Price Index December 2022 reported the annual average rate of inflation in 2022 was +7.8%. This compares to an increase of +2.4% for 2021. The report states the largest year-on-year price increase was recorded in October 2022 when prices rose by 9.2% compared with the previous October. This was the highest rate of inflation since June 1984 when inflation was 9.7%.

Increasing operating costs continue to be a concern not only the cost of insurance in the sector. The healthcare sector insurance market currently operates with very little companies and as such little competition. The absence of sufficient providers in this sector in Ireland is a big concern and has been highlighted at national level and DFI are lobbying the government and representative parties seek resolution on this issue so providers can avail of more competitive rates. RSG’s business insurance, and motor insurance, premiums have steadily increased over the last number of years with premia effectively doubling since 2018.

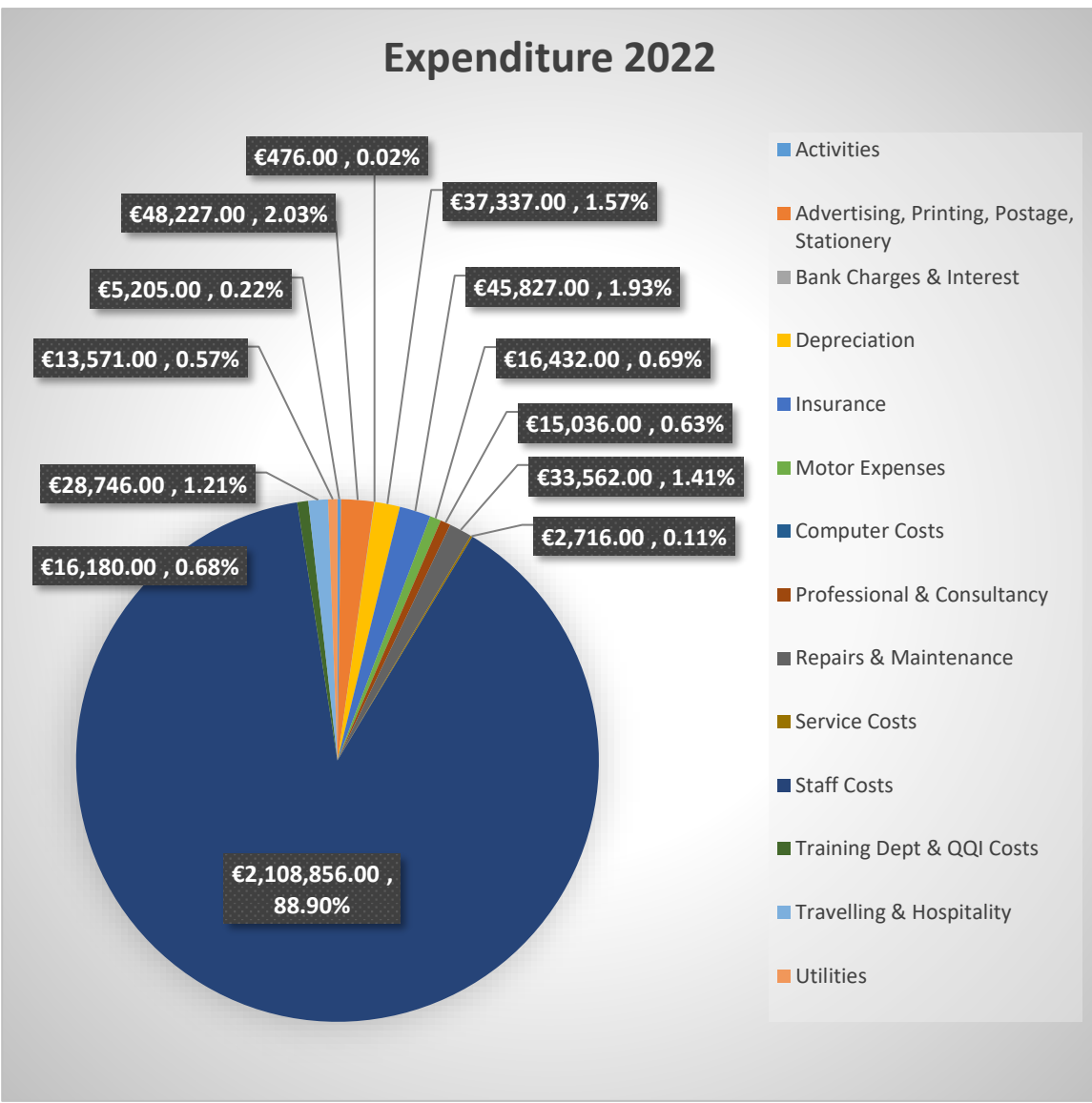


Figure 16 – RSG Expenditure Analysis 2022

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 1A 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
- 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.

Notes To The Financial Statements

1. General Information

General Information County Roscommon Disability Support Group Company Limited by Guarantee is a company limited by guarantee incorporated and registered in the Republic of Ireland. The registered number of the company is 231700. The registered office of the company is Resource Centre, Derrane, Roscommon. The nature of the company's operations and its principal activities are set out in the Directors' Report. The financial statements have been presented in Euro (€) which is also the functional currency of the company.

2. Summary of Significant Accounting Policies

Summary of Significant Accounting Policies The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's financial statements.

Statement of compliance

The financial statements of the company for the financial year ended 31 December 2022 have been prepared in accordance with the provisions of FRS 102 Section 1A (Small Entities) and the Companies Act 2014. County Roscommon Disability Support Group Company Limited by Guarantee confirms that the company complies with Circular 13/2014 and Circular 44/2006.

Basis Of Preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention. Historical cost is generally based on the fair value of the consideration given in exchange for assets. The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" Section 1A, issued by the Financial Reporting Council. The company qualifies as a small company as defined by section 280A of the Companies Act 2014 in respect of the financial year, and has applied the rules of the 'Small Companies Regime' in accordance with section 280C of the Companies Act 2014 and Section 1A of FRS 102.

Income

Income is measured at the fair value of the consideration received or receivable for services rendered and government grants received.

Tangible Assets and Depreciation

Tangible assets are stated at cost or at valuation, less accumulated depreciation. The charge to depreciation is calculated to write off the original cost or valuation of tangible assets, less their estimated residual value, over their expected useful lives as follows:

Buildings & grounds	- 4% Reducing balance
Aids & activities equipment	- 12.5% Straight line
Fixtures, fittings and equipment	- 12.5% Reducing balance
Motor vehicles	- 15% Straight line
Computer & phone system	- 20% Straight line

The carrying values of tangible fixed assets are reviewed annually for impairment in periods if events or changes in circumstances indicate the carrying value may not be recoverable.

Leasing

Rentals payable under operating leases are dealt with in the Income and Expenditure Account as incurred over the period of the rental agreement.

Trade and Other Debtors

Trade and other debtors are initially recognised at fair value and thereafter stated at amortised cost using the effective interest method less impairment losses for bad and doubtful debts except where the effect of discounting would be immaterial. In such cases the receivables are stated at cost less impairment losses for bad and doubtful debts.

Trade and Other Creditors

Trade and other creditors are initially recognised at fair value and thereafter stated at amortised cost using the effective interest rate method, unless the effect of discounting would be immaterial, in which case they are stated at cost.

Taxation

County Roscommon Disability Support Group Company Limited by Guarantee has charitable status and is exempt from corporation tax. Its charitable exemption number is CHY11009.

Government Grants

Grants are recognised using the accruals model when there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. Grants towards capital expenditure are credited to deferred income and are released to the profit and loss account over the expected useful life of the related assets, by equal annual instalments. Grants towards revenue expenditure are released to the profit and loss account as the related expenditure is incurred.

3. Departure from Companies Act 2014 Presentation

The directors have elected to present an Income and Expenditure Account instead of a Profit and Loss Account in these financial statements as this company is a not-for-profit entity.

4. Provisions Available for Audits of Small Entities

In common with many other businesses of our size and nature, we use our auditors to assist with the preparation of the financial statements.

5. Operating Deficit

	2022	2021
	€	€
Operating deficit is stated after charging/(crediting):		
Depreciation of tangible assets	37,377	29,386
Amortisation of Government grants	(11,508)	(2,921)
	<u> </u>	<u> </u>

6. Employees

The average monthly number of employees, including directors, during the financial year 2022 was 133, (2021-131). The number of employees whose total employee benefits (excluding employer pension costs) for the reporting period were in excess of €60,000 were: Nil (2021: Nil). Total employer pension contributions for the year ended 31 December 2022 were €1,670.

	2022	2021
	Number	Number
General Staff	133	131

7. Tangible Assets

	Buildings & grounds	Aids & activities equipment	Fixtures fittings and equipment	Motor vehicles	Computer & phone system	Total
	€	€	€	€	€	€
<u>Cost</u>						
At 1 January 2022	254,295	119,028	106,776	70,523	74,035	624,657
Additions	-	1,773	618	58,590	-	60,981
At 31 December 2022	254,295	120,801	107,394	129,113	74,035	685,638
<u>Depreciation</u>						
At 1 January 2022	78,287	116,272	61,862	38,720	61,739	356,880
Charge for the financial year	7,040	741	5,691	19,367	4,538	37,377
At 31 December 2022	85,327	117,013	67,553	58,087	66,277	394,257
<u>Net Book Value</u>						
At 31 December 2022	168,968	3,788	39,841	71,026	7,758	291,381
At 31 December 2021	176,008	2,756	44,914	31,803	12,296	267,777

The company has a 21 year lease on the land and premises in Derrane from the Diocese of Elphin for a nominal fee of €650 per annum.

8. Debtors

	2022	2021
	€	€
Trade debtors	223,659	183,254
Other debtors	-	-
Prepayments	18,311	9,937
Accrued income	103,335	26387
	<u>345,305</u>	<u>225,974</u>

9. Creditors**Amounts falling due within one year**

	2022	2021
	€	€
Trade creditors	8,344	18,012
Taxation	61,186	113,311
Other creditors	129,608	144,294
Pension accrual	-	278
Accruals	93,018	31,990
Deferred Income	26,156	4,925
	<u>318,312</u>	<u>312,810</u>

10. Creditors**Amounts falling due after more than one year**

	2022	2021
	€	€
Government grants	61,584	14,502
	<u>61,584</u>	<u>14,502</u>

11. State Funding**Government Department**

Grant Programme

Purpose of the Grant

Term

Total Grant

Grant taken to income in the year

Received in the financial year

Expenditure

Grant due at financial year end

Restriction on use

Tax Clearance

Department of Social Protection

Community Employment Scheme

To fund the employment of both CE participants and supervisors, and funding towards training and material costs.

Annual

€325,846

€325,846

€325,698 (includes €26,387 received in respect of prior year)

€325,846

€26,535 deferred (Accrued income at the year end of €23,535)

CE salaries, materials and training costs.

Yes

Government Department

Grant Programme

Purpose of the Grant

Term

Total Grant

Grant taken to income in the year

Received in the financial year

Expenditure

Grant deferred or due at financial year end

Restriction on use

Tax Clearance

Department of Social Protection

Jobsplus & Employment Support Scheme

To provide subsidy towards wages for certain qualifying employees

2022

€15,078

€15,078

€15,078

€15,078

Nil

Wages for certain qualifying employees

Yes

Government Department

Grant Programme

Purpose of the Grant

Term

Total Grant

Grant taken to income in the year

Received in the financial year

Expenditure

Fund deferred at financial year end

Restriction on use

Tax Clearance

HSE

National Lottery

Service User Technology & Safety Initiative

2020

€4,500 (c/fwd from prior year)

€Nil

€Nil

€Nil

€3,750

Emergency lighting and upgrade security systems

Deferred grant relates to grant capitalised and amortised in line with related fixed asset.

Government Department

Grant Programme

Purpose of the Grant

Term

Total Grant

Grant taken to income in the year

Received in the financial year

Funds accrued/deferred at financial year end

Restriction on use

Tax Clearance

Health Service Executive

Disability Services

Services provided for disability & older persons

2022

€2,040,018

€2,040,018

€1,940,253 (includes €164,818 received re opening trade debtors)

€264,582 (€202,567 in trade debtors, €76,800 in accrued income & €14,785 in deferred income)

Expenditure for services provided for disability & older persons

Yes

Government Department	HSE
Grant Programme	National Lottery
Purpose of the Grant	Repurpose for furniture for Dale Centre
Term	2021
Total Grant	€4,375
Grant taken to income in the year	€Nil
Received in the financial year	€Nil
Expenditure	€Nil
Fund deferred at financial year end	€3,750
Restriction on use	Furniture costs for Dale Centre
Tax Clearance	Yes
	Deferred grant relates to grant capitalised and amortised in line with related fixed asset.

Government Department	HSE
Grant Programme	
Purpose of the Grant	Purchase of motor vehicles
Term	2022
Total Grant	€69,960
Grant taken to income in the year	€58,590 (capital grant)
Received in the financial year	€69,960
Expenditure	€58,590
Fund deferred at financial year end	€61,172
Restriction on use	Purchase of motor vehicles
Tax Clearance	Yes
	Deferred grant relates to grant capitalised of €49,801 & amortised in line with related fixed asset.

12. Status

The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up while they are members, or within one financial year thereafter, for the payment of the debts and liabilities of the company contracted before they ceased to be members, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount as may be required, not exceeding €1.

13. Financial Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	€	€
Due:		
Within one year	5,064	5,064
Between one and five years	7,014	11,427
In over five years	4,875	5,525
	<hr/>	<hr/>
	16,953	22,016
	<hr/> <hr/>	<hr/> <hr/>

The lease payments relate to the lease of printers, a water cooler and the building.

14. Capital Commitments

The company had no material capital commitments at the financial year-ended 31 December 2022.

15. Post-Balance Sheet Events

The company is dependent on income from the HSE in accordance with the Service Level Agreements. The directors have not been made aware of any significant changes to the current Service Level Agreements and are satisfied they have sufficient funds to continue in operation.

16. Approval Of Financial Statements

The financial statements were approved and authorised for issue by the board of directors on 31st May 2023.

Section 10: 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 2022

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 27th of October 2022 all retiring directors were elected and re-elected as appropriate. Jim Ganly was reappointed Chairperson; Stephen McCormack was reappointed Treasurer and meeting following the AGM Michael Cleary was appointed Company Secretary. Eric Fitzpatrick stepped down as Director at the AGM and **RSG** wish to thank him for his valuable service. There were 10 board meetings in the 2022 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** was in 2019 awarded the prestigious Trusted Charity (previously PQASSO) quality award of excellence. The organisation holds charitable status and current tax clearance Certificate and tax exemption status for donations.

The Charities Regulator has requested that the [Charities Governance Code](#) standard be adopted in all charities in 2021. The standards associated with the six principles of governance as laid out in the voluntary code have been met.

The six principles are as follows:

- Advancing Charitable Purpose
- Behaving with Integrity
- Leading People
- Exercising Control
- Working Effectively
- Being Accountable and Transparent

The Board commenced review and assessment of the requirements for the Charities Regulator's 2018 Charities Governance Code and is since December 2019 **RSG** are fully compliant with the Code completing the relevant Compliance Record for the subsequent years 2020, 2021 and 2022.

RSG is also fully compliant with the Guidelines for Charitable Organisations on Fundraising from the Public as published by the Charities Regulator. **RSG** conducted a full fundraising strategy review in November 2019 and as Board updated the existing fundraising policies and procedures in line with the Charities Institute Ireland (CII) Fundraising Guidelines.

The day-to-day business of the company is managed by the CEO, 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.

RSG's Governance Manual, which is updated annually, sets out the key roles, responsibilities and procedures for the Board, its Officers, and subcommittees. Delegated authority levels and matters that are reserved for consideration by the Board are clearly defined.

No member of the Board has undeclared conflicts of interests, but potential conflicts of interest are addressed through individual declaration of interest returns and as an agenda item at the start of each Board meeting.

All new Board trustees must complete a comprehensive induction programme and if necessary new board trustees, or existing Board trustees, can avail of formal training is provided on an annual basis.

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
- **RSG** Academic Subcommittee/Board



Board and Subcommittee Recruitment

When recruiting new directors to the Board, and Subcommittee members, the Board aims to attract a diverse range of candidates with the skills **RSG** requires.

Appointment to the Board of **RSG** or one of **RSG's** Subcommittees, is managed by the Nominations Committee, part of **RSG's** Governance Subcommittee, who meet at least biannually or on an ad hoc basis when/if current or upcoming vacancies are identified. The Committee identifies the skills, experience and knowledge required from new Board members and makes recommendations to the Board. Potential candidates are identified through several channels including but not limited to recommendations from current Board members or current members of Board Subcommittees. Subcommittee also takes cognisance of the current and future strategy of **RSG**.

Training and Induction

All new directors and trustees are required to complete an induction process clearly outlining the role and duties of directors/trustees. The process includes an induction pack provided to each new board member with a range of documents to assist the director/trustee to become better informed concerning services offered by **RSG** and Board procedures and governance. All Board members are notified of relevant training opportunities and if required further training is arranged for individual directors/trustees or for the Board as a collective.

Code of Conduct

All Board members must sign and comply with **RSG's** Board Members Code of Conduct, which underpins all of our actions.

Board Evaluation

In 2019 during the meeting in preparation of the Charities Regulator's Governance Code Compliance Record the Board initiated steps to commence a Self-Assessment Evaluation every three years from 2022. This process was not fully achieved in 2022 but is due to commence in Quarter Three of 2023.

Risks and Risk Management

Principal Risks and Uncertainties

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**.
- Have a negative impact on the safety and wellbeing our service users and employees.
- 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.

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 Audit and Risk Subcommittee.

RSG's Governance Structure

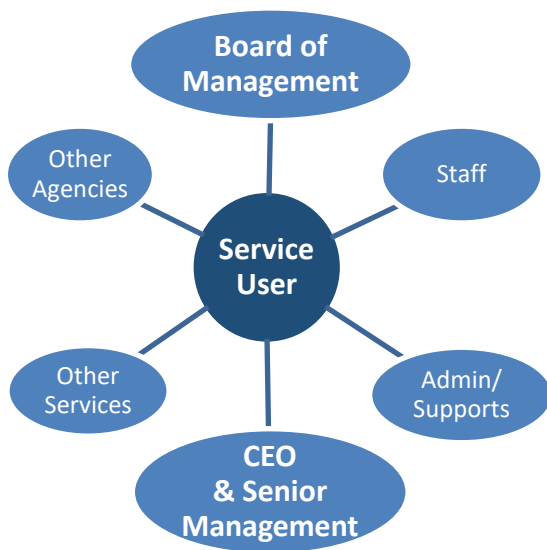


Figure 17 – RSG's Governance Structure

RSG continued this robust risk management process through 2022. **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.

The Chairperson's primary responsibility is to lead the Board, to ensure it has a common purpose and is effective as a group. They must also ensure that the Board upholds and promotes high standards of integrity and corporate governance. They have responsibility for maintaining an effective working relationship with the CEO for ensuring effective and appropriate communications with all stakeholders.

Company Secretary responsibilities include ensuring that Board procedures are followed, assisting the Chairperson in relation to corporate governance matters and ensuring compliance by the organisation with its legal and regulatory requirements.

The CEO/Senior Management Team reports to the Board and has the day-to-day management responsibility for the running of the company and the implementation of company's strategy and policies agreed by the Board. They instil the organisation's culture and standards which include appropriate corporate governance with the support of her other management colleagues.

A clear division of responsibility exists between the Chairperson and the CEO/ Senior Management Team. Each of their responsibilities is set out in writing in the company's Board approved Governance Manual.

Our clients, 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

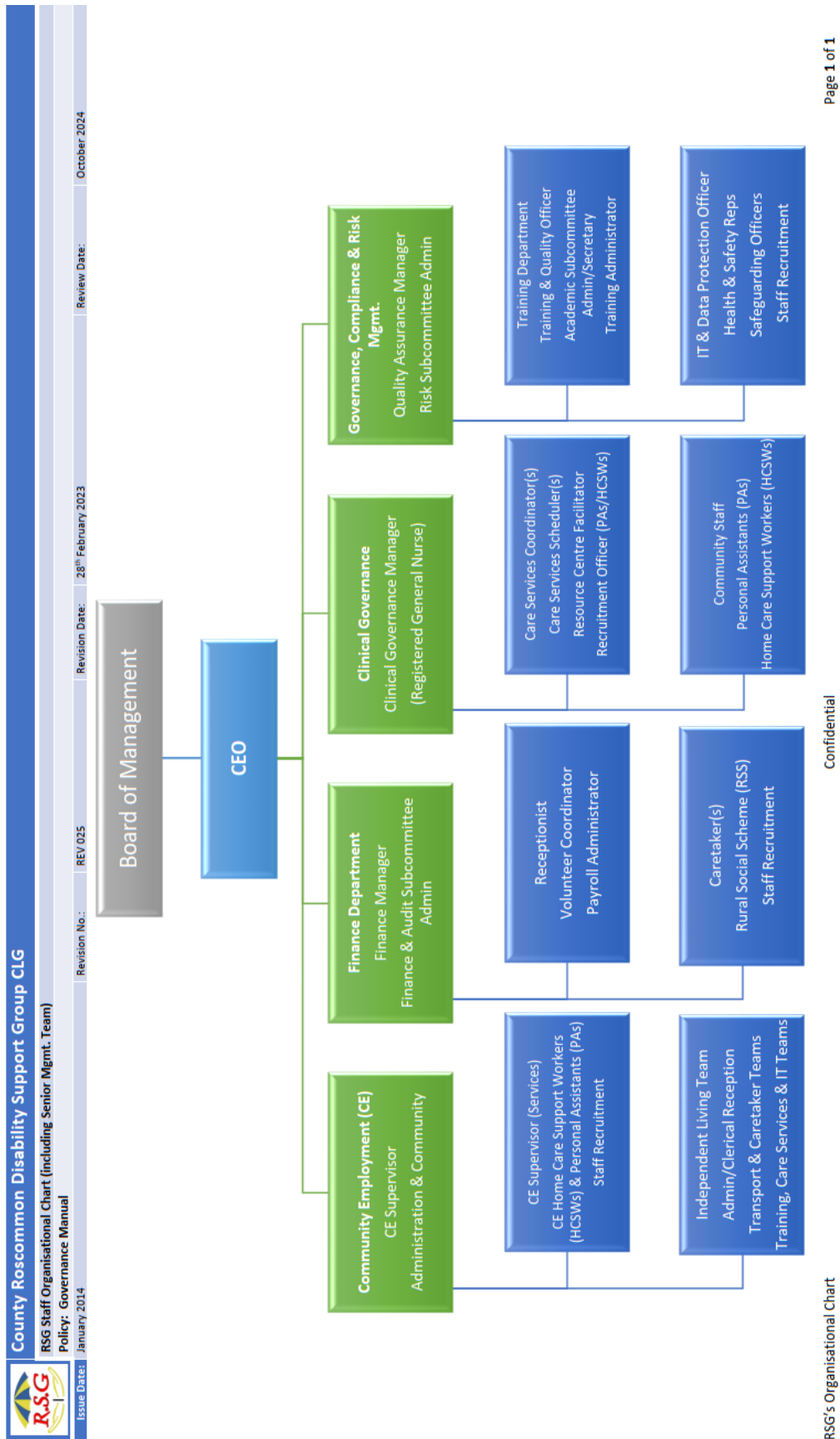


Figure 18 – RSG's Organisational Char

Section 11: 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 appointed in 2019, 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, which commenced in April 2016. **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 recruitment and vetting policies and procedures. **RSG** staff are also re-vetted in line with best practice.

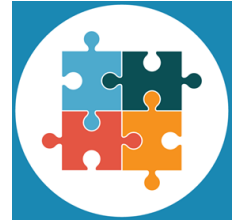
Lobbying

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 12: 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 2023

- 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.
- 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.
- Recruitment of a CEO is also on the agenda for early 2023 and the Board of Management are committed to securing the best candidate for the post.
- Vigilance and preparedness for every increasing inflation rate although being stretched by the cost of living, **RSG** is currently proving resilient to the inflationary shock so far. But persistent inflation and higher interest rates could pose challenges and necessitates prudent budgeting.
- 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.
- Preparations for the tendering process for the provision of HSE home support packages for Older Persons. This will involve maintaining high standards of service provision along with our consortium partners Galway Centre for Independent Living by way of the Care Group West Consortium.
- Given the continued uncertainty of 2022, 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.
- 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. Clearly communicating any changes in strategy, associated plans and/or goals and objectives should also be a priority.
- 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.
- Increasing QQI accredited modules courses learner participants by 15% in 2023.
- Progress Improving Quality (IQ) Quality Assurance Framework, the selected alternative independent Governance and Quality Assurance accreditation to the Trusted Charity accreditation which expired in 2022.



Annual Report 2022

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

Instagram: @RSGroscommon

LinkedIn: @RSGroscommon