



# **National Educational Welfare Board (NEWB)**

## **Annual Report 2003**

**October 2004**

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## **Meeting our Statutory Obligation**

*The Board shall not later than the 31<sup>st</sup> day of March in each year prepare and submit to the Minister a report on its activities in the immediately preceding year and the Minister shall, as soon as may be, cause copies of the report to be laid before each House of the Oireachtas.*

Education (Welfare) Act 2000

## **Foreword by Ann Louise Gilligan, Chairperson**

Some years ago, while teaching an elective on Educational Disadvantage to our 3<sup>rd</sup> year students in St. Patrick's College, Drumcondra, I learnt that the Education (Welfare) Act had been published. I read and re-read its contents and remember describing to the students that this was an extremely important piece of legislation not least because of the positive vision which it contained. The Act was a landmark in the history of Irish Government policy on education.

Little did I ever anticipate then that I would be given the privilege to chair the Board and be part of a team working towards the full implementation of this ground-breaking legislation.

It gives me great pleasure, then, to report that the year 2003 has been the most exciting year yet in the development of the NEWB and has brought us much closer to the full implementation of the Education (Welfare) Act.

In January 2003 we had an interim CEO working in temporary offices. By the end of the year, we had a permanent CEO and key senior management staff, all working from new offices in central Dublin.

Most importantly, in 2003, we started to make a difference to the lives of children, parents, guardians and teachers with the launch of our on-the-ground service in six cities and 12 regional towns throughout the country. By end year, we had 63 educational welfare staff located in towns stretching from Letterkenny to Limerick.

However, while a good start was made in 2003, we are also aware that a lot more needs to be done to make a lasting difference to education opportunity in Ireland and to ensure that there is real equality in education.

Everyday, the use of phrases such as educational disadvantage, children at risk, vulnerable youth, marginalised young people, remind us that all is not well in the lives of some of the youngest citizens in our State. For these words to call us to action, we need to constantly hold the faces and the lives of these real young people before us.

This requires resources, and when I talk about resources I am talking about people who can develop a meaningful relationship with a young person and their family, who can win trust and restore participation in education before negative patterns emerge, who, importantly, can put faces to the labels. Our Educational Welfare Officers are legally commissioned to do this work.

As the Board moves forward we will concentrate on putting more Educational Welfare Officers in place in the areas where research shows us they are most needed. Investment in this dimension of education will be richly rewarded by future well adjusted adults who will remember us as the adults that had the vision to invest in their futures.

Let me state my deep gratitude to the members of our Board who were appointed in May 2001 and who have worked tirelessly since that date to allow us arrive at this point in our work together. 2003 saw much of their behind the scenes work of the previous two years come to fruition. I would like to thank the CEO, Eddie Ward, and all the staff for the dedication and long hours they put into getting things up and running. The Annual Report which follows gives some flavour of the many activities undertaken and initiated in 2003.

I would also like to extend my thanks to the Minister for Education and Science, Mr. Noel Dempsey, T.D., for the leadership he has shown in tackling education disadvantage. I assure the Minister of the Board's ongoing commitment to this work. Finally, I would like to thank those in the Department, who continued to assist us in this vital work - Mr. John Dennehy, Secretary General and Mr Paddy McDonagh, Assistant Secretary General and all in the Social Inclusion Unit.

The Education (Welfare) Act 2000 calls upon the NEWB to build a new culture of awareness among children, young people, families, schools and communities of the importance of full participation in education. 2003 marked the start of that vital life changing campaign.

Dr Ann Louise Gilligan  
Chairperson

## **Members of the National Educational Welfare Board**

The members of the National Educational Welfare Board in December 2003 were:

- Dr. Ann Louise Gilligan (Chairperson), St.Patrick's College, Drumcondra
- Mr Eddie Ward, Chief Executive Officer
- Sr. Eileen Randles, School Management Organisation
- Ms Fionnuala Kilfeather, National Parents Council
- Mr Don Mc McCluskey, Teacher Unions
- Mr John Flanagan\*, Educational Welfare Officers
- Ms Catherine Hazlett\*, Department of Social & Family Affairs
- Dr. Tony Crooks, Area Development Management Ltd.
- Mr Brendan Callaghan, Department of Justice, Equality & Law Reform
- Mr Gus O'Connell, FAS
- Mr Richard Dooley, Department of Health & Children
- Mr Gearoid Ó Maoilmhichil, Voluntary Bodies

There was one vacancy at year end which was recently filled by Mr Ian Murphy of the Department of Education & Science.

\*Mr Gerry Mangan of the Department of Social & Family Affairs has since replaced Ms Hazlett.

\*Mr Donal O Connor has since replaced Mr John Flanagan.

## **Introduction by Eddie Ward, Chief Executive**

The year 2003 saw a coming of age of the National Educational Welfare Board. We moved from a situation at the beginning of the year where we had one employee working from temporary offices to December when we launched our new national service with special guest Mr. Noel Dempsey T.D., Minister for Education and Science, announcing that we would have educational welfare staff working in six cities and 12 towns around the country.

In the months in between, we filled many of our senior management posts, recruited and trained our new Educational Welfare Officers, located and fitted out our new head quarters, initiated a School Implementation Group to provide on-the-ground support and advice to the Board, developed the first register for children being educated outside of recognised schools and wrote the first information materials and supports for parents on school attendance.

Critically, in 2003, we established structures for consulting with school managers, principals, teachers and parents. In addition, guidance was drafted for schools on the reporting of student absences so that we will receive the first comprehensive data of school attendance nationally in 2004. The NEWB is grateful to these for taking the time to share their wisdom and expertise with us as we developed this vital new service.

As a result of work also carried out in 2003, the first assessments of education provided in places other than recognised schools will take place in early 2004, in accordance with the recent Guidelines issued by the Minister for Education and Science. We are grateful to the Minister and his officials in the Inspectorate for the inclusive way that these Guidelines were developed and the commitment to review these in light of experience.

Above all, 2003 was a year when the belief that non-school attendance cannot be dealt with through the education system alone became a reality. Rather, the belief that it must be addressed in a multi disciplinary manner with the involvement of experts in a whole range of areas gained vital momentum.

Tackling school attendance and early school leaving remains a major challenge in Irish education. The statistics speak for themselves:

- 15% of young people leave school without a Leaving Certificate and 3% with no qualification at all – that's nearly one in five. Absenteeism is an early indication of early school leaving.
- Up to 1,000 children don't make it to secondary school.
- 3 out of 4 prisoners had poor attendance at school and about 40% left school before age 14. (Morgan, Kett, 2003)
- More than 500,000 workers do not have a Leaving Certificate, 220,000 have no 2<sup>nd</sup> level qualification and 295,000 have the Junior Certificate or its predecessors (Irish Labour Market Review, 2003).
- Savings of at least €14 million a year on unemployment costs, crime etc., could be made if young people could be prevented from dropping out of school before their Junior Cert. (ESRI, 2003)

Changing these statistics and ensuring that education is indeed equal for all children in Ireland is what spurred the NEWB on in 2003. A good education gives children the best possible start in life. Research has shown again and again that children who attend school regularly are more likely to stay in school and so are more likely to be emotionally, financially and socially secure in later life. This prospect is something worth working hard for.

Much of our success in 2003 is due to the fact that we have a very committed Board under the leadership of Dr Ann Louise Gilligan. The Board has been a great source of advice and support over the past year. In addition, Board members gave unrelentingly of their time and expertise to sit on interview boards and Board Committees. I would also like to pay tribute to the head office team and all our staff located around the country and to acknowledge their unstinting dedication and hard work.

We now look forward to moving ahead to 2004 and to building upon the groundbreaking work started this year.

Eddie Ward  
Chief Executive

## Making A Difference - Our Mission and Functions

*The mission of the National Educational Welfare Board is to ensure that each child attends a recognised school or otherwise receives an education and to take all necessary steps to achieve this objective and to advise Government on any related matters.*

### **Functions of the Board**

The principal function of the Board is to ensure that every child in the State attends a recognised school or otherwise receives an education.

The Board also has an advisory and research role in the formulation of Government policy on school attendance and education provision.

The Board will deploy educational welfare officers at local level throughout the country. These officers will work in close co-operation with parents, teachers, school managers, community bodies and other relevant agencies to promote regular school attendance and prevent absenteeism and early school leaving.

The Board will establish a register of children being educated outside of recognised schools (e.g. in the home) and will assess that education in accordance with guidelines issued by the Minister to ensure that it reaches a minimum standard.

The Board will establish a register of young persons of 16 and 17 years of age who leave school early to take up employment and will make appropriate arrangements for their continuing education and training in consultation with providers and employers.

### **Education (Welfare) Act**

The Education (Welfare) Act, 2000 provides a comprehensive new framework for promoting regular school attendance and tackling the problems of absenteeism and early school leaving.

The Act repeals the previous school attendance legislation and provides for the raising of the school leaving age to 16 years or the completion of three years' post primary education, whichever occurs later.

The Act provides for the establishment of the National Educational Welfare Board as the single national body with statutory responsibility for encouraging and supporting regular school attendance.

## **Chapter 1**

### **2003 in Snapshot – Milestones through the Year**

#### **Targeting School Attendance in 2003**

- 63 educational welfare staff appointed – up from 37.
- 6 cities and 12 towns allocated EWOs – up from 3 city corporation areas.
- Urgent cases followed up on throughout the country.
- Supporting the country's most vulnerable children

#### **School Implementation Group**

The School Implementation Group met for the first time on August 27<sup>th</sup> 2003 to give on-the-ground support and advice to the NEWB. The group subsequently met on October 15<sup>th</sup> and November 26<sup>th</sup>.

The School Implementation Group consists of representatives of key areas of education including school management, principals, teacher unions and parents (see Appendix II). It was agreed that this group would also consult regularly with children and young people on activities of particular relevance to their school life.

One of the main aims of the new Implementation Group was to ensure that the NEWB can proceed with its important job in a 'spirit of co-operation and collaboration with those most involved in education.'

The proposed terms of reference for the School Implementation Group were to:

- Identify issues of concern to schools and the NEWB;
- Assist in the development of new Guidelines for schools in a number of areas including attendance strategies, codes of behaviour, recording and reporting of absences;
- Advise on the development of relationships between the NEWB and schools;
- Advise on the best systems and procedures for recording, monitoring and reporting pupil attendance;
- Make recommendations on actions to be taken by the Board, as appropriate.

Between August and the end of 2003, the major area of concern to the Group was the development of a framework and guidance for the reporting of student absences by schools. This framework is crucial to the successful implementation of the legislation and for ensuring that children do not lose out on their education. The Group has contributed to the development of a protocol on how Educational Welfare Officers and school staff would interact and collaborate with one another. A Code of Good practice will guide EWOs in their work with families and schools. The Group also contributed to a discussion document on attendance strategies and codes of behaviour.

## **Launch of NEWB Service Nationwide**

On December 1<sup>st</sup>, the Minister for Education & Science, Mr. Noel Dempsey launched the NEWB's national service with the announcement that there would be an intensive service in six cities and 12 towns. The Minister also opened the Board's new headquarters and centre for its Dublin service at Green Street, Dublin 1.

In total, the Minister announced, 73 Educational Welfare staff - up from 37 - would be available to schools in Dublin, Cork, Waterford, Kilkenny, Limerick and Galway. Up to then the corporation areas of Dublin, Cork and Waterford were the only areas that had a dedicated school attendance service. In addition, for the first time, he outlined, there would be Educational Welfare Officers in Dundalk, Drogheda, Navan, Athlone, Carlow, Wexford, Bray, Clonmel, Tralee, Ennis, Sligo and Letterkenny.

In keeping with the Board's aim to provide an intensive service to the country's most disadvantaged areas and most at risk children first, these cities and towns were prioritised because they were designated under the Government's RAPID programme and had significant school going populations. In addition, the Board outlined that it would follow up on urgent cases nationally where children are not receiving an education.

The launch was attended by over 150 representatives from the education world, as well as representatives of statutory bodies, government departments, and non-governmental agencies. Two school children, Peter Kelly, age 12, Scoil Eoin Phóil, Leixlip, Patrice Sheridan, age 14, Hartstown Community School, West Dublin, also told the audience why they liked to go to school.

Dr Ann Louise Gilligan, Chairperson of the NEWB, said that it was particularly important that Ireland had an infrastructure for tackling school attendance and education disadvantage given that recent research had indicated that, with our economic reform, those who did not succeed in education had a greater prospect of a life of poverty and deteriorating life chances than in any other country in Europe. She stressed that Ireland's record on early school leaving and educational disadvantage represented a challenge to all citizens, not just those working with children and their families.

Eddie Ward, Chief Executive Officer of the NEWB, outlined that over the coming years, additional towns and cities would be allocated Educational Welfare Officers in accordance with the resources provided. The expansion of the service, he said, would be largely determined by the first comprehensive data of school attendance nationally, which is expected to become available from next summer.

## **Development of Leaflet and Lo-call Service**

Don't let your child miss out was the clear message on the NEWB's information leaflet for parents on school attendance, which was developed and printed in 2003, ready for nationwide distribution in early 2004. The NEWB also set up the infrastructure for the first Lo-call Education Helpline for parents, teachers and children in 2003, expected to go live in early 2004.

The full colour leaflet and lo-call help line will form a central part of the Board's service to assist and advise parents, guardians, schools and children on the importance of education and of attending school.

## **Chapter 2**

### **Building the Organisation**

#### **The Essential Foundations**

- School Attendance Officers become Educational Welfare Officers.
- Small effective management team.
- CEO appointed.
- 526 applications for new EWO positions.
- Permanent Headquarters.
- Good practice and training.

#### **Action Plan**

Further to a meeting with the Minister for Education and Science on January 28<sup>th</sup>, Mr. Dermot Rochford was engaged to draw up an action plan which would identify the priorities for 2003 for submission to the Minister.

Working within an initial budget of €5.4m for the year, the plan outlined that there would be a national service for children aged 6-16 in place by the end of the year with the areas of greatest need receiving priority. Five regions would be established and a number of EWOs would be recruited. The plan also identified priorities in relation to children who are educated outside of a recognised school setting and early school leavers.

This plan was presented to the Minister in mid-February and was accepted in general with sanction to recruit 36 new service delivery staff – 4 regional managers, 7 senior educational welfare officers, 20 educational welfare officers and 5 clerical staff to bring total service delivery staff to 73 most of whom were in place before the end of the year.

Increased funding was made available to fund some once off expenditure not covered in the original plan. Total budget for the year was therefore €6.1m.

#### **Staff Transfers**

The 37 former school attendance officers who were employed by four local authorities became staff of the Board on 5<sup>th</sup> July 2002 in accordance with section 40 of the Act. There were extensive consultations with the staff concerning the new legislation and the duties of an Educational Welfare Officer throughout 2002. There were also two hearings at the Labour Relations Commission concerning the Board's offer to the former school attendance officers. The second hearing on November 22<sup>nd</sup>, 2002, took place on the understanding that any outstanding matters at the end would be referred to the Labour Court immediately.

The Board received a response from the union IMPACT on 16 January 2003 accepting the offer subject to a range of issues being referred to the Labour Court in accordance with the offer.

Twenty five staff were appointed as Educational Welfare Officers in March 2003 initially. Outstanding issues were referred to the Labour Court for adjudication and a ruling was issued in July 2003, which was accepted by staff in November. 26 former school attendance officers are now educational welfare officers.

## **Staff Recruitment and Training**

The first management staff started work with the NEWB in February and March 2003. Jill Leonard was appointed Head of Corporate Services and Seamus Kelly was appointed Head of Educational Services. These two pivotal staff positions were quickly followed by the management appointments to Human Resources, IT, Facilities and Services and Finance. By end year, 11 people, including the CEO, had been appointed to a variety of positions at head office.

The advertisements for the recruitment of Educational Welfare Officers were placed in national newspapers in early June. There was an overwhelming response with 526 applicants. Interviews with 132 candidates took place over 19 days in July and August and offers were made following medical checks and reference validation and security clearance.

Twenty six new educational welfare delivery staff began a one-week induction and training programme on November 17th followed by on-the-job training with experienced EWOs before going to their designated districts in early December. Interviews for remaining posts continued and are expected to be filled by early 2004.

Eddie Ward was appointed Chief Executive Officer of the National Educational Welfare Board following a public competition. He had been serving in this post on an acting basis since August 2002. Mr Ward's formal appointment is for a period of seven years.

## **Good Practice Guide**

A code of good practice was developed for staff during the year. This code outlines the way that EWOs work with families and schools and reflects best practice both nationally and internationally.

## **New Headquarters and Regional Offices**

Sanction was obtained in August 2003 for a Dublin regional office and national headquarters at 16-22 Green Street, Dublin 1. After substantial re-fitting, this new base was opened officially on December 1<sup>st</sup> by the Minister for Education and Science, Mr. Noel Dempsey T.D. Work also continued throughout 2003 to locate suitable accommodation for regional offices for educational welfare staff throughout the country.

## **Chapter 3**

### **Developing Education Services**

#### **Every Day Counts**

- First standardised reporting mechanisms
- First Guidelines for schools
- Register for children not in recognised schools

#### **Letter to Schools and Education Partners**

The first letter to schools and the Education Partners, outlining the role and immediate plans of the NEWB, was sent out in March. The letter outlined that the immediate activities would include the appointment of Educational Welfare Officers (EWOs) to areas of most need, the development of a Strategic Plan in consultation with Education Partners and the development of National Guidelines to assist schools meet their obligations under the Education (Welfare) Act 2000.

#### **Protocol for Working with Schools**

A draft protocol for working with schools was developed with feedback from the School Implementation Group. The document was then circulated to the Department of Education and Science and other services such as NEPS, Visiting Teacher Service for Travellers etc. Following completion of the protocol, it is expected that a summary leaflet will issue to schools.

#### **Guidelines on School Attendance Strategies and Codes of Behaviour**

A discussion paper on Guidelines for Schools emphasising a pastoral rather than a strict legal approach to dealing with attendance and behavioural issues was drawn up with the advice of the School Implementation Group. It is expected that comprehensive Guidelines for Schools will be developed in 2004. In addition, sample letters for use by schools to parents in relation to school attendance matters were developed.

#### **Reporting of Pupil Absences**

Work began on the development of standardised reporting mechanisms for schools, again with the advice of the School Implementation Group. This work is important so that students who have difficulty attending school regularly are identified and followed up as early as possible.

## **Services for children not in recognised schools**

Work on developing a register for children not in recognised schools got underway in 2003. Work proceeded on the preparation of an information leaflet and application form for the register, which will be launched in early 2004.

The Minister of Education and Science published statutory guidelines on the Assessment of Education in places other than recognised schools in September. Training for assessors – 3 external persons on contract, 2 EWOs and 6 Department inspectors to look after the private primary schools – also took place in September. Both the Home Education Network (HEN) and the Irish Association of Junior Schools (IAJS) contributed to the training programme. By the end of 2003, 55 expressions of interest in the assessment service had been received and the first assessments will take place in early 2004.

## **North-South working group**

The CEO, Mr. Eddie Ward, was asked by the Department of Education and Science to become a member of a North/South working group on school attendance and pupil retention, presenting an opportunity for the Board to learn from the educational welfare system in the North. A number of meetings are held each year.

## **Chapter 4**

### **Policy, Research and Communications**

#### **Getting the NEWB Message Out**

- First NEWB policy submissions
- Research programme developed
- NEWB on the education media map

#### **Tackling the Underlying Causes of Crime**

The NEWB made a submission to the National Crime Council's consultation paper "Tackling the Underlying Causes of Crime" in February 2003. The submission outlined the approach being taken by the Board in relation to the development of its new service underlining the importance of keeping children and young people interested in school and education and away from the possible influences of crime.

#### **Towards Change in the Senior Curriculum**

One of the NEWB's many functions is to advise the National Council for Curriculum and Assessment (NCCA):

‘on those aspects of the school curriculum that, in the opinion of the Board, are likely to have an effect on attendance levels at, or the extent of student participation in school.’

In July 2003, the Board made its first formal submission to the NCCA on proposals for changing structures at senior cycle. It welcomed the fundamental changes to the curriculum outlined in the NCCA's consultative documents stressing that the curriculum at all levels should be more inclusive, varied and engaging so that it reflected the daily lived experience of many leaving certificate ordinary level students particularly.

The Board recommended a more modular approach to the Senior Cycle curriculum which it said should be based on a credits system allowing for more varied forms of assessment and encouraging more creative teaching and behavioural strategies. The Board also recommended greater recognition of a wider diversity of talents within the leaving certification system. Finally, the NEWB recommended that there should be greater opportunities for part-time entry or fulltime re-entry to Senior Cycle for 16-18 year olds in employment.

## **Making A Difference – Targeting Absenteeism in Budget 2004**

The NEWB launched its first pre-budget submission, and in effect, its first comprehensive policy statement on October 13<sup>th</sup> 2003. The pre-budget submission advocated that that €25 million should be prioritised in Budget 2004 for the development of its services.

“The Board is committed to building a national service to meet its obligations under the Act,” said Eddie Ward. “The Board is also conscious of the difficult financial position facing the Government. However, it is precisely in this situation that protection and support should be afforded to the children who are most vulnerable in our society.”

The final allocation for the NEWB was €5.7 which meant that the Board would have to continue with its existing level of service instead of expanding as planned.

### **Research Plan**

The research committee commissioned Ann Colgan to carry out the Board’s first piece of research, *Identifying gaps in existing research of early school leaving*. From this, the research committee then developed a programme of research around the following themes for 2004:

- The best use of existing data and returns to NEWB;
- Good practice in home education; learning and teaching, formal and informal;
- Hearing the voice of the child – children’s perspectives on being present/absent and their lived experience of school.

## **Communicating the NEWB Message**

The NEWB asked Edel Hackett to develop a communications plan for the Board, which got underway in March 2003.

The objectives of the plan were to:

- Raise awareness of the NEWB among key audiences by promoting its services, activities and staff.
- Strengthen the communications capacity of the organisation.
- Embed good channels of internal communications.

The Communications Plan also outlined that the strategy would focus firstly on building a communications capacity within the organisation and then on launching the NEWB publicly.

Media training took place for senior management members in April 2003. In addition, communications materials introducing the NEWB to schools, education partners and other potential supporters and allies, were written and disseminated. The first information leaflet for parents was finalised and the first information leaflet for parents of children not in recognised schools was drafted.

The major communications development for the NEWB through the year was that it moved from an agency which was largely reacting to negative stories about industrial unrest to one which had started to set its own agenda. The pre-budget submission, launched in October, was the first major authoritative statement published by the Board and the launch of the national service in December was the first national event. Both events received widespread media publicity. The communications programme will continue in 2004.

## **Appendix I**

### **Committees**

The Board has established a number of committees as provided for under the legislation. These meet regularly and more often if required.

#### **Education Committee**

Dr. Ann Louise Gilligan, Eddie Ward (convenor), Sr. Eileen Randles, Dr. Tony Crooks, Fionnuala Kilfeather, Seamus Kelly

#### **Communications Committee**

Eddie Ward, Sr. Eileen Randles (convenor), Catherine Hazlett, John Flanagan, Don McCluskey, Brendan Callaghan, Jill Leonard

#### **Research Committee**

Dr. Ann Louise Gilligan, Eddie Ward (convenor), Dr. Tony Crooks, Gearoid O'Maoilmhichil, Seamus Kelly, Jill Leonard

#### **Staffing Committee**

Dr. Ann Louise Gilligan, Eddie Ward (convenor), Don McCluskey, Gearoid O'Maoilmhichil, Guss O'Connell, Jill Leonard

#### **Corporate Governance Committee**

Eddie Ward, Catherine Hazlett (convenor), Fionnuala Kilfeather, Richard Dooley, Jill Leonard

## **Appendix II**

### **School Implementation Group**

#### **Members**

Eddie Ward, CEO, NEWB (Chairperson)  
Seamus Kelly, Director of Educational Services, NEWB  
Jill Leonard, Director of Corporate Services, NEWB  
Sr. Eileen Randles, School Management and Board member  
Ann McElduff, INTO  
Sheila Nunan, INTO  
Susie Hall, ASTI  
Joan McLoughlin, NPC - Primary  
Eleanor Petrie, NCP – Post Primary  
Gerry McCaul, JMB  
Michael Naughton, ACCS  
Jacinta Stewart, IVEA  
Fr. Dan O'Connor, CPMSA  
Stephen Falvey, Department of Education and Science  
Sean McCarthy, TUI

Board members Sr Eileen Randles and Mr Don McCluskey also sit on the Group.

## Appendix III

### Staff of the Board

The following is a complete listing of the current staff of the Board.

**National Headquarters,  
16 – 22 Green St.,  
Dublin 7.**

**Tel: 01-8738700**

**Fax: 01-8738799**

<b>Chief Executive Officer</b>	Eddie Ward
<b>Director of Corporate Services</b>	Jill Leonard
<b>Director of Educational Services</b>	Frank Smith
<b>Human Resources and Training Manager</b>	Mairead Nalty
<b>I.T. Manager</b>	Neil Ryan
<b>Facilities/Services Manager</b>	Seamus McSorley
<b>Finance Manager</b>	Nora Rahill
<b>Senior I.T. Officer</b>	Paud O'Keeffe
<b>Executive Officer</b>	Grainne McLoughlin
<b>Clerical Officer</b>	Rita O'Neill

## Regional Offices :

**Dublin City Regional Headquarters,  
16 – 22 Green St.,  
Dublin 7.**

**Tel: 01-8738700**

**Fax: 01-8738799**

### Regional Manager:

**Catherine Bond**

### Senior Educational Welfare Officers:

Christina Nestor, Geraldine McLean, Collette McGlynn

<b>General Areas</b>	<b>Officer</b>
Coolock, Darndale, Raheny, Kilbarrick, Fairview, Marino, Killester	Fiona McGarry Marie Lynch Gearoid O’Caoimh Michael McCabe
Ballymun, Whitehall, Finglas	Trudi Conlon Geraldine Montgomery Marian Horan Kelly
Glasnevin, Cabra , Drumcondra	Lucy Conway Emer Farrell Christina Joyce
Inchicore, Liberties, Ballyfermot, Palmerstown, Cherry Orchard	Vincent Collins Janet Colgan
Ringsend, Crumlin, Drimnagh, Kimmage, Walkinstown	Jean Byrne Eileen Brennan
Rathmines, Ranelagh, Terenure, Sandymount, Dundrum, Ballinteer, Sandyford, Churchtown	Elaine Lawless

**Leinster North / Ulster Regional Headquarters,  
16 – 22 Green St.,  
Dublin 7.**

**Tel: 01-8738700  
Fax: 01-8738799**

**Navan  
7 Trimgate St.,  
Navan,  
Co. Meath.  
Tel: 046-9067421**

**Drogheda,  
St Laurence's College Building,  
King Street,  
Drogheda,  
Co. Louth.**

**Dundalk,  
Queens Business Centre,  
Market Square,  
Dundalk,  
Co. Louth.**

**Regional Manager:**

**Michael Doyle**

**Senior Educational Welfare Officers: John Flanagan, Brian Mooney**

<b>General Areas</b>	<b>Officer</b>
North County Dublin	Breda Cooney
Clondalkin, Neilstown, Mulhuddart, Clonsilla	Eamonn Regan Catherine O'Loughlin
Blanchardstown, Corduff	Glenn Perry
Dundalk	Maria Kiernan
Drogheda	Michael Murrihy
Navan	Larry Harney
Athlone	Sonja Croke

**Leinster South Regional Headquarters,  
16 – 22 Green St.,  
Dublin 7.**

**Tel: 01-8738700  
Fax: 01-8738799**

**Tallaght,  
South Dublin County Council Offices.,  
Block 2 County Hall,  
Tallaght,  
Dublin 24.  
Tel: 01-4635510  
Fax:01-4620212**

**Regional Manager:**

**Jean Rafter**

**Senior Educational Welfare Officers: John Houlihan, Sarah O'Connor**

<b>General Areas</b>	<b>Officer</b>
South County Dublin	Margaret Groome
Tallaght, Fettercairn, Killinarden, Firhouse	Nyree Fitzpatrick Joanne O'Brien
Tallaght, Jobstown, Old Bawn, Tymon	Jennifer Redmond Aine Forde
Bray	Brendan Devereaux
Kilkenny	Ann O'Regan
Carlow	Anne Marie Ruane
Wexford	Paul Breslin

**Munster, Regional Headquarters,  
Block C,  
Heritage Business Park,  
Blackrock,  
Cork  
Tel: 021 453 6314  
Fax: 021 453 6368**

**Limerick  
Dept. of Education and Science,  
Rossbrien Road,  
Punches Cross,  
Limerick  
Tel: 061 430010 / 430011**

**Waterford  
Dept. Of Education and Science,  
Johnstown Industrial Estate,  
Waterford.**

**Tralee Office  
Clounalour,  
Oakpark,  
Tralee,  
Co. Kerry  
Tel: 066 7126497**

**Regional Manager: Dan O'Shea**

**Senior Educational Welfare Officer: Sinead O'Flynn**

**Clerical Officer: Annette Maguire**

<b>General Areas</b>	<b>Officer</b>
Cork City Centre	Fidelma Collins
Bishopstown, Togher, Ballincollig	Donal O'Connor
Lower Glanmire, Little Island, Cobh	Veronica Manning
Mayfield, Tivoli, Carrigaline	Tony O'Connor
Mahon, Douglas, Passage	Kay Hodgins
The Glen, Dublin Hill, Upper Glanmire	David Morley
Farranree, Knocknaheeny, Blarney	Marie O'Driscoll
Blackpool, Blarney Street, Ballinlough	Sinead O'Flynn
Limerick City	Denise Collins Karl Moore
Waterford City	Eamonn Flynn
Tralee	Mairead Foley
Clonmel	Sheila Goggin

**West / North West Regional Headquarters,  
First Floor,  
Kiltartan House,  
Forster Street,  
Galway  
Tel: 091 532550  
Fax: 091 532545**

**Ennis,  
Clonroad Business Park,  
Clonroad,  
Ennis,  
Co. Clare**

**Letterkenny,  
Enterprise Fund Business Centre,  
Ballyraine,  
Letterkenny,  
Co. Donegal.**

**Regional Manager:**

**Eileen Fahey**

**Senior Educational Welfare Officer: Seamus Meehan**

**Clerical Officer: Bernadette McMahon**

<b>General Areas</b>	<b>Officer</b>
Galway City	Michael Moran Bridget McGreal
Ennis	Emma Caher
Sligo	Majella Morrison
Letterkenny	Lynn Torens