

Action on Disability
Enable Ireland
ANNUAL REPORT 2010



Vision

A dynamic organisation
– recognised for leading
service excellence.

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.

Promoting Inclusion, Enabling Independence

Enable Ireland Strategic Plan 2009-2011

As an organisation we will seek to:

1. Enhance quality of living for service users through a person centred approach
2. Support service users in achieving inclusion and independence in their communities
3. Provide timely, accurate and accessible information to service users and other stakeholders
4. Work in partnership with all stakeholders
5. Support service delivery through continuous improvement



Chairman's Message

2010 was a challenging year for all those involved in or availing of disability services. As a result of reduced statutory funding and a difficult retail and fundraising environment, Enable Ireland had to make some difficult budget decisions while protecting front line services for the 3,877 children, adults and their families relying on our services.

In January, Enable Ireland services staff received a pay cut in line with reduced public sector salary scales. I thank staff for their continued focus on delivering high quality person-centred services. Their commitment to service users and their families is outstanding.

Throughout the year, our CEO and management team engaged in sustained negotiations with HSE at local and national level to secure funding and minimise the impact of cuts on our ability to deliver services. The importance of the services that we provide to people with disabilities and their families is understood by HSE personnel. It is essential that funding remains in place for the wide range of therapies and supports that we provide; services such as physical therapies, respite, family services, educational services, assistive technology and other vital supports. During 2010 a total of 299 children spent some period of time on a waiting list for all or part of their Enable Ireland service. This figure will increase if funding is cut further and it highlights the importance of continuing to invest in disability services at a time when we have the highest birth rate in the EU.

This 2010 report gives cause to reflect on the positive achievements of the organisation as well as the challenges facing us. Despite statutory funding cuts we provided services to more children and adults in 2010 than in previous years. This is testament to staff's flexibility and their innovative approach to service delivery.

During 2010 the Enable Ireland Directors have been impressed with the staff and management commitment to implementing the Strategic Plan 2009-2011 and the focus on our five strategic priorities. There is evidence in this report of delivery on each of these priorities.

On behalf of the Board, I thank our CEO Fionnuala O'Donovan and Senior Management Team and their staff for their hard work and dedication in managing Enable Ireland through a difficult year. I also thank our statutory funders HSE, the Department of Education and Skills, FÁS and the many individual donors, other state agencies and organisations who have supported us during 2010.

Finally I pay tribute to the service users, parents, and families who use Enable Ireland services across Ireland. We remain committed to working in partnership with individuals and families to achieve independence and inclusion in local communities.

Donal Cashman

Donal Cashman, Chairman



CEO Introduction

Many developments took place in Enable Ireland during 2010. Though it has been a tough year for Enable Ireland financially, we managed to maintain excellent service delivery across all regions. Through spending cuts, organisational structure changes, including some redeployment of staff, and re-prioritising of workloads, we were able to manage our funding reduction with minimum impact on front line services.

We began with a 5.75% cut from HSE funding. This reduction came on top of a cumulative 3% cut in the previous two years. At the same time we experienced increased demand for our services, particularly in the crucial area of Early Intervention Services and over 50% of children using our services are now aged under six. The reality is that further cuts may be repeated over the coming years and we will all be challenged to do more with less. In 2010 teamwork, innovation and collaboration have been the hallmark of our response. We collaborated with HSE teams and other agencies in a number of regions around the country to provide the best services possible to people with disabilities and their families in those areas. For example, in Galway and Mayo, Early Intervention Services were consolidated across agencies and two Enable Ireland staff were seconded to the HSE in Galway in support of this.

One innovative approach to delivering services is the alternative model of teamwork where group sessions with children are used, where appropriate, making staff resources stretch further. This approach was first developed in North East Services and was successfully deployed in Dublin South West in 2010 to help tackle waiting lists. Similarly staff across the country demonstrated flexibility in responding to reduced funding.

In the Spring of 2010 we officially opened the new Children's Services Centre in Tralee, Co. Kerry. The purpose-built, state of the art centre is complete with multi-sensory room, physiotherapy gym and hydrotherapy room. Towards the end of the year we submitted planning permission for the further development of Cork Children's Services Centre. In the Midwest, we made progress on plans for a new respite centre and an independent living/training unit. We are very grateful for a grant of €500,000 from the JP McManus Charitable Foundation towards this latter project. In September 2010, we completed construction of the new centre for Integrated Children's Services at Rathcorrick, Co Cavan. This development project was co-funded by Enable Ireland, Pobal and HSE. In 2010 we secured our first international contract to deliver an accredited AT Course in Qatar for delivery in 2011. We plan to build on this success and secure more international contracts in coming years.

Our strategic plan priorities, although drafted in better times, remained relevant in 2010. They reflect the expectations and the rights of service users. You can read more about the progress made in Children's, Adult and Corporate Services later in this report.

I continue to promote and support the EFQM quality management process across the organisation. The work we have done over the years in embedding continuous improvement and team reviews into our work has stood us in good stead in fulfilling current HSE service level arrangement requirements. Recognition of our focus on quality came in 2010 when Enable Ireland North East achieved the Gold Certificate level of FÁS Excellence Through People (ETP), a national Human Resource management standard.

The Value for Money Review continued in 2010. Mr John Moloney TD, Minister of State for Disability and Mental Health, invited us to participate in a pilot study on historic pay and non-pay costs for the period 2005-2009. This study demonstrated the phenomenal services growth in Enable Ireland during this period, when the service activity of clients grew by 42%. We submitted detailed financial and statistical data in December 2010. We look forward with interest to the reports publication expected in late 2011.

Our Retail & Fundraising Division traded in a competitive fundraising environment. Clothing stock collection for our shops was unfortunately made more difficult by bogus collectors. Despite this, €3.2million net profit was raised through fundraising across the organisation. We continue to rely on this income to develop services, fund specific initiatives and upgrade and maintain equipment and buildings throughout the country.

We continued to invest in our retail network and opened our 21st shop in Kilkenny and relocated our shop in Camden Street, Dublin. I am uplifted by the support we have received from the people of Kilkenny for our newest shop. The very successful TK Maxx 'Give up Your Clothes for Good' campaign in Spring 2010 was a highlight during the year. We are grateful for the continued partnership with TK Maxx in our retail business.

In 2010, we launched the No Limits Kite Appeal to replace Action Week Gold Badge Appeal. It was a great week of fundraising and awareness raising activities, celebrating children and adults with disabilities living lives with 'No Limits'. I'm very much looking forward to this annual appeal becoming a fixture in the calendars of our friends and supporters. Thanks to everyone who got involved during that week.

I thank everyone who supported us in 2010 - from individual donors to those who organised an event, ran a marathon or donated clothes to our shops. During the year, 4,297 volunteers gave their time to Enable Ireland. You have all helped to make a difference to the services that we provide to people with disabilities in your communities and you have my heartfelt thanks.

I convey my gratitude to the state bodies for their confidence in Enable Ireland. I thank the Chairman and Board of Directors for their support and direction during the year. To parents, service users and supporters, I extend my most sincere thanks. To our staff who worked tirelessly putting into practice our mission of supporting service users in achieving maximum independence, choice and inclusion in their communities - we are all eternally grateful to you.



Fionnuala O'Donovan, CEO

Service User James Shaw pictured at the launch of the No Limits Kite Appeal 2010



Children's Services 2010

In 2010 we supported 3,616 children and their families from over 20 service locations. We offered services in the home, school, community and in our service centres. Some highlights from Children's Services in 2010 were:

- Over 52% of active children who used the service were under six years of age.
- During 2010, 1,130 new children were referred to Enable Ireland services and 718 were discharged.
- 75% of children who used the service had a physical or sensory disability.
- 100% of all children had a key worker; a single point of contact within services, designed to ensure regular long-term contact and continuity of support and information for all families.
- During 2010, a total of 299 children spent some period of time on waiting lists for all or part of their service throughout the organisation.
- An individualised service plan was provided to 95% of service users and 69% of plans were reviewed in 2010.
- 788 families benefited from either direct in-home respite services or community/residential respite in 2010.
- 92,161 hours of personal assistant/family support hours were available to families.
- 421 children attended child support groups, 1,175 participants attended parent support groups; 80 participants attended sibling support groups.
- We worked with 370 pre-schools and 380 primary schools nationally, enabling those who use our services to access mainstream education.
- During 2010, 720 children were provided with Assistive Technology (AT) Services locally to support communication, mobility, education and leisure activities. 559 children used AT devices in the home and 519 used AT within the school environment.
- 1,074 children had an assessment of their seating and postural management (PM) needs. 820 parents and 439 children attended PM or related mobility training in 2010.

Finbar Furey, Rory Conway & Francie Conway pictured at the Sandymount School 10 year anniversary celebrations

Mary Courtney, Regional Director of Services, Gerard Mulvihill, service user Enable Ireland Kerry, Fionnuala O'Donovan, CEO Enable Ireland, Donal Cashman, Chairman Enable Ireland, Terry O'Brien, Mayor of Kerry, Maria Leyden, Children's Services Manager, Enable Ireland Kerry. Pictured at the official opening of Kerry Children's Services in Oakview, Tralee.



Adult Services 2010

In 2010 261 adults accessed services across eight regions. Five services were centre-based and three were PA-based services. All services showed commitment to working in partnership with services users based on our core values, in particular person-centredness and a rights-based approach. Some highlights from Adult Services in 2010 were:

- Services offered included training, individual advocacy services, supported living, supported housing, supported employment, work sampling, respite, transport services, PA services and sports and leisure opportunities.
- 28 new adults were referred to Enable Ireland services and 33 were discharged in 2010.
- 122 adults availed of centre based services. 60 adults availed of dedicated 1:1 community and home based services.
- 120 adults were involved in Rehabilitative Training.
- 65 adults had access to Personal Assistant Services in 2010.
- 69 adults participated in FETAC modules and 51 adults completed FETAC modules in 2010.
- 95% of adults had an identified point of contact within services.
- Over 73% of adults had a Person-Centred Plan, allowing them to tailor their services to their needs and goals. 62% of Person-Centred Plans were reviewed in 2010.
- Through Person-Centred Plans, adults in the service identified the following as priorities – leisure opportunities (55%); therapy supports (44%); access to Personal Assistants (35%); access to respite (25%); and supported employment (24%).
- Enable Ireland provided a total of 32,741 PA hours.
- Enable Ireland provided adapted transport facilities to 231 adults.
- In 2010, 125 adults were facilitated locally to identify appropriate Assistive Technology (AT) to enhance their independence.
- During 2010, 72 adults had their postural management needs assessed.

Ciara Brougham and Bobbi Connelly celebrate qualification in the Dun Laoghaire heat of the Limerick Lady competition 2010.



Enable Ireland Meath Adult Service Users David Walsh and Mossie Ford and their PAs meeting Mairead McGuinness MEP at the Strasbourg Freedom Drive



SeatTech and the National Assistive Technology (AT) Training Service 2010

- 210 Enable Ireland service users and 174 individuals from other agencies were referred to SeatTech for a seating service.
- During 2010 SeatTech delivered formal training on seating and postural care to over 70 clinicians from Enable Ireland and other agencies. Over 100 people representing service users, service providers, suppliers and manufacturers participated in the SeatTech annual equipment exhibition and evaluation day.
- The National AT Training Services delivered 39 AT training events with 788 participants. Our research shows that for every one person trained, 14 people are reached, and therefore the total reach of this service is estimated at 11,032.
- 271 stakeholders benefited from AT technical support.
- 16 participants completed the certified AT course accredited by Dublin Institute of Technology (DIT), 13 participants graduated in 2010.
- AT achievements in 2010 include the DIT Community Fellowship Award, Microsoft European Alliance on Skills for Employability Award and EU Accessibility Award.

Corporate Services 2010

- 1,171 staff were employed by Enable Ireland in 2010.
- Enable Ireland introduced an Individual and Team Based Performance Management System in 2010 with a national training roll out scheduled for all Enable Ireland staff in 2011.
- There were 1,099 media references to Enable Ireland in 2010 and 99,471 visitors to the Enable Ireland website.
- Enable Ireland received 829 enquires for general information from members of the public.
- Enable Ireland became a partner in a three year European funded Leonardo Da Vinci project entitled 'UEmploy' and under this project will examine inclusive employment strategies for employers.
- Enable Ireland launched an Intranet site called 'Inform' for more effective staff communication.

'Introduction to AT' course graduates 2010 pictured with Noel O'Connor, DIT and United States Ambassador to Ireland Dan Rooney at the AT course graduation in Microsoft.



Retail & Fundraising 2010

- In 2010, €3.2million net profits was generated through Retail & Fundraising activities.
- Enable Ireland Retail and Fundraising activities benefited from the support of over 8,200 donors.
- The No Limits Kite Appeal was launched in 2010 with fundraising events taking place throughout the country during the campaign.
- A National Spring Raffle was introduced in 2010.
- Over 4,297 volunteers supported our work during the year.

Special acknowledgement to:

Pupils and staff in Primary and Post Primary Schools in Cork, Dublin, Kerry, and Meath who supported a Bring Back to School Day for Enable Ireland.

Community Fundraising Partners 2010

2010 Ring of Kerry Cycle
Castletown Kinneagh Community, Co. Cork
Connacht Rugby
Residents of Inis Mor, Co Galway



Retail Partners 2010

TKMaxx Ireland

Corporate Fundraising Partners 2010

AIB Better Ireland Fund | Arthur Cox Solicitors | Boston Scientific Galway | Children Direct Payroll Giving Contributors | Community Foundation of Ireland | Embassy of United States of America | Hewlett Packard | Galway City Business Association | Galway Race Track | Gerard Laboratories | Ingersoll Rand | Irish Ladies Golf Union Eastern District | Mercer Financial | Milano Restaurants | Munster Rugby and Timberland Three Peaks Challenge | Novartis | Radisson Blu Hotels | Round Table Dublin 203 | Royal Sun Alliance | Ulster Bank | Unilever | United Drug | Vodafone | Xilinx Ireland

Brendan Courtney and Sonya Lennon from RTE's 'Off the Rails' launch the Enable Ireland TK Maxx Give Up Clothes for Good with Enable Ireland Sandymount service user Steve Sheridan (4)

Service user David O'Keefe pictured with Fionnuala O'Donovan, CEO Enable Ireland and Donal Cashman, Chairman Enable Ireland, at the opening of the Enable Ireland Kilkenny shop.



Accounts 2010

Enable Ireland Disability Services Limited

(A company limited by Guarantee)

Statement Of Financial Activities For The Year Ended 31 December 2010

	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2010 €	Totals 2009 €
Incoming Resources					
Donations	-	-	120,194	120,194	153,301
<i>Activities infurtherance of the charity's objects:</i>					
Health Service Executive Grants	306,481	38,171,533	-	38,478,014	40,894,109
Grants from other Agencies	1,155,000	1,006,025	-	2,161,025	1,256,036
<i>Activities for generating funds:</i>					
Interest Received	-	-	218,353	218,353	92,696
Fundraising & Retail	-	-	9,431,687	9,431,687	9,006,853
Total Incoming Resources	1,461,481	39,177,558	9,770,234	50,409,273	51,402,995
Resources Expended					
Cost of generating funds:					
Fundraising and Retail	34,912	-	5,925,587	5,960,499	5,813,082
Charitable Expenditure:					
<i>Costs of activities infurtherance of the charity's objects:</i>					
Disability Services	1,113,253	38,518,999	241,294	39,873,546	42,553,057
Management & Administration	-	2,383,560	(25,376)	2,358,184	2,322,902
	1,113,253	40,902,559	215,918	42,231,730	44,875,959
Total Resources Expended	1,148,165	40,902,559	6,141,505	48,192,229	50,689,041
Net Incoming/(outgoing) Resources Before transfers and other recognised gains and losses	313,316	(1,725,001)	3,628,729	2,217,044	713,954
Transfer between Funds	-	788,927	(788,927)	-	-
Net Incoming/(Outgoing) Resources Before other recognised gains and losses	313,316	(936,074)	2,839,802	2,217,044	713,954
Other recognised gains and losses:					
Gain on investments	-	-	328,728	328,728	252,883
Actuarial (loss)/gain on defined benefit pension plan	-	-	(426,000)	(426,000)	870,000
Net movement in funds	313,316	(936,074)	2,742,530	2,119,772	1,836,837
Total funds at beginning of year	30,731,735	(9,864,542)	23,192,916	44,060,109	42,223,272
Total funds at end of year	31,045,051	(10,800,616)	25,935,446	46,179,881	44,060,109

Director: Donal Cashman

Director: Patrick O'Toole

Enable Ireland Disability Services Limited

(A company limited by Guarantee)

Balance Sheet as at 31 December 2010

	Totals 2010 €	Totals 2009 €
ASSETS EMPLOYED		
Fixed Assets	47,512,816	45,824,576
Investments	3,540,830	3,212,102
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	51,053,646	49,036,678
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CURRENT ASSETS		
Stocks	157,775	141,082
Debtors	1,482,352	2,032,896
Restricted bank balances	290,869	1,566,871
Cash at bank	11,795,221	5,652,328
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	13,726,217	9,393,177
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CURRENT LIABILITIES		
Creditors	5,906,387	6,178,218
Creditors Restricted	290,869	330,528
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	6,197,256	6,508,746
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NET CURRENT ASSETS	7,528,961	2,884,431
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TOTAL ASSETS LESS CURRENT LIABILITIES	58,582,607	51,921,109
	=====	=====
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		
Net Post-Retirement Liability	(6,215,000)	(6,111,000)
Long Term Bank Loan	(6,187,726)	(1,750,000)
	-----	-----
NET ASSETS	46,179,881	44,060,109
	=====	=====
FINANCED BY:		
Restricted Services Fund	(10,800,616)	(9,864,542)
Restricted Capital Fund	31,045,051	30,731,735
Unrestricted Development Fund	25,935,446	23,192,916
	-----	-----
	46,179,881	44,060,109
	=====	=====

Director: Donal Cashman

Director: Patrick O'Toole

Enable Ireland

SERVICE CENTRES



Enable Ireland

SHOPS & GARDEN CENTRE



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Cover pictures, top to bottom

1. Enable Ireland Limerick's Edward Ryan works on the QCFM Radio Project
2. Service user Cian Meehan from Tralee, Co. Kerry at the opening of the new Children's Service Centre in Kerry.
3. Service user Myia Corcoran pictured at the launch of Enable Ireland No Limits Kite Appeal 2010