

Training & Quality

Receiving Better Place to Work Award for Enable Ireland North East. Front Row L-R: Heather Ritchie, Cavan Early Services, Mary Fox, Director of Services, North East, Michelle White, Administration Manager, North East. Back Row L-R: Professor Brendan Drumm, HSE, Yvonne Ridley, Meath Early Services Manager, Larry Walsh, HSE



Training & Quality

Enable Ireland's commitment to the European Foundation for Quality Management (EFQM) process continued apace in 2007 and saw the expansion of EFQM and quality awareness training to incorporate the Retail & Fundraising Department. This year also saw the introduction of three quality reviews of services a year supported by the CEO and senior management team. Feedback on these reviews was extremely positive and they have resulted in more interaction, knowledge and innovation sharing between services. The initiative has also had a positive effect in the development of a national team ethos. By the end of 2007, 65 teams were actively involved in the quality review process.

In June, the North East Services achieved the EFQM accreditation entitled Recognised For Excellence – level 4, the first such award for Enable Ireland. Dissemination and communication of the learning gained through this process was given at the North East Share the Learning event on 16 October 2007.

Staff training delivered in 2007 included eight national induction training days and recruitment and selection training delivered across the organisation to senior managers and relevant members of local staff. Skill Project FETAC level 5 & 6 for support staff commenced with 16 Enable Ireland participants across the country and core designated team training was also developed and delivered this year.

The Strategic Plan 2006 monitoring tool was reviewed and amended for roll-out early in 2008. This will be the biggest on-line survey to be undertaken by Enable Ireland. Work has also commenced on the development of the Strategic Plan review process.

This year's internal Share the Learning event took place in June and was hosted by our Kilkenny service. The day entailed a series of presentations all with a theme of Using and Managing Information Effectively and feedback was extremely positive. An informal residential and respite Share the Learning event also took place in Cork.



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Human Resources



Strategic Plan 2006–2008 Highlights

- The top three methods used by Enable Ireland to recruit suitable candidates, are local (93%) and national (86%) newspapers, and internal advertisements (79%).
 - Enable Ireland continued to develop a **national recruitment and retention approach** in 2007.
 - Out of a total workforce of 1,131 employees there were 209 terminations of employment representing a turnover rate of 18% up slightly from 16% in 2006.
 - 85% of these terminations were voluntary, 13% came to end of contract and 2% retired.
 - 86% of service areas improved their staff inductions and 71% improved employee involvement in an effort to help improve staff retention.
 - 70% of service areas are satisfied with Enable Ireland's national training initiative, implemented to meet the **professional and personal development needs** of staff.
 - A **Job Satisfaction Survey** was completed in partnership with Dublin City University Business School and demonstrated an overall high level of job satisfaction and organisational commitment.
 - 100% of service areas undertook regular team meetings to help create **positive employee relations** while 86% of service areas increased the information provided to employees and the number of induction programmes run.
 - For the first time a comprehensive Employee Handbook was published in late 2007 and issued to all employees.
 - In fulfilling its role in the development of national policies, the HR department commenced a formal review of all HR policies in order to ensure continued compliance and adherence to best practice. Results will be published in 2008.
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Information Technology

Strategic Plan 2006–2008 Highlights

- The development of the national IT strategy for Enable Ireland was completed and the project to implement this strategy continued throughout 2007. By the end of 2007, 25 centres and over 600 staff were migrated to the new infrastructure. All remaining centres will be migrated by June 2009.
 - Four out of six projects underpinning the national IT strategy have been completed on schedule, a further two are 95% complete and on schedule. Projects included national data centre, remote e-mail access, and video conferencing to enable effective meetings to occur without the need for travel.
 - The installation of a national client database was one of the most significant IT projects initiated in 2007. It will become a single, comprehensive and up to date source of key information on service users and their interaction with Enable Ireland. Design work on a new version of software was completed.
 - 1,816 calls were made to the IT service desk and 98% were resolved within the current service level agreement. The average response time was 20 minutes.
 - Additional IT requirements identified during the year included service user e-mail domain. This project is on track for completion.
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Communications

Strategic Plan 2006–2008 Highlights

- In 2007 the communications office continued its activities to **increase the brand profile** of Enable Ireland and to **raise public awareness** of disability issues.
- During the year the communications office **produced two national newsletters, one donor newsletter and the annual report**. These publications ensured that our stakeholders continued to stay informed and involved in Enable Ireland activities.
- In retail the 20th anniversary of Enable Ireland's first shop was a communications highlight and proactive communications in support of fundraising initiatives ensured solid local coverage throughout the year.
- 100% of service areas agreed that participating in Enable Ireland activities raised **awareness of disability issues** within the local area. Activities included disability awareness training, action week activities, fundraising projects and corporate awareness projects.
- Activities undertaken to support Enable Ireland's **corporate advocacy role** included information stands at seminars, distribution of local information packs, end of year reports and the provision of disability awareness training.
- In 2007 approximately 882 calls/enquiries were received from the public for information and 32 calls/enquiries from the media.
- As in previous years the media campaign around **Action Week on Disability** in September generated considerable attention in national and local press. The awareness campaign and 'Go for Gold' fundraising activities provided an opportunity to highlight Enable Ireland and disabilities issues with the general public.



Joshua and Aaron Corless pictured
at the Galway launch of Action
Week in September 2007

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Disability*



Accounts 2007

ENABLE IRELAND DISABILITY SERVICES LIMITED **(A company limited by Guarantee)**

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2007

DIRECTORS AND OTHER INFORMATION

DIRECTORS:

Mr. D. Cashman (Chairman)
Mr. K. Meehan
Ms. M. Bennett
Mr. J. Corry
Ms. M. D'Eath
Dr. T. Jackson
Mr. S. Scollard
Mr. P. O'Toole
Ms. V. Whelan (Resigned 19/06/07)
Ms. A. Hynes Smith
Mr. B. James
Mr. T. Landers
Mr. J. Mulryan
Mr. S. Houston
Ms. M. Keane (Appointed 27/03/07)
Mr. B. Harty (Appointed 19/06/07)
Mr. S. King (Appointed 19/06/07)
Ms. O. Murray (Appointed 19/06/07)
Mr. S. Haughey (Appointed 17/12/07)

SECRETARY:

Ms. Fionnuala O'Donovan

CHIEF EXECUTIVE:

Ms. Fionnuala O'Donovan

BANKERS:

Allied Irish Banks plc.

INVESTMENT ADVISORS:

FBD Investment Services

AUDITORS:

Baker Tilly Ryan Glennon,
Registered Auditors,
Trinity House, Charleston Road,
Ranelagh, Dublin 6.

SOLICITORS:

Arthur Cox & Co., Dublin.
Martin A. Harvey & Co., Cork.

REGISTERED OFFICE:

Unit 32F, Rosemount Park Drive,
Rosemount Business Park,
Ballycoolin Road, Dublin 11.

REGISTERED NUMBER: 13909

CHARITY NUMBER: 4908

ENABLE IRELAND DISABILITY SERVICES LIMITED

(A company limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2007

	Note	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2007 €	Totals 2006 €
Incoming Resources						
Donations		-	-	176,425	176,425	209,224
Activities in furtherance of the charity's objects:						
Health Board Grants		1,790,610	35,035,167	-	36,825,777	33,187,468
Grants from other Agencies		55,288	973,216	-	1,028,504	1,012,601
Activities for generating funds:						
Interest Received		-	-	225,478	225,478	199,223
Fundraising & Retail		-	-	9,978,316	9,978,316	9,979,144
Total Incoming Resources	13	1,845,898	36,008,383	10,380,219	48,234,500	44,587,660
Resources Expended						
Cost of generating funds:						
Fundraising and Retail	2	34,810	-	6,320,181	6,354,991	6,298,976
Charitable Expenditure:						
Costs of activities in furtherance of the charity's objects:						
Disability Services	2	959,763	36,247,452	461,778	37,668,993	32,572,989
Management & Administration	2	-	2,160,812	(7,781)	2,153,031	2,412,697
		959,763	38,408,264	453,997	39,822,024	34,985,686
Total Resources Expended	13	994,573	38,408,264	6,774,178	46,177,015	41,284,662
Net Incoming/(Outgoing) Resources						
Before transfers and other recognised gains and losses		851,325	(2,399,881)	3,606,041	2,057,485	3,302,998
Transfer between Funds		(60,145)	1,191,486	(1,131,341)	-	-
Net Incoming/(Outgoing) Resources Before other recognised gains and losses		791,180	(1,208,395)	2,474,700	2,057,485	3,302,998
Other recognised gains and losses:						
(Loss)/gain on investments		-	-	(285,501)	(285,501)	345,342
Actuarial gains on defined benefit pension plan	19	-	-	1,173,200	1,173,200	1,329,900
Net movement in funds		791,180	(1,208,395)	3,362,399	2,945,184	4,978,240
Total funds at beginning of year		30,017,817	(6,948,582)	20,848,685	43,917,920	38,939,680
Total funds at end of year	13 & 14	30,808,997	(8,156,977)	24,211,084	46,863,104	43,917,920

DIRECTOR: Donal Cashman

DIRECTOR: Sean Houston

ENABLE IRELAND DISABILITY SERVICES LIMITED

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BALANCE SHEET AS AT 31 DECEMBER 2007

	Notes	2007 €	2006 €
ASSETS EMPLOYED			
Fixed Assets	6	34,791,993	30,904,085
Investments	7	4,063,925	3,749,426
		38,855,918	34,653,511
CURRENT ASSETS			
Stocks	8	167,982	150,372
Debtors	9	4,074,311	2,017,308
Restricted Debtors	10	13,593	-
Restricted bank balances	10	426,781	416,837
Cash at bank		11,920,461	16,535,632
		16,603,128	19,120,149
CURRENT LIABILITIES			
Creditors	11	6,042,568	5,827,303
Creditors Restricted	10	440,374	416,837
		6,482,942	6,244,140
NET CURRENT ASSETS			
		10,120,186	12,876,009
TOTAL ASSETS LESS CURRENT LIABILITIES			
		48,976,104	47,529,520
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR			
Net Post-Retirement Liability	19	(2,113,000)	(3,611,600)
NET ASSETS			
		46,863,104	43,917,920
FINANCED BY:			
Restricted Services Fund	14	(8,156,977)	(6,948,582)
Restricted Capital Fund	14	30,808,997	30,017,817
Unrestricted Development Fund	14	24,211,084	20,848,685
		46,863,104	43,917,920

DIRECTOR: Donal Cashman

DIRECTOR: Sean Houston

Appendices

2007 Research Publications

1. **The use of Cranial Sacral Therapy (CST) in a physically impaired population in a disability service in Southern Ireland.** McManus, V., Gliksten, M., The Journal of Alternative and Complementary Medicine, November 2007, Vol 13(9): 229–230
2. **Recommendations from the SCPE collaborative group for defining and classifying cerebral palsy.** Cans C, Dolk H, Platt MJ, Colver AF, Prasauskiene A, Krageloh-Mann, on behalf of SCPE group. Developmental Medicine & Child Neurology, February 2007, Vol 49(s109): 35–38
3. **Trends in cerebral palsy among infants of very low birth-weight (<1500g) or born prematurely (<32 weeks) in 16 European centres: a database study.** Platt MJ, Cans C, Johnson A, Surman G, Topp M, Torrioli MG, Krageloh-Mann. The Lancet, January 2007, Vol 369(9555): 43–50
4. **Parent-reported quality of life of children with cerebral palsy in Europe.** Catherine Arnaud, Melaine White-Konig, Susan I Michelsen, Jackie Parkes, Kathryn Parkinson, Ute Thyen, Eva Beckung, Heather Dickinson, Jerome Fauconnier, Marco Marcelli, Vicki McManus, and Allan Colver. Pediatrics, published online 31 December 2007
5. **Determinants of child/parent agreement in Quality of Life reports – a European study in children with cerebral palsy.** Melaine White-Konig, Catherine Arnaud, Heather Dickinson, Ute Thyen, Eva Beckung, Jerome Fauconnier, Vicki McManus, Susan I Michelsen, Jackie Parkes, Kathryn Parkinson, Giorgio Schirripa, and Allan Colver. Pediatrics. October 2007, Vol 120(4): e804–e814
6. **Self-reported quality of life of 8–12 year old children with cerebral palsy: a cross-sectional European study.** Dickinson HO, Parkinson KN, Ravens-Sieberer U, Schirripa G, Thyen U, Arnaud C, Beckung E, Fauconnier J, McManus V, Michelsen SI, Parkes J, Colver A. The Lancet, June 2007, Vol 369(9580): 2171–2178

Appendices

Eastern Region Postural Management Research Publications

Conference Presentations:

1. O’Sullivan A, (2007) **‘What do we mean by Posture Management’** Proceedings of the European seating symposium, 1–4 May, Dublin
2. Tiernan J, Simms CK, FitzPatrick DP (2007) **‘Enhancing Transport Safety for Wheelchair Users – A University-Industry Collaborative Approach’** Proceedings of the European Seating Symposium, 1–4 May, Dublin
3. Tiernan J, Madden B, Simms CK, FitzPatrick DP (2007) **‘Development of a Head Restraint for Rear Impact Protection for Wheelchair Occupants’** Posture and Mobility Group National Training Event, 19–20 April, Warwick (*Awarded Best Free Paper)
4. Tiernan J (2007) **‘Risk Benefit analysis: What can we learn from others?’** Enable Ireland National Conference, 7 June, Kilkenny
5. Walsh JE, Simms CK, Heidari B, FitzPatrick D, Tiernan J (2007) **‘Towards improved crash safety for wheelchair occupants with scoliosis’** Proceedings of the European seating symposium, Dublin
6. Walsh J, Simms CK, FitzPatrick D, Tiernan J (2007) **‘The effect of Lateral curvature of a scoliotic spine on whiplash injury risk’** Proceedings of Bio-Engineering in Ireland, pp 18
7. Madden B, Simms CK, FitzPatrick D, Tiernan J (2007) **‘Development of an integrated wheelchair headrest for rear impact protection’** Proceedings of Bio-Engineering in Ireland, pp 52

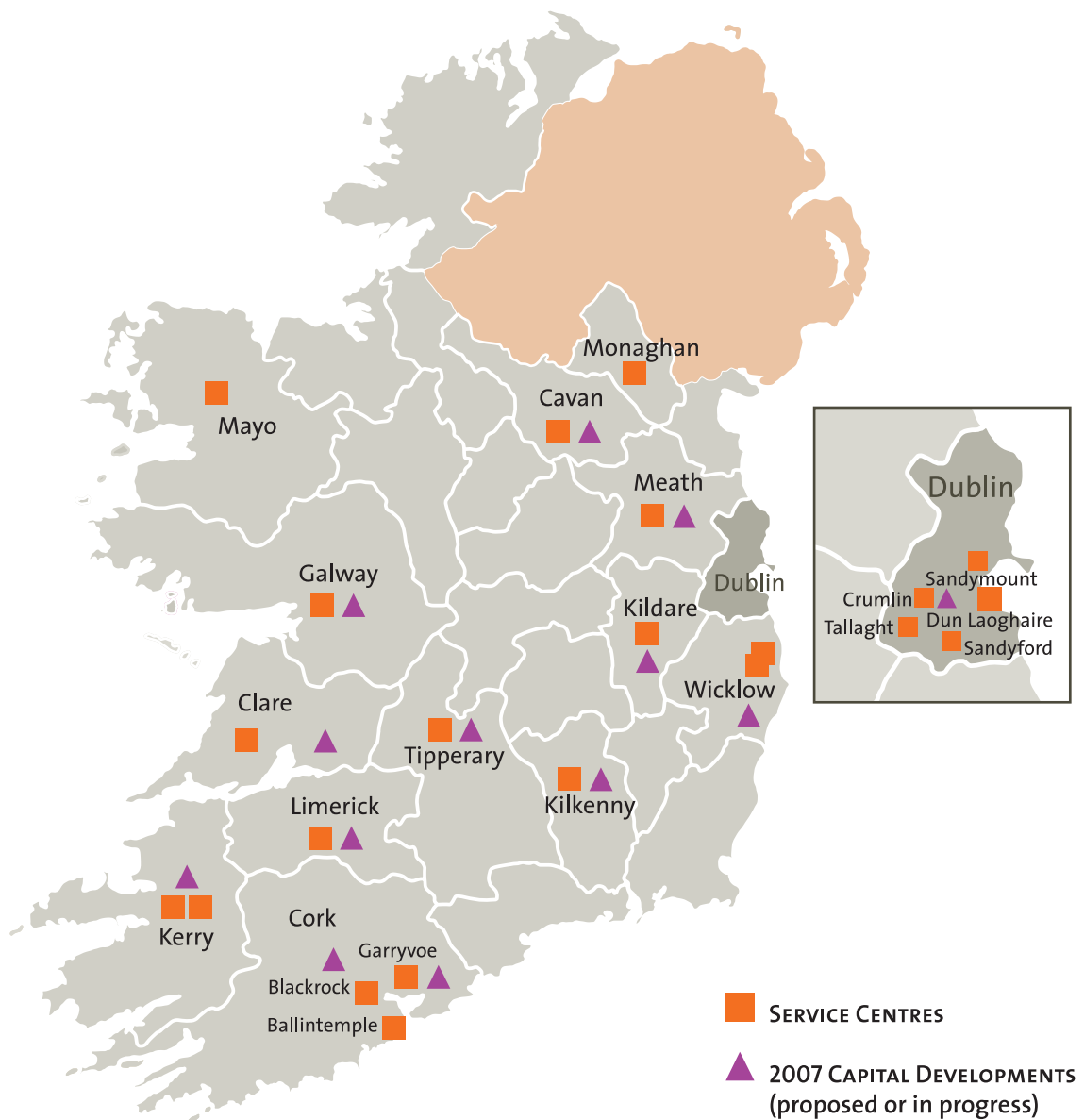
Other Presentations:

8. McGarry A, **‘Case study presentation’** – Presented to members of the Irish Posture and Mobility network on 5 September 2007
9. McGarry A, **‘Powered Mobility and Elderly People’** – Presented at the Geriatric Special Interest Group Annual Seminar on 16 November 2007 in Our Lady’s Hospice, Harold’s Cross
10. McGarry A **‘Powered mobility’** – Module on High Tech AT course presented on two occasions during the year in May & September 2007
11. Tiernan J, **‘Postural Management and Mobility Assistive Technology’** – Delivered to All-Ireland MSc in Bioengineering, ‘Rehabilitation Engineering’ Module, University College Dublin, 23 February 2007
12. Tiernan J, **‘Special Seating and Powered Mobility for People with Disabilities’** – Delivered to Higher Diploma in Learning Disability Studies, University College Dublin, 2 February 2007
13. Tiernan J, **‘Postural Management’** – Delivered to Trinity College Dublin Medical students, 28 February and 26 September 2007

Appendices

The Social Model of Disability

The Social Model of Disability is central to Enable Ireland's provision of services. It focuses attention on the person, not the impairment. Access, inclusion and equality are considered entitlements, for people with physical disabilities as for people without. The fundamental nature of these rights impacts and informs all aspects of our activities and determines the approach we take to offering services.



Appendices

Service Centre & Retail Locations

Service Centre

- **CAVAN**
Early Services
 Cavan Enterprise Centre
 Killgarry, Cavan
 Tel: 049 432 6990
 Fax: 049 432 6991

- **CLARE**
Adult Services
 Unit 2,
 Clonroad Business Park,
 Ennis, Co. Clare
 Tel: 065 684 3047
 Fax: 065 684 3048

Children's Services
 Unit 2,
 Clonroad Business Park,
 Ennis, Co. Clare
 Tel: 065 682 3060
 Fax: 065 684 3670

- **CORK**
Children's & Adult Services
 Lavanagh Centre,
 Ballintemple, Cork
 Tel: 021 429 4803
 Fax: 021 429 2080

- **DUBLIN**
CRUMLIN
Adult Services & High Tech Assistive Technology
 Block B
 Cashel Business Centre
 Cashel Road, Dublin 12
 Tel: 01 499 2354
 Fax: 01 499 2308

DUN LAOGHAIRE
Adult Services
 Methodist Hall
 Northumberland Avenue
 Dun Laoghaire,
 Co. Dublin
 Tel: 01 284 5808
 Fax: 01 284 5826

Enable Ireland Quality Mailing Service
 28 Corrig Road
 Sandyford Industrial Estate
 Sandyford, Dublin 18
 Tel: 01 294 0228

SANDYMOUNT
Children's Services
 Sandymount Avenue
 Dublin 4
 Tel: 01 261 5900
 Fax: 01 269 4983

TALLAGHT
Children's Services
 Scoil Iosa, Tymon North
 Tallaght, Dublin 24
 Tel: 01 462 6304
 Fax: 01 462 2758

- **NORTH-EAST**
Regional Office
 Hazel House,
 Navan Shopping Centre
 Kennedy Road
 Navan, Co. Meath
 Tel: 046 902 9845
 Fax: 046 902 9856

- **GALWAY**
Children's & Adult Services
 Seamus Quirke Road
 Newcastle, Galway
 Tel: 091 526 321
 Fax: 091 528 405

- **KERRY**
Children's Services
 5 Haig's Terrace
 Tralee, Co. Kerry
 Tel/Fax: 066 712 8220

Adult Services
 Edward Street
 Tralee, Co. Kerry
 Tel: 066 718 1746
 Fax: 066 718 1745

- **KILDARE**
Children's Services
 Monread Avenue
 Naas, Co. Kildare
 Tel: 045 875 676
 Fax: 045 875 007

Appendices

Service Centre & Retail Locations

Service Centre

- **KILKENNY**
Children's Services
 O'Neill Centre
 St Joseph's Road,
 Kilkenny
 Tel: 056 776 2326
 Fax: 056 776 2399
 - **LIMERICK**
Adult Services
 Unit D1
 Eastway Business Park
 Ballysimon Road,
 Limerick
 Tel: 061 301 830
 Fax: 061 301 903

Children's Services
 Blackberry Park
 Ballykeefe, Limerick
 Tel: 061 498 147
 Fax: 061 308 127
 - **MAYO**
**Children's &
 Adult Services**
 14a N5 Business Park
 Moneen, Castlebar,
 Co. Mayo
 Tel: 094 906 0234
 Fax: 094 906 0235
 - **MEATH**
Children's Services
 St Joseph's Hospital
 Complex, Lisieux House,
 Trim, Co. Meath
 Tel: 046 948 1852
 Fax: 046 948 1853

**Early Intervention
 Services**
 Aerbridge House
 Dunshaughlin Business
 Park, Dunshaughlin,
 Co. Meath
 Tel: 01 825 8783
 Fax: 01 825 8784

**Early Intervention
 Services**
 Unit 13 Mullaghboy
 Industrial Estate,
 Athboy Road, Navan,
 Co Meath
 Tel: 087 790 7146
 - **MONAGHAN**
Children's Services
 Errigal House
 St Davnet's Campus
 Rooskey, Co. Monaghan
 Tel: 047 82238
 Fax: 047 82224
 - **TIPPERARY**
Children's Services
 2 Cudville Road
 Nenagh, Co. Tipperary
 Tel: 067 34375
 Fax: 067 43292

NORTH TIPPERARY
**Early Intervention
 Services**
 Unit 1,
 O'Connors Retail Park
 Nenagh, Co. Tipperary
 Tel: 067 34560
 - **WICKLOW**
Children's Services
 Marino Centre,
 Church Road
 Bray, Co. Wicklow
 Tel: 01 286 7543
 Fax: 01 286 6803
-
- **ENABLE IRELAND**
Head Office
 32F Rosemount Park
 Drive, Rosemount
 Business Park, Ballycoolin
 Road, Dublin 11
 Tel: 01 872 7155
 Fax: 01 866 5222
 - **ENABLE IRELAND**
Regional Office
 8 Russet Court
 Ballintemple, Cork
 Tel: 021 429 0434
 Fax: 021 429 0422
 - **ENABLE IRELAND**
Retail & Fundraising
 31A Rosemount Park
 Drive, Rosemount
 Business Park, Ballycoolin
 Road, Dublin 11
 Tel: 01 872 7155
 Fax: 01 872 7181

Appendices

Service Centre & Retail Locations

Retail Location

● **DUBLIN**

25 Capel Street
Dublin 1
Tel: 01 873 3867

28 Lower Camden Street
Dublin 2
Tel: 01 478 0647

Unit 8, Castle House
South Great Georges
Street, Dublin 2
Tel: 01 478 2763

42/43 Main Street
Finglas, Dublin 11
Tel: 01 834 7304

69 Thomas Street
Dublin 8
Tel: 01 454 2681

Unit 10,
Phibsboro Shopping
Centre, Dublin 7
Tel: 01 830 8750

● **CLARE**

1 High Street
Ennis, Co. Clare
Tel: 065 682 3799

● **CORK**

39 Princes Street
Cork
Tel: 021 427 8280

32 North Main Street
Cork
Tel: 021 427 2828

● **DROGHEDA**

32 Shop Street
Drogheda, Co. Louth
Tel: 041 983 9650

● **GALWAY**

23/24 High Street
Galway
Tel: 091 564 857

● **LIMERICK**

4 Upper William Street
Limerick
Tel: 061 314 334

● **LONGFORD**

1-2 Midland Court
Longford
Tel: 043 41205

● **MAYO**

Unit 2, Market Square
Main Street
Castlebar, Co. Mayo
Tel: 094 902 4512

● **MEATH**

Unit 2, Kennedy Road
Navan, Co. Meath
Tel: 046 907 3466

● **SLIGO**

Unit 2,
Wine Street Car Park
Sligo
Tel: 071 915 0259

● **TIPPERARY**

29 Mary Street,
Clonmel, Co. Tipperary
Tel: 052 26202

● **WATERFORD**

36 Michael Street
Waterford
Tel: 051 841 696

● **WICKLOW**

29 Main Street
Bray, Co. Wicklow
Tel: 01 272 3743

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Action on Disability

32F Rosemount Park Drive
Rosemount Business Park
Ballycoolin Road,
Dublin 11, Ireland

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Email: info@enableireland.ie
Web: www.enableireland.ie

Charity Number: 4908