

Action on Disability

# Enable Ireland

## ANNUAL REPORT 2009





**Vision:**

A dynamic organisation – recognised  
for leading service excellence

Action  
on  
Disability

**Mission:**

Enable Ireland's mission is to work  
in partnership with those who use our services  
to achieve maximum independence, choice  
and inclusion in their communities



# Chairman's Message

In hard times, it is the most vulnerable in our society who suffer the most. As funding for disability services is threatened, it must be remembered that it is not the disability service that we need to protect – it is the people who receive those services.

Enable Ireland supports people with disabilities to live the lives that they want in their communities. This may seem a rather mundane aspiration to some but, for those who have a disability and for the family who cares for them, this can be an unattainable goal without support. It is this type of support that Enable Ireland aims to provide.

The social model of disability teaches us that problems with integration of people with disabilities are a societal barrier – not a failing of the person with the disability. Every day, Enable Ireland staff work with the community so that people who use our services can better break down those barriers. Last year we worked with close to 1,000 schools on disability awareness, education, training and advice, supported over 600 children in accessing mainstream community sports and leisure activities and assessed over 450 people for High Tech Assistive Technology needs.

We are committed to continuing to provide services and supports in homes, schools and communities as a vital part of our person-centred approach to service delivery. We must urge society not to turn its back on people with disabilities. Services need funding to sustain and improve integration into the future. A short-term, cost-saving approach to funding in this sector could be detrimental to the progress made by people with disabilities in this society in recent times. Now is the time to continue investing in the future, and not to undo the good work of the past.

On behalf of the Board of Directors of Enable Ireland, I extend my thanks to the service users, their families, our volunteers and donors around the country: without them our achievements in 2009 would not have been possible. My thanks also go to the HSE, The Department of Education and Science, FÁS and other state agencies and bodies for their continued partnership. To the 1,215 talented and dedicated staff around the country – you should be proud of the positive difference you have made in the lives of people with disabilities throughout the year – thank you.

A handwritten signature in black ink that reads "Donal Cashman". The signature is written in a cursive, flowing style.

Donal Cashman, Chairman, Enable Ireland

# CEO Introduction



2009 was an exciting and challenging year for all of us in Enable Ireland. We began operating under our 'Strategic Plan 2009–2011 – Promoting Inclusion, Enabling Independence' with a difficult economic backdrop, and had to prove creative, innovative and adaptable in order to make progress on the goals we had set ourselves. I am pleased to see the evidence throughout this report that we have made progress which is testament to staff who are committed, first and foremost, to providing a quality service for the thousands of children and adults whom they serve. As I visited the services throughout 2009, I was consistently reassured and uplifted by the dedication that exists among our workforce to achieve independence, choice and inclusion for our service users.

The disability sector is constantly evolving and there were significant changes in the external environment during 2009. A new Services Level Arrangement was agreed with the HSE. This agreement underpins our relationship with the HSE and is focused on ensuring the highest quality of services delivered to our service users within the funding made available by the HSE. In 2009 we secured €42.2 million in funding from the State. In 2009 we were advised of a significant budget cut to our 2010 funding from the HSE. This will be difficult to bear and we will all have to show flexibility in dealing with it. We intend to continue to work directly with the HSE and with Government to protect future funding. The Value for Money review of the disability sector being undertaken by Department of Health and Children continues and we eagerly await its findings.

Early Intervention Services provide children with disabilities the best possible start in life, ensuring that they get the most intensive therapy and support during their most formative years. Over 40% of the children attending our services in 2009 were under six years old, and Early Intervention Services continue to be a development priority for Enable Ireland. Enable Ireland North East achieved a standard certificate level of FÁS Excellence Through People, a national Human Resource management standard, achieving a 91% overall score. In Meath, a new centre was opened in Navan which is now the home to both Children's and Adult Services. Construction work was also completed on Children's Service Centres in Kildare and the 'Safari Club' in Castlebar was officially opened in October 2009. Construction also began on the new Children's

Services Centre at Rathcorrick, Cavan. All of our new facilities are state of the art, purpose-built developments, designed with the needs of families, service users and staff in mind.

Adult Services provided both centre and PA based services to 244 adults in 2009. Person-centred planning is a core part of our Adult Service and in 2009, 74% of adults had a personal plan allowing each individual to aim for goals of their own making. Adult Services around the country again implemented creative projects such as Quinn's Cross FM in Limerick, a radio show devised, produced and presented by service users and the Dublin Adult Services Newsletter projects, which saw each service produce a newsletter unique to its service. The Living Options Report remains a priority and services users who have been identified as needing housing support are being supported locally to achieve this.

Client Charters for both Children's and Adult Services were published in December 2009 and are now displayed prominently in all centres.

In 2009 €2.9million net income was raised through retail and fundraising activities, providing us with an independent revenue stream, allowing us to invest in facilities such as those listed above, equipment and additional services for the adults and children who use our services. We are hugely grateful to all our donors and supporters, both individual and corporate, who continue to support our work.

Action Week on Disability 2009 was a great success, uniting family, friends, staff and supporters in raising awareness of the need for accessible social and leisure opportunities for people with disabilities in the community, and much needed funds for our services. Unfortunately, the findings of our Action Week survey

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revealed that going to restaurants was seen as the most difficult social activity, with 63% of all respondents finding it difficult to access a restaurant in their community. Through publicity efforts in local and national media, we hope that communities and business owners alike take note. The campaign was proudly supported by our partners in the 'Together We Can' fund, TK Maxx, who raised over €30,000 during the week through till donations and associate initiatives.

We will continue our very important partnership with families and service users and look forward to the challenges and rewards that the final two years of the implementation of the Strategic Plan 2009–2011 brings.

I would like to take this opportunity to express my gratitude to the Board of Directors who, year on year, give so generously of their time. A sincere thank you, too, to all of our service users, parents, staff, volunteers, partners and donors who have worked with us in 2009 and helped us to make a lasting difference in the lives of people with disabilities in Ireland.



Fionnuala O'Donovan



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(1) Pictured at the official opening of the Enable Ireland Safari Club at Moneen, Castlebar, Bafmala Abbaf and Sean Connor with Mayor of Castlebar, Michael Kilcoyne. (2) In Spring 2009, Ruth O Sullivan, (left) and Grace Adams, (right) both from the Enable Ireland Little Pals playschool in Sandymount, joined forces with Fiona Wilson, interior designer and presenter of RTÉ's Desperate Houses to appeal to the public to declutter and make a donation to their local Enable Ireland shop or textile bank. (3) Ard Na Mara, Enable Ireland's newest respite and residential service for people with disabilities was opened in 2009. Pic: Miki Barlok. (4) World Silver Medallist Olive Loughnane and her daughter Eimear, who attends Enable Ireland Cork Services, kindly gave their time to launch Action Week on Disability. (5) Pictured in September were participants at the Enable Ireland PE Inclusion workshop in Bray, Co Wicklow held in partnership with the Irish Wheelchair Association, Wicklow Local Sports Partnership, Cerebral Palsy Sport Ireland and FAI 'Football for All Programme'. The workshop aimed to give PE teachers and Special Needs Assistants the skills they need to include children with physical disabilities in physical education.

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# Children's Services 2009



- In 2009 we supported 2,813 children within centre and community based services.
- Over 40% of child service users are under 6 years of age.
- During 2009, 748 children were referred to Enable Ireland services and 707 were discharged.
- 35% of the total had a diagnosis of Cerebral Palsy; 11% Autism Spectrum Disorder; 10% Developmental Delay; 9% Spina Bifida; 8% DCD; 6% Downs Syndrome; 3% Aspergers Syndrome and 6% had no confirmed diagnosis
- 97% of all service users had a key worker, a single point of contact to the services designed to ensure regular long-term contact and continuity of support and information for all families.
- We had 97 children on waiting lists to receive services.
- A person centred plan was provided to 98% of service users and 60% of plans were reviewed in 2009.
- 1,160 families benefited from either direct in-home respite or community / residential respite.
- 135 service users attended Enable Ireland pre-schools and 85 children attended Enable Ireland Special Needs Schools.
- We worked with 290 pre-schools, 458 primary schools and 186 post-primary schools nationally, enabling those who use our services to access mainstream education. Activities include Disability Awareness Training, Education Advice, Advice on adapting curriculum and staff training and support.
- 623 children were supported to access mainstream community sports and leisure activities.
- During 2009, 389 service users received an AT assessment.
- 480 service users had an assessment of their seating and postural management needs.
- A total of 469 support groups were available across children's services in 2009. These include Toddler Groups, Fathers Groups, Siblings Workshops and Parent Support Groups.

# Adult Services 2009



- In 2009, 244 adults accessed services across eight regions. Five services are centre-based and three are PA-based services.
- Services offered in 2009 include training, individual advocacy services, supported living, supported housing, supported employment, work sampling, respite, PA services and sports and leisure opportunities.
- 61 service users availed of dedicated 1:1 community and home based services.
- 62 service users had access to Personal Assistant services in 2009.
- 30 service users completed FETAC modules in 2009.
- Over 74% of adult service users now have a Person Centred Plan, allowing them to tailor their services to their needs and goals. 14% are awaiting staff support to create their plan and the remainder do not wish to have a plan at this time.
- Through Person-Centred Plans, service users identified the following priorities – leisure opportunities (44%); therapy supports (36%); access to Personal Assistants (33%); access to sports (22%); and Independent Living training (21%).
- We provided a total of 21,600 PA hours.
- Adapted transport facilities were provided to 199 service users.
- In 2009, 69 service users had an Assistive Technology assessment and 135 had their postural management needs assessed.
- 120 adults used High Tech Assistive Technology.
- 74 adults have been prescribed bespoke seating for mobility.

## Action on Disability

Page 8: Dublin Rose Hannah McDonnell gets her hands dirty with students in the Little Pals playschool in Sandymount. Hannah handed over her crown to a new Dublin Rose in 2009 and also handed over a cheque for €2,000 to Enable Ireland Dublin Services.

Page 9: Cork Adult Service user Alan O'Brien is congratulated by MEP Brian Crowley, MEP at the presentation of awards for completion of the Personal Effectiveness module of the Certificate in Contemporary Living at University College Cork in September 2009.

# SeatTech and Assistive Technology Training Services 2009



- 214 Enable Ireland service users were referred to SeatTech for a seating service.
- 166 Individuals were referred from other agencies to SeatTech for a seating service.
- Five formal training sessions were carried out by SeatTech in 2009.
- AT Training opportunities were attended by 350 Enable Ireland staff; 43 Enable Ireland service users; 29 other Enable Ireland stakeholders and 647 non-Enable Ireland stakeholders.
- There were 50 Graduates of the Assistive Technology course accredited by DIT.



(1) Patrick and Aoife Walsh (no relation) are pictured helping Finbar Higgins, Executive Chef, The K Club at the launch of the Taste Kildare, a day of fabulous food and family fun in aid of Enable Ireland in August 2009. (2) Left to right: Donal Cashman, Jan Muehlfeit Chairman, Microsoft Europe, Mary Hanafin Minister for Tourism, Culture and Sport, Philip McKeown, AT Graduate, demonstrating his prototype 'Upright Wheelchair'. (3) Enable Ireland Kerry launched its 2009 Ladies Lunch and Fashion Show with Kerry football stars Paul Galvin and Killian Young, Also in picture are Asta Cibulskyle Limerick, Joanne O'Connor Killarney and Alex Olszewsau Limerick.

## Corporate Services 2009

- We employed 1,215 staff in 2009.
- All services improved staff induction processes for new employees.
- A total of 453 staff have recorded a personal development plan which includes their training needs.
- 340 staff have had a formal individual performance review.
- Most services now have local newsletters available.
- There were 878 media mentions for Enable Ireland in 2009.
- In 2009, 1013 information queries were received from the public.
- 2,046 people became a fan of Enable Ireland on Facebook.
- Information Technology projects completed include Intranet (INFORM); Video Conferencing; Citrix Farm Implementation; Goldmine Internal Referral System.

## Retail & Fundraising 2009



- In 2009, €2.9million net income was generated through Retail & Fundraising activities.
- 3,600 tonnes of stock was donated through Enable Ireland clothing banks, house collections and donations to shops and the warehouse.
- Enable Ireland Retail and Fundraising benefited from the support of approximately 5,600 donors.
- Over 3,600 volunteers supported our work during the year.

Kerry star Kieran Donaghy backs Enable Ireland's Action Week on Disability 2009 (14–19 September). Cork Fan Janice Cronin and Kerry Fan Mary Sheehy enjoy a banter at TKMAXX, Manor West, Tralee, Co Kerry. Also in pic were Debora Namock and Christine O'Sullivan from TK MAXX Tralee.

# Steps towards Strategic Plan 2009–2011

## – ‘Promoting Inclusion, Enabling Independence’

‘Promoting Inclusion, Enabling Independence’ is Enable Ireland’s Strategic Plan 2009–2011. In 2009 much progress was made towards meeting our goals outlines in the strategic plan .

Some examples of this are captured here:

### 1. Enhance quality of living for service users through a person centred approach

#### 2009 Achievements –

- 1,549 (55%) more children and 36 (14%) more adults had individualised person centred plans in 2009 than in 2008.
- 1,662 Individual Service Plans (Children’s Services) and 122 Person Centred Plans (Adult Services) were reviewed in 2009.
- In 2009, there was an increase of 21% on 2008 in the number of families attending Children’s Services who had a key worker.

### 2. Support service users in achieving inclusion and independence within their communities

#### 2009 Achievements –

- In Children’s Services, 500 more families benefited from in home or community and residential respite in 2009 than in 2008.
- Enable Ireland worked with 934 pre, primary and secondary schools in Ireland in 2009 – 184 more schools in total than in 2008.
- 623 children were supported in accessing mainstream community sports and leisure activities.



### 3. Provide timely, accurate and accessible information information to service users and other stakeholders

#### 2009 Achievements –

- In children's services 20% more service users had a named point of contact within the service in 2009 than in 2008.
- 1,013 public information queries were answered in 2009.
- Most services produced local newsletters in 2009.

### 4. Work in partnership with all stakeholders

#### 2009 Achievements –

- 469 support groups were available in Children's Services in 2009.
- 72% of adult service users had a person-centred plan.

### 5. Support service delivery through continuous improvement

#### 2009 Achievements –

- All services improved the staff induction process in 2009.
- 453 staff had personal development plans in 2009.
- In 2009, 340 staff had a formal individual performance review.

Music and technology students from the School of the Divine Child, Lavanagh Centre and Beaumont Boys National School, Cork took part in a joint music session as part of the Enable Ireland Action Week on Disability. The students performed two Cork songs – 'The Banks of My Own Lovely Lee' and 'Beautiful City' using innovative Soundbeam technology and 'Together we are strong', a song adapted by music teacher Grainne McHale for students using music technology. Pictured at the front is Cian O'Sullivan from Farranree.

# Accounts 2009

## ENABLE IRELAND DISABILITY SERVICES LIMITED

(A Company Limited by Guarantee)

### Statement of Financial Activities for Year Ended 31 December 2009

	Restricted Capital Fund	Restricted Services Fund	Unrestricted Development Fund	Totals 2009	Totals 2008
	€	€	€	€	€
<b>Incoming Resources</b>					
Donations	–	–	153,301	153,301	237,490
Activities in furtherance of the charity's objects:					
Health Board Grants	715,000	40,179,109	–	40,894,109	40,167,178
Grants from other Agencies	–	1,256,036	–	1,256,036	1,014,782
Activities for generating funds:					
Interest Received	–	–	92,696	92,696	389,040
Fundraising & Retail	–	–	9,006,853	9,006,853	9,878,322
<b>Total Incoming Resources</b>	<b>715,000</b>	<b>41,435,145</b>	<b>9,252,850</b>	<b>51,402,995</b>	<b>51,686,812</b>
<b>Resources Expended</b>					
<b>Cost of generating funds:</b>					
Fundraising and Retail	34,810	–	5,778,272	5,813,082	6,370,439
<b>Charitable Expenditure:</b>					
Costs of activities in furtherance of the charity's objects:					
Disability Services	967,743	41,140,905	444,409	42,553,057	40,846,958
Management & Administration	–	2,314,469	8,433	2,322,902	2,365,541
	<u>967,743</u>	<u>43,455,374</u>	<u>452,842</u>	<u>44,875,959</u>	<u>43,212,499</u>
<b>Total Resources Expended</b>	<b>1,002,553</b>	<b>43,455,374</b>	<b>6,231,114</b>	<b>50,689,041</b>	<b>49,582,938</b>
<b>Net Incoming/(outgoing) Resources Before transfers and other recognised gains and losses</b>	<b>(287,553)</b>	<b>(2,020,229)</b>	<b>3,021,736</b>	<b>713,954</b>	<b>2,103,874</b>
Transfer between Funds	–	1,117,782	(1,117,782)	–	–
<b>Net Incoming/(Outgoing) Resources Before other recognised gains and losses</b>	<b>(287,553)</b>	<b>(902,447)</b>	<b>1,903,954</b>	<b>713,954</b>	<b>2,103,874</b>
<b>Other recognised gains and losses:</b>					
Gain/(Loss) on investments	–	–	252,883	252,883	(1,104,706)
Actuarial gain/(loss)/ on defined benefit pension plan	–	–	870,000	870,000	(5,639,000)
Net movement in funds	(287,553)	(902,447)	3,026,837	1,836,837	(4,639,832)
Total funds at beginning of year	31,019,288	(8,962,095)	20,166,079	42,223,272	46,863,104
<b>Total funds at end of year</b>	<b>30,731,735</b>	<b>(9,864,542)</b>	<b>23,192,916</b>	<b>44,060,109</b>	<b>42,223,272</b>

DIRECTOR: DONAL CASHMAN

DIRECTOR: PATRICK O'TOOLE

**ENABLE IRELAND DISABILITY SERVICES LIMITED**  
(A Company Limited by Guarantee)

Balance Sheet as at 31 December 2009

	2009 €	2008 €
<b>ASSETS EMPLOYED</b>		
Fixed Assets	45,824,576	42,284,402
Investments	3,212,102	2,959,219
	<u>49,036,678</u>	<u>45,243,621</u>
<b>CURRENT ASSETS</b>		
Stocks	141,082	133,755
Debtors	2,032,896	2,121,066
Restricted bank balances	1,566,871	342,293
Cash at bank	5,652,328	8,571,713
	<u>9,393,177</u>	<u>11,168,827</u>
<b>CURRENT LIABILITIES</b>		
Creditors	6,178,218	6,410,883
Creditors Restricted	330,528	342,293
	<u>6,508,746</u>	<u>6,753,176</u>
<b>NET CURRENT ASSETS</b>	<u>2,884,431</u>	<u>4,415,651</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<u>51,921,109</u>	<u>49,659,272</u>
<b>CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR</b>		
Net Post-Retirement Liability	(6,111,000)	( 7,186,000)
Long Term Bank Loan	(1,750,000)	(250,000)
<b>NET ASSETS</b>	<u>44,060,109</u>	<u>42,223,272</u>
<b>FINANCED BY:</b>		
Restricted Services Fund	(9,864,542)	( 8,962,095)
Restricted Capital Fund	30,731,735	31,019,288
Unrestricted Development Fund	23,192,916	20,166,079
	<u>44,060,109</u>	<u>42,223,272</u>

DIRECTOR: DONAL CASHMAN  
DIRECTOR: PATRICK O'TOOLE

