



**Annual Report 2017**

## Our 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.

## Our Vision

A dynamic organisation – recognised for leading service excellence

enable  
ireland

Disability Services  
Life With No Limits

## Our Values

- **The Social Model of Disability**  
Enable Ireland focuses on all aspects of an individual's life, particularly in the context of the community and society. We promote the idea that society and the environment must recognise and accommodate individual needs.
- **A Rights-Based Approach**  
Enable Ireland recognises that all citizens have equal rights.
- **Person-Centeredness**  
Enable Ireland recognises that all individuals have unique and diverse strengths, needs and preferences. We embrace and promote this diversity, and always respect privacy and confidentiality. We are committed to the continued development, deployment and promotion of person-centred services and activities.
- **Independence**  
Enable Ireland supports the rights of individuals to self-determination regarding life choices.
- **Equity**  
Enable Ireland will ensure that all stakeholders are treated in an objective manner which is just and fair.
- **Equality**  
Enable Ireland promotes fairness, in line with equality of opportunity, equal access and legal rights
- **Integrity**  
Enable Ireland is honest, trustworthy and impartial and will stand by its values.
- **Quality**  
Enable Ireland is committed to excellence in everything it does.
- **Transparency**  
Everything Enable Ireland does is visible, clear and easy to understand.
- **Accountability**  
Enable Ireland is responsible to its stakeholders and to the State for its actions and decisions

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## Our Strategic Priorities 2018 – 2019

1

### Person-Centeredness

We will support each individual in their goal to live a fulfilled life according to their personal needs, wishes and aspirations.

2

### Participation and Independence

We will support individuals to develop valued social roles in their community, in line with their choices, needs and abilities.

3

### Partnership

We will work in partnership with all of our stakeholders to deliver more equitable and person centred services.

4

### Accountability

We will be open, transparent and accountable to all our stakeholders.



Donal Cashman

## Chairman's Statement

Enable Ireland began with committed parents of children with disabilities working together to ensure their children had access to quality services that aimed to improve their independence, inclusion and quality of life.

Those parents put their children's needs and desires at the heart of everything they did to ensure that they did not miss out on reaching their full potential. Those values of child and family centeredness are still in evidence everywhere in Enable Ireland today. This parental commitment is matched with our employee commitment in the creation of a warm, welcoming space for children to thrive, reach milestones and have plenty of fun along the way!

I have seen first-hand the spirit of partnership evident in the Enable Ireland centres between employees and families all over Ireland. I am repeatedly impressed by the unfailing commitment of employees to always do their best for the children and

adults in their care, and with the support that parents give them.

The need that first pushed parents to set up Enable Ireland 70 years ago remains and today's generation of parents are right to demand that their children's needs are met, whether that is for services, equipment or support in schools.

We couldn't do our work without the support of the parents and families using our services. The common goal of putting each child's or adult's needs at the centre of every action we take is what unites us all in this organisation. I am honored to work alongside such committed people.

**Donal Cashman**  
Chairman



Fionnuala O'Donovan



Fionnuala O'Donovan, CEO Enable Ireland and Tánaiste Simon Coveney with Enable Ireland service users Emma Leahy and Danielle Kelly at Fire and Ice, Enable Ireland's inaugural Ball in Páirc Uí Chaoimh.

## CEO's Review

In 2017, a total of 7,461<sup>1</sup> children and adults received services from us during the year. Despite an environment of funding reductions and increasing costs, our staff and management worked hard to maintain our high quality, person-centred services and positively impact the lives of these individuals.

### Children's Services

During the year, we updated the Enable Ireland Strategic Plan 2015 – 2017 to reflect a new emphasis on changing priorities and this plan will run until December 2019. One such priority in Children's Services is the re-organisation of services to ensure the successful implementation of the Progressing Disability Services (PDS) for Children aged 0-18 project. Our staff in Children's Services worked in close collaboration with the Health Service Executive (HSE), the Department of Health & Children and the Department of Education & Skills regarding this initiative. The purpose of the PDS project is to reconfigure services for children with disabilities aged 0 – 18 around Primary Care Teams. We recognise that any change to how and where families access disability services for their child can be hugely disruptive to the families impacted and can be a source of worry and anxiety. To this end, we engaged with the HSE and other partner agencies in managing the change process for children, families and staff in each local area. As part of this process, Enable Ireland is now established as the Lead Agency in 15 Child Disability Networks. Reconfiguration targets are under review in all areas in line with the HSE's Service Plan 2018. A re-organisation of services of this scale cannot be achieved without overcoming significant challenges and we continued to work on securing appropriate staffing structures, issues around Team Leader posts, and finding appropriate accommodation from which to deliver our services. We are committed to continuing to work in partnership with the HSE and other agencies on this initiative and we anticipate that this work will be completed by the end of 2018.

All of these significant changes to how we work are being implemented against the background of an overall increase in caseloads in Children's Services and, in particular, an increased number of children being referred for Autism Spectrum Disorder assessment and Assessment of Need (AON) applications, which continues to be a significant source of pressure for teams.

### Respite and Residential Services

Our commitment to quality and excellence in everything we do is one of our core values and during 2017, six residential and respite services successfully achieved HIQA re-registration. We also assumed management responsibility for St Laurence Cheshire Home in Cork at the request of the HSE. We continued our own programme of internal unannounced inspections of the designated centres, ensuring a culture of ongoing compliance with the regulations. Enable Ireland's Risk Committee members visited five service centres, including two HIQA Designated Centres, in the course of their work in 2017.

We successfully tendered for the delivery of children's respite services in Carlow and Kilkenny. We commenced our day respite services here in September and plans are in place to establish overnight respite in 2018. This has been a long-awaited service for families and children in the area and we are delighted to be providing it.

### Investing in Services

We continued to make progress on the building of our new Curraheen Children's Centre and Respite House in Cork and construction started in October. The site at Curraheen is well positioned beside the city's Ring Road and is totally accessible for all children from Cork city and county. This new Curraheen children's services development of 28,000 sq ft will house a hydrotherapy pool, physiotherapy gym, treatment rooms, regional orthopaedic clinics and adequate parking for families and staff and will help to further enhance the delivery of vital services. The respite house will cater for children from Cork city and county and will be over 4,000 sq ft. It is expected to be complete by mid-2019.

The project has generated enormous goodwill and support from the Department of Health, HSE, Cork business corporations and the public. We were very grateful to receive very significant donations from The Tomar Trust of €100,000 and a phased donation from KPMG of €50,000. These were followed by a donation from a private individual philanthropist of €200,000. Such generosity is remarkable and greatly appreciated.

We opened a new adult services hub and respite centre in Castleconnell, Co. Limerick and we completed work on our new purpose-built Children's Services centre in Bray, Co. Wicklow. This centre will accommodate the Children Disability Network Teams for North Wicklow. In Cavan, we finished the hydrotherapy pool to complement our Integrated Children Services centre there. We issued tender documents for upgrading our hydrotherapy pool in Sandymount and we hope to complete this project in 2018. We continued to address issues identified with accommodation in Meath and this work will continue in 2018.

### Pay Restoration

Despite our work on this issue during the year, we were unsuccessful in securing pay restoration for those Enable Ireland employees affected by pay cuts aligned to public sector cuts in recent years. We regard this as the single greatest threat to sustainability and long-term continuity of service provision for our organisation. We are a service led organisation and our ability to provide quality person-centred services depends on our capacity to recruit qualified staff. If we cannot pay equal rates we lose our ability to recruit and retain these vital employees. As we are not in a financial position to restore pay levels, we continue to seek the additional funding from the HSE to realign salaries to the current scales and we will continue to work on this through the Workplace Relations Commission in 2018.

### Fundraising and Commercial Division

As a not for profit organisation, we are dependent on funding from State agencies, voluntary contributions, fundraising and income from our Commercial Division. Any curtailment in these sources could have

a significant impact on our services. It was against this backdrop, that our Commercial Division and fundraising activities transferred €2,073,405 to make up the shortfall between the income received from the HSE and other agencies to fund the services versus the cost of running these services. Since inception, Enable Ireland Disability Services has continuously funded service related activities from its commercial, fundraising and ancillary income resources. In the period 2006 - 2017, Enable Ireland transferred funds of €16,984,855 to support service activities not funded by the HSE and other agencies. These sources of income are vital in delivering our services and we would like to thank everyone who helped in this area.

TK Maxx has supported Enable Ireland since 1997 and, in 2017, we celebrated the 20th anniversary of this partnership. Its clothing collection campaign launched in 2008 and since then TK Maxx associates and customers have donated over 150,000 bags of clothes, accessories and household items to be sold in Enable Ireland's charity shops across Ireland. They have raised over €2.8 million for our services through customer donations, fundraising and the 'Give Up Clothes For Good' campaign.

In this report, you will read about many achievements and hear stories directly from families and adults of the positive impact Enable Ireland services have had on their lives. None of this would have been possible without the support of our funders, the HSE, the Department of Education and Skills, Pobal, the Department of Social Protection and the tireless commitment of our employees, volunteers, donors and supporters. Thank you for your enormous contribution during the year.

I thank our Chairman and our Board for their continued support, our staff for their hard work and dedication, and all the services users and their families for their commitment to working in partnership with us during the year.

Fionnuala O'Donovan  
CEO

# Enable Ireland at a Glance

**87%**

of every euro received was spent directly on delivering disability services



**21**

charity shops raised valuable funds for services



Over **1,000**

volunteers supported our charity shops, fundraising activities and services



**1,304**

employees delivered vital therapy and support services



**221**

textile banks collected quality clothing and homeware donations and we recycled over

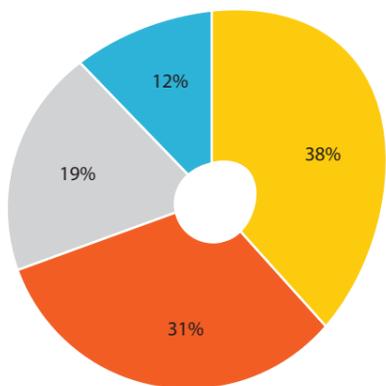
**2,200**

tonnes of donated clothing

We provided services from **43** locations in **14** counties including **9** respite and residential houses



Age range of children and adults attending services



● 0-6 Years ● 7-12 Years  
● 13-18 Years ● 19 Years +

**6,768**

children and

**370**

adults benefited from our services during the year



We transferred **€2,073,405**

from our Commercial Division, fundraising and ancillary income to cover the cost of the shortfall between income received from the State to deliver services and the actual cost of running services.



Thea Brennan (age 6) enjoying bubbles in the Enable Ireland Garden & Gift Store in Sandymount, Dublin 4

# Children's Services Review

In 2017, we provided direct services to **6,768<sup>2</sup>** children and their families.

The range of employees providing these services included speech and language therapists, occupational therapists, physiotherapists, psychologists, social workers, nurses, clinical AT specialists, early years educators, family support workers, social care workers, paediatricians, clinical engineers/technicians, drivers, administrators and other support staff.

Children who attended our services had a range of disabilities including physical disability, developmental delay, autism, developmental co-ordination difficulties, specific speech and language disorder, global developmental delay and intellectual disability. In Children's Services, we recognise that to reach their full potential, all children and young people must have the opportunity to develop socially, emotionally, physically, and intellectually. We supported children, young people, and families to make choices that ensure they reach their potential and can lead the lives they choose. We used our expertise in assessment and intervention to achieve the best possible outcomes for children and families in our service.

## The services and supports provided included:

- Assessments
- Diagnostics
- Service Interventions
- Family Supports
- Advocacy
- Person-centred plans
- Training and Development
- 24-hour postural management
- Management of tone
- Assistive Technology
- Hydrotherapy
- Orthotics
- Respite
- In-home/Community support
- Support in educational settings
- Sports and leisure activities



Children enjoying the new accessible playground at Enable Ireland Kildare



David Swords Cunningham with Dr Keith Barry, Lecturer Bio Mechanical Engineering, fitting David with motion sensors at the Enable Ireland and Cork Institute of Technology facilities bringing 3-D Gait Analysis Services for Children with Disabilities in Cork and Kerry



Participants in the cross services Sibshop with Enable Ireland Tallaght and CRC Clondalkin

## Supporting Families

Children who attend Enable Ireland can face more challenges in life than a child of a similar age, as a result of their extra medical or physical needs. At Enable Ireland we work in partnership with parents and families supporting them to plan for every aspect of their child's needs. During the year, we ran regular workshops for parents to ensure that parents have the skills to support and encourage their child as they grow towards independence. Workshops covered topics such as Talking to your child about disability, Friendship and participation in the community, Bullying and Positive Behaviour Management and Growing Stronger Early Parenting Groups. We also ran Sibling Workshops in a number of locations for brothers and sisters of children using our services.

## Supporting Independence

Children and young people also benefited from group sessions where they built friendships, learnt new skills and grew in confidence and independence. From play-based fun of Lego groups, Play Therapy, youth clubs and Yoga groups to workshops on Managing Emotions, Physiotherapy Groups and Brain Gym Skills. This also extended to practical sessions on Bike Skills and Community Living Skills for older children and teenagers to help develop independence skills such as using public transport, preparing a meal, ordering food in a restaurant and other life skills.

## Supporting Education

The majority of children and young people who attended our services also attended their local schools and we supported them and their families in their transition through the mainstream educational system. We worked with pre-school, primary and secondary schools, providing training and supporting children in their move through the school system.

Children and young people also benefited from group sessions where they can build friendships, learn new skills and grow in confidence and independence.

## Providing Expert Specialist Disability Services

We shared our experience and expertise with other colleagues in Network Disability teams under PDS, demonstrating our leadership position in service provision to children with physical disabilities. This was primarily in the following specialist areas: Feeding/Eating/Drinking/Swallowing (FEDS), Assistive Technology, Management of Tone, 24hr Postural Management, Custom Seating, Training, Respite and In-home Family Supports.

We delivered a number of specialist clinics during the year including a Garments Clinic in Cork providing assessment, measurement, fitting and review for specialist orthosis/garments for the prevention and better management of hip and spinal scoliosis. Also in Cork, as part of our Orthopaedic Care Pathway, we secured access to the Cork Institute of Technology (CIT) Gait Laboratory to do 3D analysis and ensure better outcomes for these children. We hope to continue to work with the team to provide funding for future Gait Analysis.

# Progressing Disability Services Review

Under this model, services will be provided by Children's Disability Network Teams (CDNTs) made up of a mix of voluntary agencies (like Enable Ireland) and HSE staff, depending on the geographic area. As a voluntary organisation funded by the HSE, we are working alongside other voluntary agencies and the HSE to deliver this new model of service across the country. Some of our services are already operating under the model and remaining services are aiming to move to the new model of service delivery by the end of 2018.

Throughout 2017, we continued to work on preparations for the reconfiguration of these services. We deliver services in eight of the nine HSE Community Healthcare Organisations (CHOs) and have been identified as the Lead Agency of 15 Networks across the country and are a potential lead agency in an additional three areas with a final decision yet to be made. The reconfiguration process has been delayed due to ongoing national negotiations between HSE and Unions regarding the Children Disability Network Manager post and difficulties in identifying suitable accommodation for the Networks.

In 2017, we undertook a number of significant capital projects in support of the rollout of PDS. We completed work on our new Children's Services facility in Bray, Co. Wicklow and we commenced work on the development of a purpose-built facility for children with disabilities in Cork. This project will be completed in 2019. We also started work on the final phase of the Children's Disability Services building in Cavan, namely the installation of a hydrotherapy pool. This will open in 2018.

*Cathal Lynch, Molly Marshall and TJ Lotty with a model of the planned new purpose-build facility for children with disabilities in Cork*

Progressing Disability Services (PDS) for Children and Young People is a HSE initiative, the aim of which is to achieve a unified approach to delivering disability health services so that all children can get the services they need regardless of where they live, what school they go to or the nature of their disability or development delay.

A 'Report of the review of the Network Disability Team Service for Kildare -West Wicklow' - by Dermot Rush - *The Performance Partnership*, was published during the year and made available to all employees and parents of service users. We developed a comprehensive action plan to implement the report's recommendation and we have shared this learning across the other Children Disability Networks.

PDS held its first National Children's Conference in December and we were delighted to have two Enable Ireland teams presenting at it. Our team from Tallaght presented a workshop on Cultural Diversity, a presentation on Maternal Health and a poster presentation on Upper Limb Management, while our Northeast team presented on the assessment team and priority rating.



*Séan*

## Meet Séan

Séan Nelson, age 10, lives in Kildare with his family and has been attending Enable Ireland service since he was eight weeks old. Séan was born with Spina Bifida and is a wheelchair user. His mum explains how at age seven he began to feel his wheelchair was a barrier to taking part in sports like his friends. A visit to his school from a Paralympian who had completed marathons quickly changed that and inspired Séan to do the same. Since then, he has embraced all types of sports including wheelchair basketball, sailing, swimming and athletics. Séan trains every month in Leixlip with his athletics club and can be seen around his home training in his specially adapted sports wheelchair. In July, Séan competed in Enable Ireland Kildare's first event

triathlon. It was a fantastic day and he is looking forward to taking part in many more competitions in the future.

Sean's mum, Sharon, explains, "Through his involvement in wheelchair sports, Séan has met teenagers who are wheelchair users and has seen first-hand how that needn't be a barrier to participating fully in life. It's been really important for him to see that. It's been great for his self-confidence and his physical and mental health. His ambition now is to represent Ireland in the Paralympics. I have no doubt he will. It's really important that Séan has that belief that he can do anything he wants to. Our job as parents is to make the adjustments, the tweaks to make that ambition a reality. There is no such word as can't in this house! I don't look at Séan's disability, I see his ability and what he can do."

## Meet Hannah

"My name is Hannah and I have a disability. I'm basically a tom-boy, I really like doing boy's stuff. My disability has made my life a little bit harder. When I am an adult I have to be able to do things by myself. I really want to be included in everything."

Hannah, age 9, attends Enable Ireland's Children's Services in the Lavanagh Centre in Cork.

"Hannah is a force to be reckoned with. When she was born it was apparent immediately that she had a disability. Nobody could tell us what the future held. Since then, Enable Ireland has been the biggest support we have had. We were completely lost and Enable Ireland put us on the right track. They explained to us how we were going to make Hannah's life better. How she would meet all of her potential. She is so determined. She amazes us every day! I am not even going to try to imagine what Hannah will do as an adult, I know it will be far beyond what I will ever have hoped and dreamed. She is going to do amazing things with her life."

*Katherina Morrissey, mum to Hannah. You can watch a video of Hannah and her mum on [www.youtube.com/enableireland](http://www.youtube.com/enableireland).*



*Hannah*

# Adult Service Review

In 2017, we provided services to 370<sup>3</sup> adults in eight counties. We provided a centre- or hub-based service to adults in Cork, Dublin, Kerry, Clare and Limerick, a supported living service in Meath and a Personal Assistant based service in Galway and Mayo.

Enable Ireland Adult Services is committed to achieving greater choice, independence and inclusion for adults with disabilities in Ireland. Developing independent living skills and helping to secure independent living options for adult service users has been a key focus of the organisation.

Our services for adults are person-centred and our goal is to support all adults in leading a fulfilled life. Individual service plans for adults are developed according to their personal needs wishes and aspirations.

## The supports offered to adults include:

- Individual Advocacy
- Training
- Employment
- Personal Assistance
- Home Support
- Transport Support
- Independent Living Skills
- Supported Employment
- Work Sampling
- Residential services
- Respite services
- Social and leisure activities.

Many adults accessing our service have significant physical disabilities and complex needs. As the age profile of adults using our services gets older, their needs change and our service has had to respond to those changes. Reductions in allowances, mobility grants and availability of personal assistants have made it harder for adults to achieve their goals in accessing education, training, employment and living independently. We continued to address the challenges that these changes brought in meeting our goals for Adult Services during the year.

## New Directions

During the year, we continued to support the move towards smaller hub based service for adults and align care plans under the themes of the HSE “New Directions” policy.

In addition to our existing hub in Carrigaline, Cork, we set up new hubs in Sandymount, Castleconnell, Limerick and Nenagh, Tipperary. We plan to open a further hub in Rialto, Dublin in 2018. We also put in place individual support programmes for service users to access educational programmes. We implemented new staff rosters in existing centres and this enabled additional service users to avail of one to one supports in the community. In Dublin, we rolled out a New Directions focused training programme

called ‘Side by Side’ Open Future Learning. 12 adults involved in this worked on interactive personal development video programmes.

Limerick Adult Services was chosen as one of 18 sites throughout the country to participate in piloting a self-assessment tool for service providers in relation to New Directions. We carried out an assessment and reported the results back to the national working group.

A core value of ‘New Directions’ is inclusion in local communities and adults around the county took part in community events including sports inclusion programmes and the Rebel Run a Mile Challenge in Cork and Zumba fitness groups in Dun Laoghaire. Adults from Sandyford ran workshops in Maynooth College on a variety of disability awareness topics during their Access Week.

Cork’s Eastgate Drama Group’s production of an animated short film ‘The Wizard of Oz’ won two awards at the ‘Youghal First Cut Film Festival’ and the group won Best Community Group Animation at the ‘Midleton Arts Festival’. We also created links with Cork Rural Transport for extra social outings for adults.



*In 2017, we opened the doors to our new community based support service ‘hub’ for adults in Castleconnell in Limerick. The service caters for 10 to 15 adults and aims to allow each participant to progress towards a more individualised service where they are in control of the support they receive from Enable Ireland. The project would not have been possible without the support of the JP McManus Fund and the generosity of the public.*



## Meet Luke, Enable Ireland Sandymount Hub

Luke Mannering has been attending Enable Ireland for seven years. When he was twelve Luke found that he was becoming more interested in gardening and that as well as picking up practical skills, gardening offered him a space to relax and relieve stress.

“I love gardening and being outdoors, whatever the weather I enjoy it. It’s a good way to relax.”

Weeding, planting, watering, digging, Luke takes on whatever tasks need to be done. As well as the

gardening he does weekly in Sandymount, Luke also gained some work experience in this area in the past, helping with planting and laying stones on landscaping jobs in different locations.

Luke attends Bloom every year and loves to see the show gardens and find out more about all of the plants on show. Along with the rest of the group from Sandymount hub, he also traveled to the Japanese Gardens in Kildare which he described as ‘relaxing, peaceful, beautiful’. He hopes to plan an outing to visit the Botanic Gardens next.

Luke volunteered on the Enable Ireland garden at Bloom, chatting to people who were attending the event and handing out brochures and plant lists. His long-term goal is to have a postcard garden at Bloom.

## Meet Jessica, Enable Ireland Limerick Adult Services

Jessica is 26 and lives independently in Limerick. In 2016, Jessica graduated from Mary Immaculate College and received her certificate in General Learning and Personal Development. As part of her four year part-time course, Jessica completed modules in Maths and Personal Finance, Art and Design and a work placement at the campus radio station – Wired FM. Jessica recalls the graduation day, “Everyone was very proud of us. We were the first class to graduate from the programme. It was a very challenging programme but I really enjoyed the experience. It helped to keep my mind active which is really important. The most enjoyable part for me was to be out in a mainstream college, mixing with people in the community. I want to get out in the world and make my mark on it. Being involved with the campus radio was a way to do that”.

“My message to others is to believe in yourself. Sometimes you have to accept your limits but continue to believe in yourself and not let yourself be restricted.



Getting a good support network around you, like I have with Enable Ireland, is really important. With the right supports you might even exceed your expectations!”

Jessica has attended the Enable Ireland centre in Ennis and Limerick and wants to thank everyone there for supporting her in her ambition to graduate from college.

## SeatTech Custom Posture & Mobility Services Review

The Custom Posture & Mobility service is provided by a team of clinical and technical staff from the Enable Ireland campus in Sandymount, Dublin 4, and on an outreach basis to centres in Dublin, Wicklow, Kildare and Kerry.

We also work in partnership with service providers from other Enable Ireland centres and with the Community Occupational Therapy Services in the Health Service Executive to provide a high-quality specialist service. SeatTech continues to be a leading national provider of special seating and mobility equipment, assessment and provision, working with individuals to provide them with the best possible seating, wheelchair and positioning equipment to meet their individual needs.

- SeatTech increased product throughput by **11%** in 2017, recording its second-highest throughput ever. This was achieved with **25%** fewer staff than the highest production year (2006), and reflects the benefit of cost efficiencies, technological advances and streamlined processes.
- We implemented a computerised system for monitoring and managing workflows to ensure equity of service provision, shorten lead times, and to avoid any oversights in relation to appointment allocations.
- We reduced production lead times by **46%** - from 24 weeks in 2015 to 13 weeks in 2017.
- We piloted alternative manufacturing methodologies looking at the potential for outsourcing the manufacture of 'carved foam' seat cushions.
- We commenced a pilot outreach clinic to Cork Children's Services.
- We completed a comprehensive training review in 2017 and delivered seven training courses to **207 participants**, with courses delivered in Dublin and Kilkenny.

We increased product throughput by **11%** with **25%** fewer staff



At the Freedom Tech Event - Joan O'Donnell (DFI), Siobhan Long (Enable Ireland), Professor Mac MacLachlan (Maynooth University), Pierce Richardson (DFI), Fleur Heleen Boot (Maynooth). Front: Bobbie Connolly (AT User)

## National Assistive Technology Training Service Review



Siobhán Long (Enable Ireland), Shelly Gaynor, (Expert AT User), Nadine Lattimore (Expert AT User) and John O'Sullivan (Enable Ireland) at the launch of the Universal Design exhibition at the National Museum of Ireland, Collins Barracks, Dublin.

Enable Ireland's National Assistive Technology Training Service develops and delivers a range of training programmes and also provides assessment and technical supports to Enable Ireland and partner agencies. We also manage a national online AT Loan Library and online information resources via our AT Blog: [www.atandme.com](http://www.atandme.com)

- In November, we co-hosted the FreedomTech Assembly, Ireland's first National AT Conference, in partnership with the Disability Federation of Ireland, Maynooth University and Microsoft. **202 key stakeholders** attended the event in the Aviva Stadium, including policy makers and funders. We achieved extensive national media coverage for the event including Morning Ireland, Six-One News and Newstalk FM with a broadcast reach of over **1 million listeners** and a print PR reach of over **700,000 readers**.
- Our AT Loan Library recorded a **35% growth** in the number of loans in 2017: **176 loans** were issued nationally, with a **loan value of €101,476**. Speech recognition software and tablet devices were the items most in demand, along with Eye Gaze devices.
- We underwent an extensive re-accreditation process for the Foundations in Assistive Technology Course with Dublin Institute of Technology and recorded a high demand for course places in 2018.
- We established a new partnership with the Malta Communications Authority to deliver a keynote address at their first national AT Conference in November 2017.
- We had a successful funding application to **Dublin Bus Community Spirit Awards** to facilitate greater user consultation in the development of **Bus Buddy**: to enable people with vision impairment and other challenges to hail a bus more easily.
- We delivered AT Training Workshops with **669 participants**. Topics covered included software specific (Clicker/Grid 3) and topic specific (Augmentative and Alternative Communication, Dyslexia and Power Chair Controller options).
- We managed our annual Community Design Workshop in DIT Grangegorman with service users from Dublin Adult Services and Engineering, Computer Science and Product Design students from Purdue University in the U.S.A. and Dublin Institute of Technology.
- We were a member of the winning team of **'Hack Access Dublin'**, developing the **'Bump 'n' Be'** concept to facilitate safer public travel (specifically road crossing) for people with vision impairment.
- To support visitors to our **'No Limits' garden at Bord Bia's Bloom** and to allow those who didn't get the chance to go share in some of the experience, we created a "No Limits" Bloom 2017 Grid using Sensory Software.

We had 669 participants in AT workshops and 35% growth in equipment borrowed from our AT Loan Library

# Corporate Services Review

We recorded **235** mentions of Enable Ireland in national and local print media during the year.

## Human Resources

- We successfully rolled out a new software system to deliver HR functions, CoreHR.
- We expanded our policy awareness programme for new and existing employees.
- We streamlined our industrial relations process resulting in a reduced number of investigations during the year and associated costs.
- We continued to work on securing pay restoration for those employees affected by pay cuts aligned with public sector pay cuts in recent years. This issue dominated our industrial relations agenda during the year and we will continue to progress this through the Workplace Relations Commissions in 2018.

## Information Technology

- In 2017, our corporate IT partner, Microsoft, donated the use of Office 365 and supported our move to cloud services. This support from Microsoft has enabled us to deploy key systems securely to employees working from any location. This has improved our ability to collaborate with disability partners, carry out our roles more efficiently and effectively, and represents significant value for money.
- We worked in collaboration with external partners to further develop our electronic health record (GoldMine). A new enhanced version of GoldMine was deployed and this software has improved our management of service user data and our ability to provide metrics on the quality of our service to the HSE and other parties.
- We redesigned and upgraded our internal intranet 'Inform' for employees. We also launched MyCompliance to manage the deployment of organisation policies and this allows us, for the first time, to measure employees' understanding of these policies.
- We tendered for a new mobile phone provider. 'eir Mobile' won the tender and developed a proposal that has allowed us to maximise our use of smartphones.
- We developed an ICT security framework to ensure the integrity and confidentiality of Enable Ireland data and information systems and we began the journey to ISO27001 certification to demonstrate that information security is managed in line with GDPR and international best practice.

## Training & Quality

- Our Research & Ethics Quality Committee processed four applications during the year. This number is lower than previous years, due to increased ethical responsibility for potential researchers and streamlined application criteria.
- We continued our high volume of training provision with an emphasis on mandatory child and adult protection, supervision skills, CoreHR software Usage, health & safety and other mandatory upskilling.

## Communications

- Our Communications team provided support to services, our commercial division and fundraising department throughout the year and achieved consistent press coverage aimed at building Enable Ireland's profile as a positive provider of services to people with disabilities and their families.
- We recorded **235 mentions of Enable Ireland** in national and local print publications during the year. Highlights included Bloom 2017, the TK Maxx 'Give Up Clothes For Good' campaign, Life With No Limits Week and FreedomTech event.
- Our Facebook page likes increased by **25%** to **19,300**
- Our Twitter followers increased by **29%** to **4,500**
- On average, we answered **186** e-mail queries from the public every month
- We recorded **162K** visitors to our website and **228k** sessions, up **23%** and **29%** on the previous year.

## General Data Protection Regulations (GDPR)

- During the last quarter of the year, we commenced a significant initiative on preparing the organisation to meet compliance under 2018 Data Protection Regulations (GDPR). This is an organisation wide programme for all employees processing personal data and will continue into 2018.



Finn Cooney, Rachael Doak and Padraig Dormer in our No Limits garden at Bloom



## Enable Ireland's No Limits Garden at Bord Bia's Bloom 2017

For the first time, we entered a show garden in the Bloom Festival on the June Bank Holiday weekend in the Phoenix Park. Our No Limits garden, in association with Solus Lightbulbs, created awareness for our organisation and the work we do and raised the profile of our Garden & Gift Store in Sandymount, Dublin 4 with the 120,000 visitors to the festival.

The playful and colourful garden was designed by Joan Mallon and inspired by children using Enable Ireland's services. The garden represented both the challenges that people with disabilities face but also the reality that, with creativity, determination and support, you can 'Live life with No Limits'.

We were delighted to receive a Silver Medal from the judges for our entry. We achieved extensive coverage in print and broadcast media and 17,000 people watched our Bloom videos on social media. We are very grateful to our Bloom sponsors and supporters: Cleary Doyle, Solus, CJ Falconer & Associates Architects and Carragh Nurseries.

The garden represented both the challenges that people with disabilities face but also the reality that, with creativity, determination and support, you can 'Live Life with No Limits'

# Commercial Division Review

- We completed a full review of the Commercial Division including all cost-saving areas and areas for future growth and development.
- The yield from our traditional sources of stock including house-to-house and textile banks declined over the year. We focused instead on opening up new avenues of stock generation including securing corporate donations of end of life stock and Bring Back Days.
- During the year, we closed our shop in Tralee, Co Kerry and opened a new shop in Limerick with 7,000 Sq. feet of prime retail space focused on homewares.

We recycled  
**2,266.35**  
tonnes of  
donated clothing

We held  
**40**  
*Bring Back Days*  
encouraging businesses,  
schools and community groups  
to bring their unwanted items  
in for re-sale in our shops

**243**  
people  
volunteered  
in our shops

We had  
**221**  
textile banks on  
**169**  
sites around  
the country

In 2017,  
**€421k**  
from the Commercial Division  
paid for frontline, management  
and support services which were  
unfunded by the State. These  
included Social Work, Adult Services,  
HR, IT, Accountancy, Training, Health  
& Safety amongst others

The Commercial  
Division consisted of  
our network of  
**21**  
charity shops and  
warehouse

## Thanks to our 2017 Bring Back Day Partners

Thanks to all the businesses, schools and community groups who supported our charity shops during the year by running a Bring Back Day and donating their unwanted items.

Arthur Cox / AIB bankcentre / Bristol Myers Squibb /  
Coca Cola / Ebay / Elavon / ESB Int. / Laya / Paypal /  
RCSI / Telefonica / Twitter / United Drug

## Thanks to our Corporate Stock Donors

Abbeylands / Agency Int / Berendsen / D.A.A. / Decollage /  
Fashion House / Grogan Bros / Howard & Morris /  
Hugh Jordan / Kelleher Clothing / Lerros / O'Callaghan hotels /  
Sofa House / Vans / Vedoneire



*Aideen from Children's Services supporting the Give Up Clothes For Good Campaign with TK Maxx*

# Fundraising Department Review



Students from Loreto Abbey Dalkey with their teacher Marie Breen supporting the No Phones Survival Challenge

Enable Ireland was awarded **Cork Chamber Non Profit of the Year Award 2017** and Sinéad O’Keeffe, Enable Ireland Partnerships & Philanthropy Manager, was named the **Network Cork Business Woman of the Year**, Social Enterprise category

# Our Corporate Partners



Rachael Doak and Grainne Seoige celebrate 20 years of partnership with TK Maxx and Enable Ireland

2017 was a year full of progress for our Fundraising Department. Made up of national and community fundraising projects, the fundraising team is dedicated to working with our existing supporters and building new relationships with local communities and companies across the country, holding many regional events and fundraising activities with the help of local volunteers.

- National Fundraising generated income of **€316,421k**. This income was used to fund capital projects and contributed to the funding shortfall for the cost of running services across the country.
- Community fundraising raised **€630,442** from activities around the country. Key community events that were held around the country included the annual Lavanagh Ladies Lunch, Fire & Ice Ball, Longest Drive Golf Challenge (Cork), Prom to Paddock, Brilliant Women Tea Party (Galway), Valentine Charity Dinner and Rockfall Festival (Kilkenny) Lip Sing (Kerry), The Mayo News Sports Awards(Mayo).
- In September, we launched a new initiative for secondary schools – the **Enable Ireland No Phone Challenge** – asking students around the country to give up their phones for 24 hours. **36 schools participated and the challenge will take place again in 2018**. This campaign is part of our development and education programme on disability awareness for schools.
- We had **4769** regular committed donors and **21** Corporate Donors
- All community fundraising which is raised locally is spent on local services where the funds were raised. In 2017, this funding was used to fund a range of initiatives including the purchase of equipment and toys for our services and capital development projects, including transport. The remainder of this income will be used to support initiatives such as meeting the services funding shortfall in a number of regions to support the delivery of family support, physiotherapy, nursing, occupational therapy, speech and language therapy and administration services.
- Funds raised under community fundraising in Cork will also be used for the planned new children’s centre and respite house there. We broke ground on this significant capital development in October following a number of donations including the Tomar Trust, Cork Rotary Clubs and Dairygold. The new centre will cost **€7.5million** to build and over **€5million has been raised** for the project to date. It will open in 2019.
- Milano restaurant chain held ‘Yellow Week’ in June 2017 raising valuable funds for Enable Ireland service centres and Assistive Technology supports around the country.

## Our Corporate Partners



## Our Fundraising Partners & Committees

Bank of Ireland (North East & Dublin) / Bon Secours Hospital (Kerry & Limerick) / Castletownkinneigh Fundraising Committee (Cork) / CombiLift (Cavan) / Cork & Bishopstown Tree of Remembrance / Cisco (Galway) / Curry’s PC World (Limerick) / Dell (Cork & Limerick) / Dulux/Cuprinol (Kildare & Dublin) / ESB (Kerry) / Irish Cement (Limerick) / Kearys BMW (Cork) / Kerry Group (Kerry) / KPMG (Cork) / Kildare County Council (Kildare) / Lavanagh Pitch & Putt (Cork) / MSL Cork Mercedes-Benz (Cork) / Northern Trust (Limerick) / The Saturday Fund (Kerry) / The National Lottery (Kildare) / Tralee Credit Union (Kerry) / UPS (Kildare)

Over **800** volunteers supported our fundraisers around the country. We are very grateful for their support.

For the second year in a row, Cork Rotary Club nominated us to benefit from the ‘Tree of Remembrance’ organised jointly by Cork and Bishopstown Rotary Clubs. This amounted to a donation to Enable Ireland Cork Services of €37,307.34 and could not have been done without the help of around 50 volunteers.”

TK Maxx, together with Homesense Ireland, generated an amazing **€414,070**

of fundraising and Commercial Division income. Give Up Clothes For Good the annual clothing collection, fundraising and customer donation campaign, raised a record

**44,871**

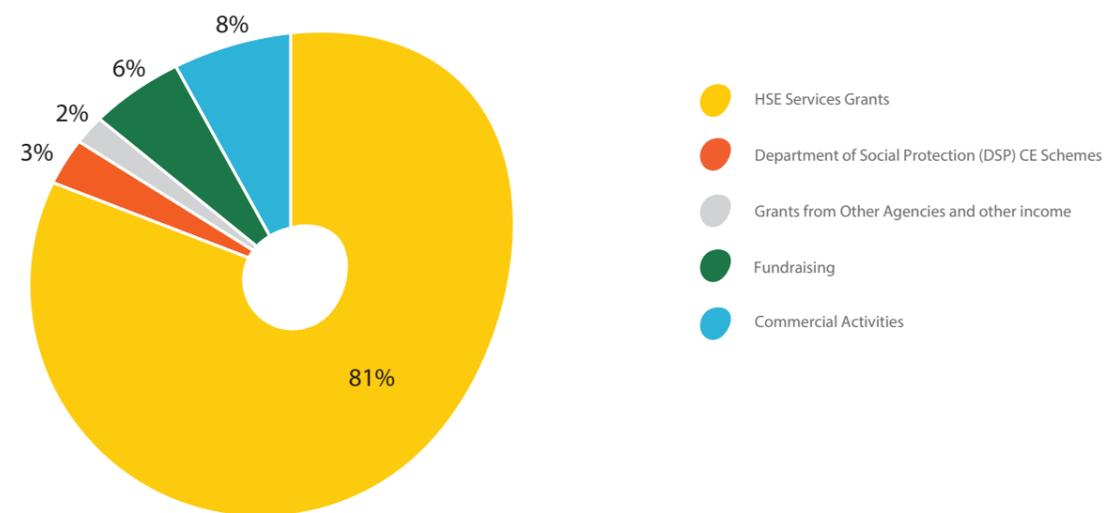
bags of donated items in 2017.



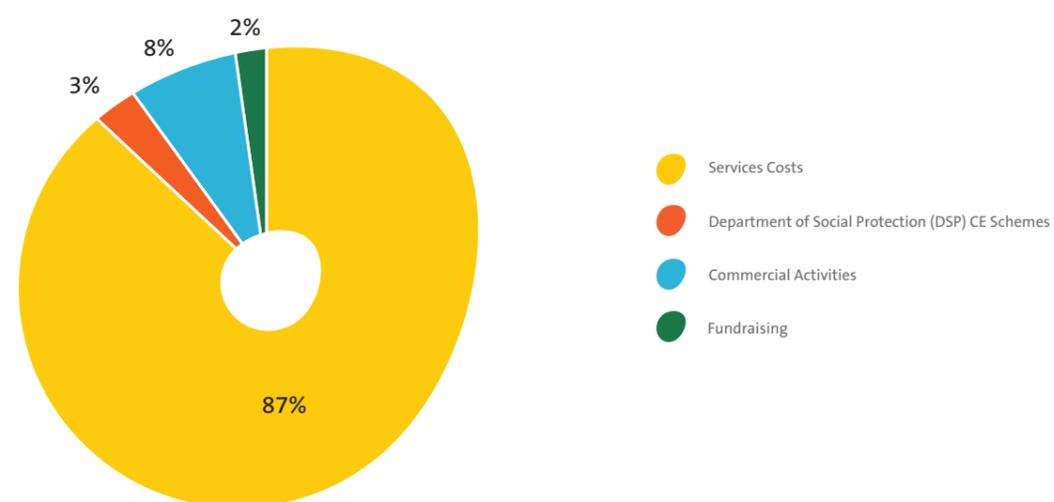
## Enable Ireland Income & Costs

## Enable Ireland Employee's Salaries

### Where our income came from in 2017



### How we spent your money in 2017



As required of a Section 39 funded agency, Enable Ireland has, and has always had, regard for Government pay policy and pays salaries to staff in accordance with public sector pay norms, specifically HSE consolidated payscales and Civil Service salary scales.

The number of senior employees whose total remuneration paid for the year (including taxable benefits in kind and redundancy payments but not employer pension costs) exceeded €60,000 was:-

	2017	2016
	Number	Number
€60,000 - €70,000	30	26
€70,001 - €80,000	13	10
€80,001 - €90,000	6	6
€90,001 - €100,000	5	6
€100,001 - €110,000	1	0
€110,001 - €120,000	0	0
€120,001 - €130,000	2	2
€130,001 - €140,000	0	0
€140,001 - €150,000	1	1
<b>Total</b>	<b>51</b>	<b>43</b>

## Statement of Financial Activities for the Financial Year Ended 31 December 2017 (Continuing Operations)

	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2017 €	Totals 2016 €
<b>INCOMING RESOURCES</b>					
<b>Incoming Resources from Generated Funds</b>					
<b>Voluntary Income</b>					
Donations	339,169	-	809,184	<b>1,148,353</b>	779,437
<b>Activities for generating funds</b>					
Commercial and fundraising	-	-	6,426,586	<b>6,426,586</b>	6,868,821
Investment income	-	-	26,626	<b>26,626</b>	55,528
<b>Incoming Resources from Charitable Activities</b>					
Health Service Executive grants	1,236,371	42,132,583	-	<b>43,368,954</b>	40,223,310
Grants from other agencies	20,000	1,791,604	-	<b>1,811,604</b>	1,813,106
Other income	-	1,077,224	-	<b>1,077,224</b>	910,800
<b>Other Incoming Resources</b>					
Gain on disposal of fixed assets	-	-	2,200	<b>2,200</b>	1,530,687
<b>Total Incoming Resources</b>	<b>1,595,540</b>	<b>45,001,411</b>	<b>7,264,596</b>	<b>53,861,547</b>	<b>52,181,689</b>
<b>Resources Expended</b>					
<b>Cost of generating funds:</b>					
Fundraising costs	-	-	1,411,253	<b>1,411,253</b>	613,332
Commercial division	39,172	-	4,147,062	<b>4,186,234</b>	4,850,205
<b>Total cost of generating funds</b>	<b>39,172</b>	<b>-</b>	<b>5,558,315</b>	<b>5,597,487</b>	<b>5,463,537</b>
<b>Charitable Expenditure:</b>					
<i>Costs of activities in furtherance of the charity's objects:</i>					
Disability services	1,131,495	45,055,082	684,205	<b>46,870,782</b>	43,944,584
Management & administration including governance costs	-	2,019,734	-	<b>2,019,734</b>	2,164,927
	1,131,495	47,074,816	684,205	<b>48,890,516</b>	46,109,511
<b>Total Resources Expended</b>	<b>1,170,667</b>	<b>47,074,816</b>	<b>6,242,520</b>	<b>54,488,003</b>	<b>51,573,048</b>
<b>Net (Outgoing) / Incoming Resources</b>					
<b>Before transfers and other recognised gains and losses</b>					
Transfer between funds	424,873	(2,073,405)	1,022,076	<b>(626,456)</b>	608,641
	-	2,073,405	(2,073,405)	-	-
<b>Net (Outgoing)/Incoming Resources</b>	<b>424,873</b>	<b>-</b>	<b>(1,051,329)</b>	<b>(626,456)</b>	<b>608,641</b>
<b>Other recognised gains and losses:</b>					
Gain on investments	-	-	64,420	<b>64,420</b>	33,211
Net movement in funds	424,873	-	(986,909)	<b>(562,036)</b>	641,852
Total funds/(deficits) at beginning of year	26,725,844	(12,615,977)	34,684,606	<b>48,794,473</b>	48,152,621
Total funds/(deficits) at end of year	27,150,717	(12,615,977)	33,697,697	<b>48,232,437</b>	48,794,473

DIRECTOR: MR D. CASHMAN  
DATE: 27/4/2018

DIRECTOR: MR P.O'TOOLE  
DATE: 27/4/2018

## BALANCE SHEET AS AT 31 DECEMBER 2017

	2017 €	2016 €
<b>ASSETS EMPLOYED</b>		
Fixed Assets	<b>46,353,640</b>	44,826,460
Investments	<b>2,057,618</b>	1,993,198
	<b>48,411,258</b>	46,819,658
<b>CURRENT ASSETS</b>		
Stocks	<b>177,584</b>	166,891
Debtors	<b>4,463,092</b>	3,405,453
Cash at bank	<b>4,946,156</b>	7,533,694
	<b>9,586,832</b>	11,106,038
<b>CURRENT LIABILITIES</b>		
Creditors	<b>(5,532,559)</b>	(4,483,103)
Creditors Restricted	<b>(216,523)</b>	(226,886)
	<b>(5,749,082)</b>	(4,709,989)
<b>NET CURRENT ASSETS</b>	<b>3,837,750</b>	6,396,049
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>52,249,008</b>	53,215,707
<b>CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR</b>		
Long Term Bank Loans	<b>(4,016,571)</b>	(4,421,234)
<b>NET ASSETS</b>	<b>48,232,437</b>	48,794,473
<b>FINANCED BY</b>		
Restricted Services Fund	<b>(12,615,977)</b>	(12,615,977)
Restricted Capital Fund	<b>27,150,717</b>	26,725,844
Unrestricted Development Fund	<b>33,697,697</b>	34,684,606
<b>TOTAL FUNDS</b>	<b>48,232,437</b>	48,794,473

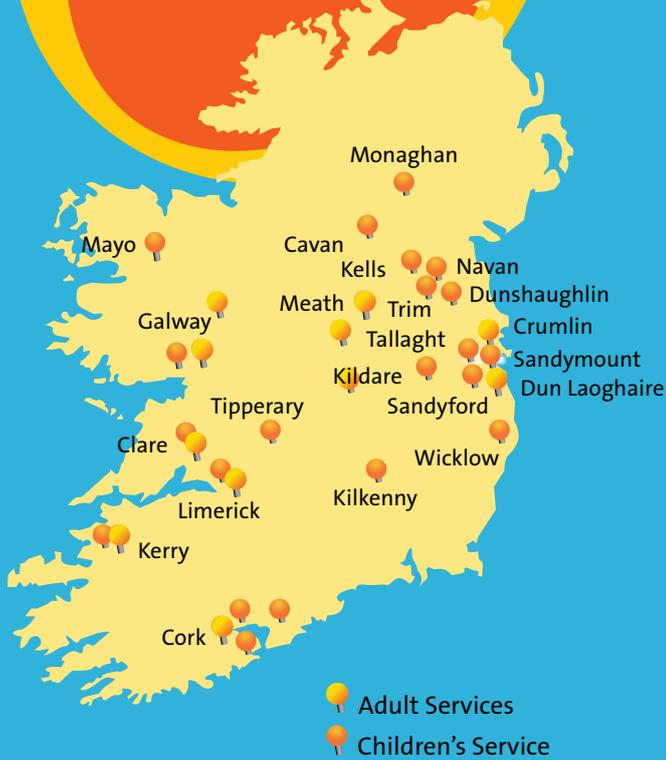
The directors approved and authorised the financial statements for issue on 27th April 2018

DIRECTOR: MR D.CASHMAN  
DATE: 27/4/2018

DIRECTOR: MR P.O'TOOLE  
DATE: 27/4/2018

**enable  
ireland**  
Service Centres

**enable  
ireland**  
Shops & Garden Centre



**enable  
ireland**

Disability Services  
Life With No Limits

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**Website:** [www.enableireland.ie](http://www.enableireland.ie)  
**Registered Charity No:** 20006617  
**CHY No:** 4908

**Connect with us**



*Front Cover Images*  
Top; India Jones at the open day for our new children's services facility at the Marino Centre in Bray; Bottom: Amy Sood at Enable Ireland's Garden & Gift Store in Sandymount, Dublin 4.