



**enable
ireland**

Disability Services
Life With No Limits

Annual Report 2016

Our Vision

A dynamic organisation – recognised for leading service excellence

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.

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Disability Services
Life With No Limits

Our Strategic Priorities 2015 – 2017

1

Person-Centredness

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 our stakeholders to deliver more equitable and person-centred services

4

Accountability

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

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“Our services positively impacted the lives of over 5,300 children and adults by supporting each individual to reach their full potential and live their lives as independently as possible.”



Chairman's Message



In 2016, Enable Ireland provided assessment, therapeutic, educational and family support services to 5,080 children and 333 adults. Our services positively impacted the lives of these children and adults and their families by supporting each individual to reach their full potential and live their lives as independently as possible.

Early in the year saw another General Election and we were delighted to support the Disability Federation of Ireland (DFI) in their ground-breaking campaign 'Disable Inequality.' This represented a new departure for disability organisations working together to directly influence the electorate through powerful stories from people with disabilities on their experience of inequality in Ireland in the 21st century. More than 600,000 people are living with a disability in Ireland. Two in three of us know or care for an immediate family member, a friend or a neighbour living with a disability. Many adults and families using Enable Ireland services participated in the campaign and shared their stories of inequality in modern Ireland as part of this social media led campaign. The goal was to make disability an issue on the doorstep for campaigning politicians. We

know that attitudes won't change overnight and more work will need to happen to make sure this issue gets the attention and commitment it needs from our political leaders. We will continue to partner with the DFI and other disability organisations on campaigns like this, which we believe are critical to bringing about significant and lasting positive changes for people with disabilities living in Ireland.

Our Board of Directors continued to focus on maintaining Enable Ireland's strong corporate governance, transparency and accountability to all its funders, donors and service users. Over the last number of years, we have faced the significant challenge of maintaining existing levels of services whilst reducing costs and, on behalf of the Board, I express my gratitude to the managers and employees of Enable Ireland for their continued efforts in this area. I thank our State funders and many individual and corporate donors and supporters who gave so generously of their time and resources during 2016.

Finally, I express my commitment to all of Enable Ireland's service users and their families, to continue to work in their best interest in the coming years.

Donal Cashman
Chairman

CEO's Introduction



Fionnuala O'Donovan

Maintaining existing service levels and quality of service in 2016 left us with the dual goals of continuing to reduce costs across all our divisions and increase funding streams from our commercial and fundraising activities. We became more streamlined and efficient through more effective use of resources and procurement savings.

During the year, we transferred €1,643,374 from our Commercial Division, fundraising and ancillary income to deal with the shortfalls in income received from the HSE and other State funders. These additional funds enabled us to continue to cover the cost of delivering our disability services in 2016. During the ten year period from 2006-2016, we transferred funds of €14,911,450 to directly support services unfunded by the HSE and other agencies. These sources of income are vital to the delivery of our services and I thank everyone who has contributed over the last ten years. We would not have been able to continue to provide the quality services to thousands of families and individuals without this support.

2016 was the mid-point in our current Strategic Plan. I conducted regular reviews across the organisation to monitor progress on our five strategic priorities. You will see evidence of these priorities in action across the organisation in this report.

In October, we held our first National Conference for employees in 10 years, entitled 'From Challenge to Opportunity'. Over 200 employees attended the day-long event which was opened with an address from Mr Finian McGrath, TD, Minister of State for Disability Issues. Many of the initiatives and service developments addressed in this report were discussed at the conference and the overall feedback from attendees was very positive. During the conference, we took the opportunity to ask the Minister to ensure the speedy ratification of the UN

convention for people with disabilities. This will be a key milestone in the rights of Irish citizens with disabilities and we urge the Government to ensure it is ratified in full in 2017.

Partnering with the HSE on Enhancing Our Disability Services

During 2016, we worked in close collaboration with the HSE, other voluntary agencies, the Department of Health & Children and the Department of Education & Skills on the Progressing Disability Services (PDS) for Children & Young People initiative. Further details on specific regional development and progress updates can be found in the Children's Services section of this report.

We also worked with the HSE Services Improvement Team and provided it with extensive data on best practice and service performance in Enable Ireland disability services.

A number of unannounced inspections were carried out by HIQA on four Enable Ireland residential and respite services. We have implemented all actions arising from these inspections. To ensure that we continue to deliver best in class services in line with current regulations at our residential and respite houses, we continued with our own programme of internal unannounced inspections during the year. Members of our Risk Committee visited four service centres, including two HIQA designated centres, in the course of their work in 2016.

We launched a new policy on the Safeguarding of Vulnerable Adults during the year. Anyone who avails of our services is entitled to do so with the utmost dignity and respect from us. Everyone in Enable Ireland has a responsibility to safeguard the service users in our care and ensure the highest standards of care are adhered to. This remains a priority for us across all our services.

We continued to work on the implementation of New Directions in our adult services. In particular, we developed new models of services around new packages of care funded by the HSE for school leavers.



In October, we held our National Conference for employees, pictured here John O'Sullivan, National Director of Services, Fionnuala O'Donovan, CEO, Finian McGrath, Minister for Disabilities, Jim Bergin, CEO, Glanbia Ingredients, Theresa Compagno, Director HR & Corporate Affairs and Noreen Dempsey, Director of Finance and IT.

We established a new hub for adults in Carrigaline, Co. Cork. Plans are in place for further hubs to open in Limerick, Dublin, Kerry and Cork.

During the year, we launched a discussion paper along with our colleagues in the Disability Federation of Ireland (DFI), on the future of Assistive Technology in Ireland. This joint paper outlined how Ireland has an underdeveloped Assistive Technology infrastructure in comparison to other countries and provided a vision where everyone with a disability and older people would have access to affordable, up to date and appropriate technology that suits their needs. We will continue to work with the DFI and others and renew our call on the Government to form a cross-party group to address the issues and opportunities identified in our paper.

Strategic Review of Fundraising Activities

Ever mindful of the need to continuously bridge the gap between the cost of running our services and the State funding we receive, we undertook a national fundraising strategy review during the year. On foot of this, we established a new National Fundraising Department tasked with implementing a new fundraising strategy. This five-year plan got under way in 2016 with the recruitment of a new Head of Fundraising and the creation of three new posts of Public Fundraising Manager, Partnership and Philanthropy Executive, and Partnership and Philanthropy Manager with responsibility for the new Children's Service Centre development in Cork. We believe that this investment will place Enable Ireland in a stronger position to generate additional funds from new donors and corporate partnerships and ensure that we can continue to provide services for children and adults with disabilities.

Building a Future for Children's and Adults Services

In September, I was delighted to attend the official sod turning ceremony for our biggest capital developed project to date, our planned Children's Services Centre in Curraheen, Cork. This ceremony, officiated by Minister Simon Coveney, was quickly followed by the launch of our Cork Children's Centre Appeal to raise the required €7.5million to enable us to open this new state-of-the-art centre by 2020. During the year, we sold Lavanagh House in Ballintemple and the proceeds from this will go toward building the new respite house for children in Cork.

We made significant progress on other capital development across the country. We completed the sale of part of our existing site in Bray and used funds from this sale to start work on our new Children's Services Centre in Bray. We expect this new centre to open in 2017. We continued to work on our new Adult Service's hub in Castleconnel, Limerick and this centre will also open in 2017. We are extremely grateful to the JP McManus Fund which has contributed €525k to this development. We signed a contract to start work on a new hydrotherapy pool for children in Cavan and work will begin in 2017. We also launched a major fundraising campaign for the refurbishment our hydrotherapy pool in Sandymount.

Our network of charity shops continued to provide a vital financial contribution to the running of our organisation. Our partnership with TK Maxx was once again hugely successful in providing a supply of quality clothing donations all year round, in addition to the significant financial contribution through fundraising and customer donations. We are extremely grateful for the continued support.

We are grateful for Microsoft's continued support which has enabled us to introduce new technologies and work collaboratively with our partners in disability service provision.

I thank our donors, volunteers and supporters who worked tirelessly for us during the year. In particular, I thank our regular donors. Your monthly contributions allow us to plan services and ensure we meet the needs of individuals and families who rely on our services and supports.

Thanks to our funders, the HSE, Department of Education and Skills, Pobal and the Department of Social Protection, for their continued support.

To Enable Ireland's services users and their parents and families, I thank you for working in partnership with us during the year. I thank the Chairman and the Board for their continued support and our 1,211 employees for their commitment to service excellence.

Fionnuala O'Donovan
CEO

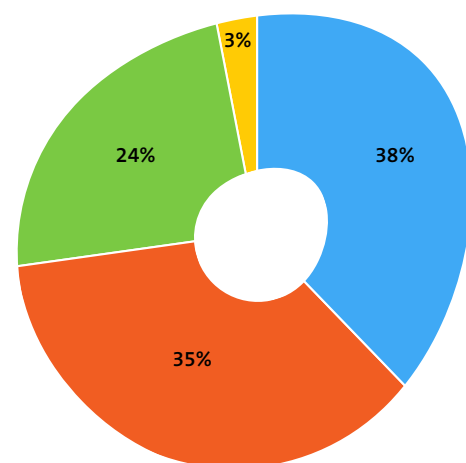
Children's Services Highlights

As a voluntary organisation funded by the HSE, we worked alongside other voluntary agencies and the HSE to deliver services under the Progressing Disability Services (PDS) initiative. We are committed to working with the HSE and other voluntary agencies on this project in order to secure the best outcomes for children and young people with disabilities.

The services and supports we provided to children and their families included:

- Clinical assessment
- Occupational, Speech and Language, and Physiotherapy, Psychology and Social Work Services
- Education
- Training programmes for children, adults, parents, clinicians and others
- Residential and respite services
- Family Support Services

Age range of children attending services



• 0-6 Years • 6-12 Years • 12-19 Years • 19+

In 2016, we provided services to 5,080 children and their families in centre and community-based settings in 14 counties throughout Ireland. We used our expertise in assessment and intervention to achieve the best possible outcomes for these children and their families. We provided person-centred services tailored to meet the needs of each individual child and family.

We provided

221

training sessions for parents on a variety of skills

216

children used our transport services to get to and from Children's Service Centres

2,022

children attended training sessions across our services

77%

of children using services had a keyworker, a person-centred plan and family-led application of that plan. This ensured we provided our services with a child and family-centred approach.

Investing in employee training and development in light Progressing Disabilities is important and in 2016, **573** employees took part in specialist training to increase our skills base.

We provided

107,725

hours of personal assistants and family support to families.

We supported

1,119

children to attend mainstream pre-schools and

133

children attended Enable Ireland pre-schools in Kilkenny, Sandymount and Cork

We supported

1,734

children to attend their local primary school and

600

children to attend mainstream secondary school. Supports provided to primary schools included access assessments and recommendations, teacher training, reports on individual children's needs, school visits, programmes to facilitate curriculum provision and resource sessions

Enable Ireland service user Hannah Rose Morrissey at the launch of the fundraising campaign for the new Enable Ireland Children's Centre in Curraheen, Cork.

In 2016, **128** families used our in-home respite services, **138** families used our community and residential respite, **229** used community in-home and **93** used centre-based respite.

Progressing Disability Services

Enable Ireland & Progressing Disability Services for Children and Young People (PDS)

Respite breaks allow a family caring for a child with a disability a much-needed break. Breaks can be for a few hours, overnight, weekends or for longer periods depending on the need and availability. For children with disabilities, respite breaks are often their first taste of independent living and a chance to have a 'sleep over' with friends. Children play an active part in planning their respite break and enjoy a range of activities which are appropriate for their age, interest and ability. Enable Ireland has overnight respite facilities in Ennis, Co. Clare, Silverpines, Co. Wicklow and Teach Saoirse, Co. Tipperary.

Progressing Disability Services (PDS) for Children and Young People is a HSE initiative whose aim 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. Under this model services will be provided by Children's Disability Network Teams (CDNTs) made up of a mix of voluntary agency and HSE staff, depending on the geographic area.

As a voluntary organisation funded by the HSE, we worked alongside other voluntary agencies and the HSE to deliver this new model of service across the country. Some services were already operating under the model and some made progress during the year towards the new model of service delivery.

There are nine Community Health Organisation (CHO) areas across the country. In 2016, we provided services in eight of the nine areas. Within the nine CHO areas, there are 24 locations where PDS is being implemented. Enable Ireland was involved in 12 of these locations. We delivered services in more locations than any other voluntary agency. Within this system, we were appointed as lead agency for 11 CDNTs in 2016.

Enable Ireland service users Darragh Cashman and Suzie Haye with Minister Simon Coveney at the official turning of the sod Enable Ireland Cork's Children's Centre at Curraheen.



PDS Regional Updates:

- In Cork, we continued to meet with Local Implementation Groups (LIGs) to continue the necessary preparations in advance of reconfiguring services.
- In Dublin South West, we were confirmed as lead agency for two Children's Disability Network Teams (CDNTs).
- In Kildare, where the transition is already completed, consultation with local stakeholder groups continued and we made significant progress in improving the flow of service users into and through the service, for example when a child transitions from the Early Years Team to the School Age Team.
- In Dublin South, we were confirmed as the lead agency for three CDNTs. We continued to meet with LIGs in this region over the course of the year.
- In Wicklow, we were confirmed as the lead agency for all four CDNTs in that area.
- In Galway, funding plans for upgraded accommodation and a team manager have been submitted to the HSE.
- In Mayo, LIG meetings continued with a focus on finding suitable accommodation.
- In Kilkenny, we were confirmed as lead agency for one CDNT and we took on the leadership role for the LIG.
- In Kerry, the North East and Midwest, we had already completed the transition to the new model and focused on training and upskilling of employees, policy review and continued work on LIG and Governance groups.

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The Right Supports Enabled Independence for Hollie Kenny (4 ½)

“Our daughter Hollie was born on the 13th of December 2011. When we first came to Enable Ireland in Kildare, Hollie was a year and a half and because of her delayed development she couldn’t sit up or talk. Since then, the services at Enable Ireland, and in particular the Assistive Technology, have transformed her life. She now walks with the help of a walker and in September she will be getting her first wheelchair. I was anxious about this at first but not anymore when I see her so happy and thrilled with her newfound independence. It’s a sporty, lightweight chair and she was even doing wheelies in it when she first tried it out.

Before Enable Ireland, Hollie wasn’t able to talk to us but now, with the aid of her iPad, she is able to let us into her world. Simple things, like being able to tell us that her favourite food is pizza, make a huge difference. This technology has given Hollie a voice and has enabled her to come to life completely. She can even be a little bit bold now which is wonderful for us to see her personality shine through.

Last year Hollie started to attend a local pre-school for two days a week with the support of an Enable Ireland Special Needs Assistant and this September she will be starting in the pre-school full time. This is a big milestone for Hollie and again will be supported by Enable Ireland three days per week.

We feel that the support from Enable Ireland has given Hollie the same opportunities that any other child of her age without a disability would have. It’s given her a voice and her independence. It’s enabled her to go to pre-school. At the start of our journey, we didn’t know what the future would hold for Hollie. We know now that Hollie wouldn’t have had all these opportunities without the early intervention from Enable Ireland.”

Hollie Kenny (aged four and a half) attends Enable Ireland Kildare for occupational therapy, physiotherapy, speech therapy and psychology services. She lives in Baltinglass, Co. Wicklow with her Mum, Una, Dad, Anthony, little sister Grace (three) and little brother Tony (seven months).



Darren Doyle, a former children’s services user, reflects on his time with Enable Ireland.

“I was born with cerebral palsy and started going to Enable Ireland in the O’Neill Centre in Kilkenny when I was 2 years old. In the early years, I would have attended every day for physiotherapy. I went to a mainstream pre-school and primary school, and as I got older I started attending weekly physio sessions. By the time I was in secondary school I was attending every other week. I also got help from the occupational therapist in Enable Ireland with my handwriting.

When I was four, I had major surgery and then again when I was in 6th class. I was in a cast up to my hips for 8 weeks. Around these times I needed more physiotherapy to help recover from the surgery. Enable Ireland was always there for me. Their support has been important to my whole family.

Every year we did a trip to Galway with other children from Enable Ireland in Kilkenny and I really enjoyed these trips. They were great fun and I have great memories of these weekends.

I never minded going to my physio. I knew it was good for me. And it got me off school!! One of my physios printed a picture of the Irish soccer team getting their physio and told me ‘look these guys do physio too’. That had a great impact on me. I didn’t see my need for physio as making me any different to anyone else. I was very positive about it.



I remember my Enable Ireland physio saying to me “there is no such thing as can’t. You can do it, maybe a little bit different to everyone else but you can do it”.

My message to parents of children with disabilities today is - don’t limit your child. And to children with disabilities- don’t limit yourself. You can do it – it might take a bit longer, you might do it differently but you can do it.

Don’t use disability as an excuse not to do something. My parents threw me into everything and I never felt that I couldn’t do the things that my friends were doing.

I drive a car. I have a good job. I’ve played football for the Irish CP team. I’ve completed the National C License in football coaching and coach the Under15s team in Kilkenny and I recently got married.”

“How much of this would I have done without Enable Ireland? Who knows? So much of what I have done in my life, I owe to the support of Enable Ireland in Kilkenny.”

Adult Services Highlights

In 2016, we provided services to 333 adults in eight counties. We provided a centre-based service to adults in Cork, Dublin (Sandyford, Crumlin, Dun Laoghaire), Kerry, Clare and Limerick, a supported living service in Meath and a Personal Assistant based service to adults living in Galway and Mayo.

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

168

adults had a person-centred plan reflecting their goals and aspirations

In 2016, we offered services to adults including:

- Rehabilitative training
- Individual advocacy
- Independent living skills
- Supported employment
- Work sampling
- Residential & Respite services
- Transport support
- Personal Assistant (PA) & home support services
- Sports and leisure opportunities

262

adults had a keyworker in place to assist them to co-ordinate various services and supports

We provided transport to
198
adults

10

adults were awarded self-advocacy training and

10

participated in Enable Ireland's National Advocacy Group

We supported
17
adults to access employment opportunities.

We supported
45

adults to participate in FETAC accredited training modules

We provided residential respite services to 147 adults from our three respite houses in Ennis, Co. Clare, Arklow, Co. Wicklow and Cork. We also provided direct in-home respite services to three adults and community respite to 45 adults.



Enable Ireland adult service users from Sandyford at their summer celebration.

Person-centred Service Delivery

A key approach to person-centred service delivery is to encourage and support people to broaden their experience base by trying new things. In 2016, we did this by providing supports to enable individuals to access horticultural projects in the community, attend family events, attend college courses, take part in individual and group trips, and broadcast a radio show on a local station. We supported adults to take part in Boccia tournaments, concerts, community & sporting events, theatre and cinema outings, shopping and trips away.

Training & Supports offered

Adults in independent living settings were offered supports in FETAC training, personal care, home supports, Assistive Technology, social worker services, day centre supports, occupational therapist visits, orthotics and physiotherapy support, support in money management and budgeting skills.

We provided training and supports to enable adults to manage their own lives in line with their choices and abilities. Specific supports offered included AT supports, self-advocacy, therapy supports, transport services, external support meetings, money management, independent living cookery skills, power-chair training, public transport training, one on one supports, computer training and literacy and numeracy training.

Focus on Community Links

Where appropriate, we worked with adults to support them to maximise their independence within a community setting. We did this by working with local community groups, mainstream service providers and advocacy groups to develop opportunities for people with disabilities. Some of

the groups we worked with during the year included Men's Shed groups, sports partnerships, local radio stations, local colleges and universities, the Irish Wheelchair Association, Dublin Bus, Rehab, local County Councils, travellers groups, local business and retailers.

New Directions for Adult Services

In 2012, the HSE launched the New Directions report on disability services for adults. This report sets out a new approach to day services for adults with disabilities where all the supports available in communities will be mobilised so that people with disabilities have the widest choice and options about how to live their lives and how to spend their time.

We continued to work on preparations for the rollout of standards and regulations under the New Directions report. This included plans for the development of hubs and aligning new care plans under the themes of New Directions.

During the year, we continued to reconfigure our adult services into 'hubs' in line with New Directions. Our hub in Carrigaline in Cork became fully operational and we began the process of establishing links with community groups and local businesses.



Shelly Gaynor, expert AT service user, talks to attendees at an AT workshop.



James Cripps reflects on the new hub service for adults in Carrigaline, Cork.

"I have been in the hub in Carrigaline, Cork since November 2016. I admit I was very much against coming here at the start. I had been attending Enable Ireland Adults Services since the 90s and before that I was with Children's Services since I was two years old. So I was used to the staff and the routine. I began to go stale. I was doing the same thing on a regular basis. I had gone through all the training and there was no challenge for me anymore. Since I have moved to the hub, I have experience so many new things and I'm being challenged all the time. A good example is public transport. I hadn't been on a bus in years. Now I do it all the time. I could use public transport blindfolded now. On a Thursday I usually head into town on the bus and pick up any small groceries my Dad might need. It's given me a new level of independence that I didn't have before.

The building is not purpose-built for adult services but it is in the heart of the community and we meet different people on a daily basis. I've made new contacts and friends here. I do miss my old friends and the staff in the big centre but we are like a small community in Carrigaline and it's very person-centred and there is loads of flexibility. The staff here are amazing. There are nine adults using our hub and five full time staff. We've a few other part time as well depending on the day. There is great camaraderie between everyone. We've no schedule or timetable here. We all sit down on a Monday and decide what we want to do. It is really person-centred. Within reason, you call your own shots.

My keyworker here gets me out and about every day. I've done so much more since I started coming here then I ever did before. My attitude now is give me a challenge and bring on the hard yards. I'm up for it!"

"My attitude now is give me a challenge and bring on the hard yards. I'm up for it!"

National Assistive Technology Training Service

In 2016, we delivered a range of accredited and customised training programmes to support users of Assistive Technology to live the lives of their choosing.

We provided training to **936** people. Participants included people with disabilities, family members/carers, clinicians, professionals, members of the public and businesses.

812 learners are enrolled in our e-learning programme where we deliver AT training programmes online.

We provided extensive support to adult service users on the benefits of smart home technologies to support independent living. We also created a video to illustrate their benefits and enable us to reach a wider audience.

We provided AT support services to **847** children in children's services around key areas of communications, mobility, education and leisure activities.

AT Discussion Paper

In November, we published a national Discussion Paper on AT: *Assistive Technology for People with Disabilities and Older People*, in partnership with the Disability Federation of Ireland (DFI), which received widespread endorsement nationally and internationally. The paper made seven recommendations for Government, policy makers and service providers, including the introduction of an AT Passport to streamline the way in which people gain access to assistive technology – equipment, training and funding. We will continue to advocate for the adoption of the recommendations of this Discussion Paper in 2017, in partnership with DFI.



Universal Design

In December, an exhibition of product designs created as part of the **Community Design Challenge** a collaborative project managed by Enable Ireland's National AT Training Service and Dublin Institute of Technology (DIT), opened in the National Museum at Collins Barracks, Dublin. The designs were co-created by product design students and expert Assistive Technology (AT) users – people with disabilities who are highly skilled in the use of assistive technology.

Over the past five years, more than 150 engineering and healthcare students from DIT and Trinity College Dublin, and Purdue University (Indiana, USA) have worked on creating universally accessible designs, collaborating with a panel of expert assistive technology (AT) users on design teams, supported by Enable Ireland and the National Council for the Blind of Ireland (NCBI).

SeatTech Custom Posture & Mobility Services

In 2016, we delivered

823

appointments to

314

service users

SeatTech continues to be a leading national provider of special seating and mobility services, working with individuals to provide them with the best possible seating, wheelchair and positioning equipment to meet their individual needs.

The success of our training programmes to upskill clinicians meant that the HSE and Enable Ireland primary services were able to see more of the less complex cases formerly referred to SeatTech, which enabled SeatTech to focus on those individuals with more complex needs, requiring more complex, bespoke seating systems to be manufactured on site.

We also delivered **32** seating clinics on an outreach basis, offering appointments to **110** service users from Tallaght, Kildare, Wicklow and Kerry Services.

We had **617** active service users in 2016.

We supported **182** adults to identify and secure appropriate postural management seating supports to help maximise their ability to live lives of their own choosing. **43** of these adults attend Enable Ireland Adult Services.

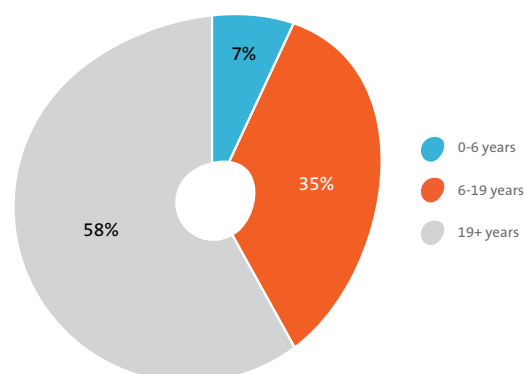
152 participants attended SeatTech training courses and events, including one training course funded by AOTI.

Our staff delivered papers at the International European Seating Symposium, the International 7th Living Knowledge conference, as well as the Irish Posture and Mobility Network annual event.

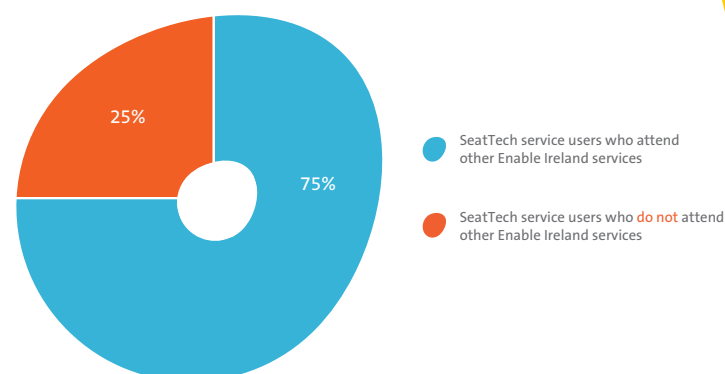
We collaborated with University College Dublin, Trinity College Dublin and Dublin Institute of Technology on undergraduate and post-graduate research projects.

We took lead roles in international and national interest groups and advisory groups relevant to our area of work (IPMN, PMG, AOTI, ISCP, ESS) which enhanced our capacity to provide evidence-based solutions through ongoing employee development and training.

Age range of SeatTech service users



SeatTech Service User Profiles



Corporate Services



Dan Klein, Microsoft Ireland, Christina McCarthy, consultant at Enable Ireland and Siobhan Long, Enable Ireland at the graduation ceremony for the Foundations in Assistive Technology course.

HR

- We employed **1,211** people in 2016
- 168** new employees joined our organisation.
- We reviewed **23** national policies as part of our wide-reaching Policy Programme Review.
- We completed the design and implementation of a new HR software programme, CoreHR.
- A critical issue for our HR & Corporate Affairs Department was the negotiations on funding for pay restoration for Enable Ireland employees. These negotiations will continue into 2017.
- New initiatives during the year included management training, a Policy Awareness Programme, e-vetting and a new pre-employment medical process.

IT

- We completed our three-year plan to develop our ICT infrastructure. All Enable Ireland centres and shops have been upgraded to Windows 7 and Office 2013. The project included the replacement of servers and over **600** computers.
- A **€1.7million** software donation from Microsoft received in 2014 made this upgrade possible. To date, we have utilised 55% of this software and more will be used in 2017 with the planned implementation of Office 365.
- We upgraded our financial software package and our national service user database, Goldmine.

Training & Quality

- 186** employees completed their induction training.
- 365** employees completed national job-specific training.
- Four applications were approved by our Research Ethics & Quality Committee.

Communications



We launched our re-designed website and, during the year, recorded **182,000** sessions and **136,000** visitors



Facebook followers up by **11% to 15,500**



Twitter up by **25% to 3,500**



eNewsletter subscribers up by **25% to 10,000**



LinkedIn presence established. **1,226** followers

Average number of queries handled in a month - **180**

Commercial Division

The Commercial Division consisted of our network of 21 charity shops, warehouse and national fundraising. In 2016, €580k from this 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.



Lucy from Galway Children's services with her mum, Niamh, winning People's Choice at the Better Together Awards in November

Community Fundraising

277

people volunteered with us providing vital support to our shops

We recycled over
2,000

tonnes of donated clothing, turning unwanted items into funds for our disability services



Maia Dunphy and Ava McHugh from Enable Ireland children's services launched the first ever official Christmas Sock Day with TK Maxx.

TK Maxx, our exclusive retail charity partner generated

€522k

through its Give Up Clothes For Good campaign which includes clothing collection, fundraising and customer donations. The campaign goes from strength to strength and this year raised a record

34,000

bags of donated items!



Jacob Keenan, Ava McHugh and Abigail Cummins from Dublin Children's services, supporting the TK Maxx 'Give Up Clothes for Good' campaign.

- During the year, a number of new initiatives were launched to streamline our retail operations including the expansion of the warehouse sorting system, better merchandising practice in shops, re-branding of shops interior and exterior, seasonal stock management system, new shop stock management system and sourcing of furniture for sale in selected shops.
- National Fundraising, a part of our Commercial Division, generated income of **€668k**. This was used to fund capital development projects for Children's Services in Kerry, Mayo, Limerick and Bray.

We had
4,746
regular committed donor and
29

corporate donors

We held
40

Bring Back Days during the year encouraging businesses, schools and community groups to bring their unwanted items in for re-sale in our shops

Community Fundraising

- Community fundraising including ancillary income generated net income of €741k from events and activities all over the country. Highlights included the annual Lavanagh Ladies Lunch in Cork, Prom 2 Paddock in Galway, Lip Sync Battle in Kerry, Ladies Golf Classic in Cork, Valentine Charity Dinner in Kilkenny and Strictly Come Dancing event in the East Region.
- In addition to the net income generated of €741k by community fundraising, an additional €396k of capital donations were received and expended on the building of the Adults Centre in Castleconnell, Limerick.
- All community fundraising which is raised locally is spent on local services where the funds were raised. In 2016, €117k of this funding was used to fund a range of initiatives including the purchase of equipment and toys for our services, capital and repair works in our buildings and employee training. The remainder of this income will be disbursed in 2017 on initiatives such as meeting the shortfall in our services budgets in a number of regions to support the delivery of Family Support Services, Physiotherapy, Nursing, Occupational Therapy and Speech & Language Therapy and Administration Services.
- Community Fundraising will also contribute to other local initiatives such capital development plans for a Children's Centre in Cork, the completion of the Adult Training Centre in Limerick and a hydrotherapy pool for our service in Cavan.
- We launched two significant appeals during the year - the New Cork Children's Centre Appeal and the Sandymount Pool Appeal.
- 400 volunteers supported our fundraising initiatives around the country.

Thank You To All Our Supporters

We are extremely grateful to the thousands of people all over Ireland who supported our services in 2016. Without their support, we would not be able to continue providing the services and supports every year.

To all our volunteers, donors and customers – a big Thank You from everyone in Enable Ireland.

Thanks to all our regional partners who supported us during the year.



Mary-Claire Cummins, Cummins Sports;
Olive Loughnane, World Champion; Maria Desmond,
Enable Ireland at the launch of Enable Ireland's
Women's Mini Marathon Appeal in September.

Our Corporate Partners



Our Community Fundraising Partners

Amber Oil (Cork)
Buckley Kiely (Cork)
Castlelyons Community (Cork)
Castletownkinneigh Community (Cork)
Cork City Council (Cork)
Cork Lions Club (Cork)
Cummins Sport (Cork)
Dell (Limerick)
Gilead (Cork)
Marketing Institute (Cork)
Medtronic (Galway)
Mick Flannery (Cork)
MSL (Cork)
Pepsi (Cork)
P.J. Hegarty & Sons (Cork)
PCH (Cork)
Red FM (Cork)
S Tyres (Cork)
Stacked (North East & Eastern Region)
TLI Group (Kerry)
Youghal GAA Community (Cork)

Bring Back Day Partners



Zach O'Neill from Wicklow Services with Padraig Lambert
at the site of our new children's services centre in Bray.

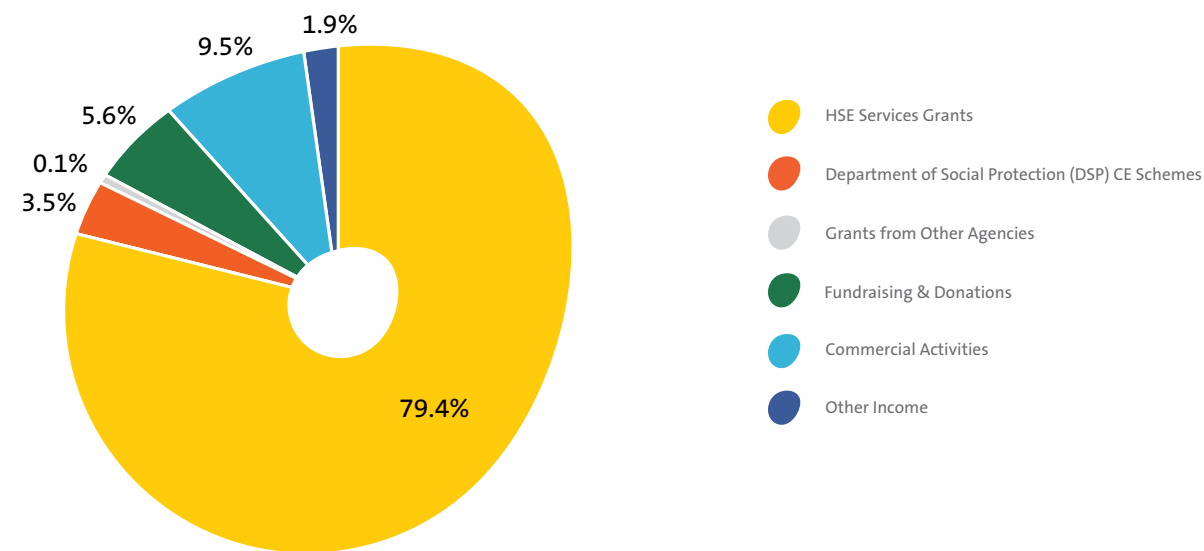
Thanks to all the businesses, schools and community groups who supported our charity shops during the year by running a Bring Back Day and donating their unwanted items.

Amazon Cork / Apple Cork / Avant Card /
Bank of Ireland – Mespil Rd / Beacon Hospital /
Bristol Myers Squibb / Capita Asset services /
CPL Galway / DNG / Dundrum Town Centre /
Ecclesiastical Insurance / Elavon / HSE – Ballycoolin /
Ingersoll Rand / LinkedIn / Lisney / Malt House
(98fm & Spin 103fm) / O'Callaghan Hotels / Oracle /
Origo / Pfizer / Robert Maxwell Recruitment /
Sligo County Council / SSE Airtricity /
St Joseph's Hospital Ennis / Stobart Air /
Twitter / United Drug /

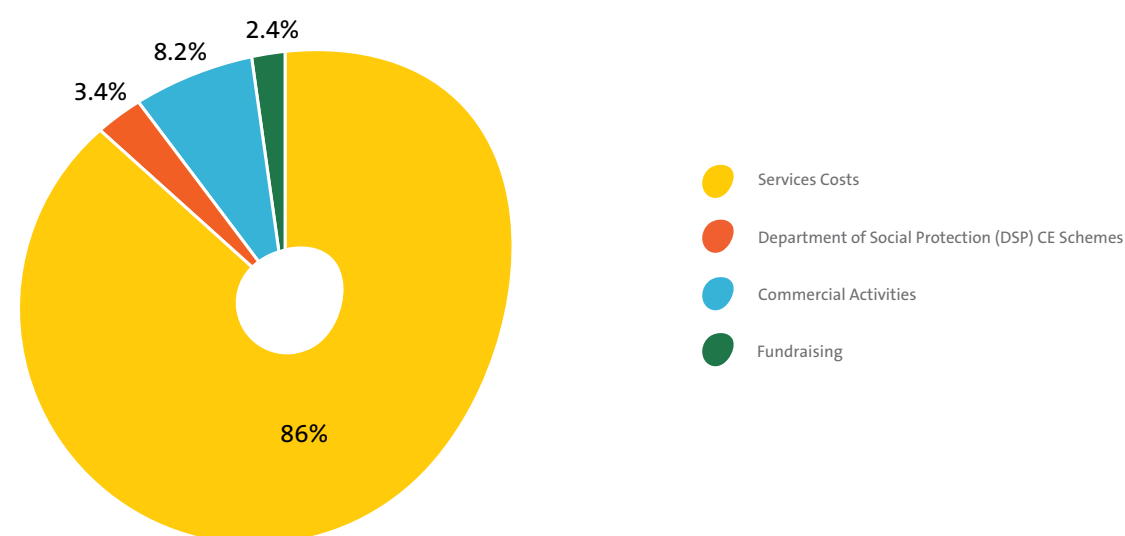
Enable Ireland Income & Costs

Enable Ireland Employee's Salaries

Where our income came from in 2016



How we spent your money in 2016



As required of a Section 39 funded agency, Enable Ireland has, and has always had, regard for Government pay policy and pays salaries to employees 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:-

| | 2016 | 2015 |
|---------------------|-----------|-----------|
| | Number | Number |
| €60,000 - €70,000 | 26 | 20 |
| €70,001 - €80,000 | 10 | 6 |
| €80,001 - €90,000 | 6 | 7 |
| €90,001 - €100,000 | 6 | 6 |
| €100,001 - €110,000 | - | - |
| €110,001 - €120,000 | - | - |
| €120,001 - €130,000 | 2 | 2 |
| €130,001 - €140,000 | - | 1 |
| €140,001 - €150,000 | 1 | 1 |
| Total | 51 | 43 |

Statement of Financial Activities for the Year ended 31st December 2016 (continuing activities)

| | Restricted Capital Fund € | Restricted Services Fund € | Unrestricted Development Fund € | Totals 2016 € | Totals 2015 € |
|---|------------------------------------|-------------------------------------|--|---------------------|---------------------|
| INCOMING RESOURCES | | | | | |
| Incoming Resources from Generated Funds | | | | | |
| Voluntary Income | | | | | |
| Donations | 396,430 | - | 383,007 | 779,437 | 611,672 |
| Activities for generating funds | | | | | |
| Commercial and fundraising | - | - | 6,868,821 | 6,868,821 | 6,735,075 |
| Investment income | - | - | 55,528 | 55,528 | 66,077 |
| Incoming Resources from Charitable Activities | | | | | |
| Health Service Executive grants | 30,000 | 40,193,310 | - | 40,223,310 | 38,521,689 |
| Grants from other agencies | - | 1,813,106 | - | 1,813,106 | 1,917,361 |
| Other income | - | 910,800 | - | 910,800 | 874,762 |
| Other Incoming Resources | | | | | |
| Gain on disposal of fixed assets | - | - | 1,530,687 | 1,530,687 | - |
| Total Incoming Resources | 426,430 | 42,917,216 | 8,838,043 | 52,181,689 | 48,726,636 |
| Resources Expended | | | | | |
| Cost of generating funds: | | | | | |
| Fundraising costs | - | - | 613,332 | 613,332 | 423,971 |
| Commercial division | 35,200 | - | 4,815,005 | 4,850,205 | 4,499,851 |
| Total cost of generating funds | 35,200 | - | 5,428,337 | 5,463,537 | 4,923,822 |
| Charitable Expenditure: | | | | | |
| <i>Costs of activities in furtherance of the charity's objects:</i> | | | | | |
| Disability services | 1,074,803 | 42,395,663 | 474,118 | 43,944,584 | 42,256,971 |
| Management & administration including governance costs | - | 2,164,927 | - | 2,164,927 | 2,173,723 |
| | 1,074,803 | 44,560,590 | 474,118 | 46,109,511 | 44,430,694 |
| Total Resources Expended | 1,110,003 | 44,560,590 | 5,902,455 | 51,573,048 | 49,354,516 |
| Net (Outgoing) / Incoming Resources Before transfers and other recognised gains and losses | | | | | |
| Transfer between funds | (683,573) | (1,643,374) | 2,935,588 | 608,641 | (627,880) |
| | - | 1,643,374 | (1,643,374) | - | - |
| Net (Outgoing)/Incoming Resources Before other recognised gains/losses | (683,573) | - | 1,292,214 | 608,641 | (627,880) |
| Other recognised gains and losses: | | | | | |
| Gain on investments | - | - | 33,211 | 33,211 | 297,311 |
| Net movement in funds | (683,573) | - | 1,325,425 | 641,852 | (330,569) |
| Total funds/(deficits) at beginning of year | 27,409,417 | (12,615,977) | 33,359,181 | 48,152,621 | 48,483,190 |
| Total funds/(deficits) at end of year | 26,725,844 | (12,615,977) | 34,684,606 | 48,794,473 | 48,152,621 |

DIRECTOR: DONAL CASHMAN
DATE: 27/04/2017

DIRECTOR: PATRICK O'TOOLE
DATE: 27/04/2017

Balance Sheet as at 31 December 2016

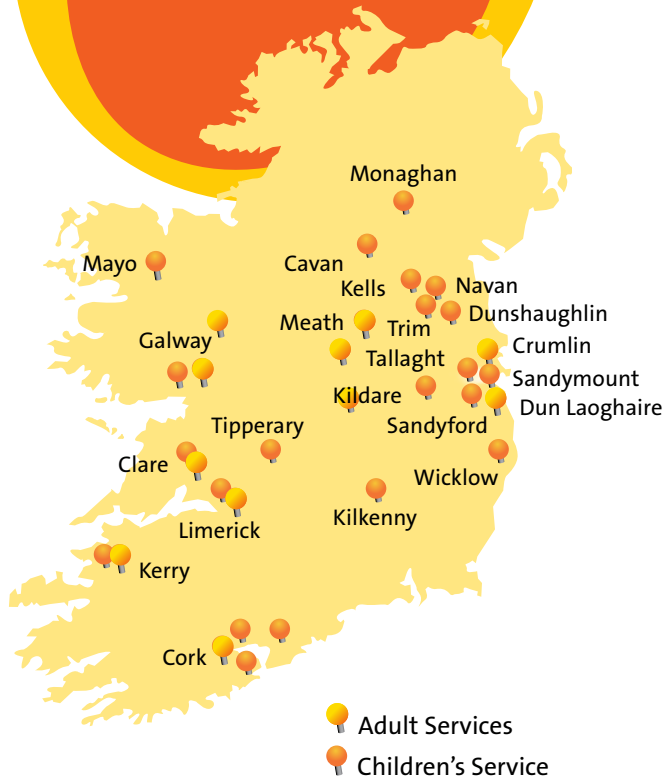
| | 2016 € | 2015 € |
|--|--------------|--------------|
| ASSETS EMPLOYED | | |
| Fixed Assets | 44,826,460 | 44,681,579 |
| Investments | 1,993,198 | 1,959,987 |
| | 46,819,658 | 46,641,566 |
| CURRENT ASSETS | | |
| Stocks | 166,891 | 175,514 |
| Debtors | 3,405,453 | 3,161,672 |
| Cash at bank | 7,533,694 | 7,840,293 |
| | 11,106,038 | 11,177,479 |
| CURRENT LIABILITIES | | |
| Creditors | (4,483,103) | (4,612,165) |
| Creditors Restricted | (226,886) | (243,571) |
| | (4,709,989) | (4,855,736) |
| NET CURRENT ASSETS | 6,396,049 | 6,321,743 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | 53,215,707 | 52,963,309 |
| Creditors: amounts falling due after more than one year | | |
| Long Term Bank Loans | (4,421,234) | (4,810,688) |
| NET ASSETS | 48,794,473 | 48,152,621 |
| FINANCED BY: | | |
| Restricted Services Fund | (12,615,977) | (12,615,977) |
| Restricted Capital Fund | 26,725,844 | 27,409,417 |
| Unrestricted Development Fund | 34,684,606 | 33,359,181 |
| TOTAL FUNDS | 48,794,473 | 48,152,621 |

The directors approved and authorised the financial statements for issue on 27/04/2017.

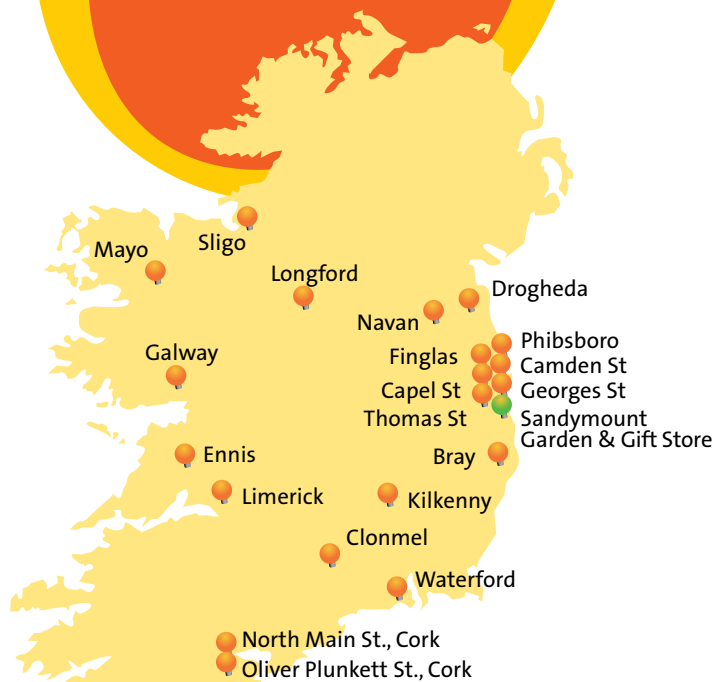
DIRECTOR: DONAL CASHMAN
DATE: 27/04/2017

DIRECTOR: PATRICK O'TOOLE
DATE: 27/04/2017

enable ireland Service Centres



enable ireland Shops & Garden Centre



enable ireland

Disability Services
Life With No Limits

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

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Fax: 353 (0)1 8665222
Email: communications@enableireland.ie
Website: www.enableireland.ie
Registered Charity No: 20006617
CHY No: 4908

Connect with us



Front Cover Images

1. Joan Phelan takes part in the fashion show at the Enable Ireland conference.
2. Mark Halliday having fun at the Galway Children's Services summer camp.
3. Jessica Keegan from Enable Ireland Limerick receiving her certificate from the President of Mary Immaculate College Professor Michael Hayes at the conferring ceremony.