

The logo for Enable Ireland is a circular emblem with a white border. The top half is orange and the bottom half is yellow. The text 'enable ireland' is written in white, lowercase, sans-serif font across the center.

enable
ireland

Disability Services
Life With No Limits



Enable Ireland
Annual Report
2020

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

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-Centredness

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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Chairman's Welcome

I want to acknowledge the incredibly difficult and anxious year that families and individuals using Enable Ireland services faced in 2020. Many of those relying on our services were amongst the most vulnerable to Covid-19 in our society. On behalf of the Board, I extend our deepest sympathies to those who lost loved ones during this time.

Despite the pandemic, Enable Ireland maintained its focus on strong and robust corporate governance, transparency and accountability to best serve the 9,400 children and adults with disabilities and their families using our services. I thank and commend our staff for their dedication, professionalism and commitment to maintaining essential services and finding new and innovative ways of responding to the pandemic, continuing to support children, adults and their families, and keeping our services safe for everyone. In this report you will see many examples of the innovative ways that staff continued to provide supports using technology and kept essential residential, respite, home support and respite services operating throughout the pandemic.

Likewise, our staff in fundraising, our charity shops and warehouse responded with dedication and creativity to find new ways of generating income to continue to raise the funds required to deliver our vital services. We are extremely grateful to all our customers, donors and corporate partners for their continued support during this period.

We began the year working on the Enable Ireland Strategic Plan 2020 – 2024, however we took the decision to set this aside to manage the many

challenges posed by Covid-19. There have been substantial learnings from our response to Covid-19, in particular in new ways of delivering services and extending supports through the use of technology and new opportunities for our commercial and fundraising activities, which we will incorporate into the next Strategic Plan.

On behalf of the Board of Directors, I express my gratitude to the management, staff and volunteers for the immense positivity and outstanding results for the benefit of all those who used our services in the most difficult of times throughout 2020.

On a personal note, it was an absolute privilege and honour to have been appointed Chairman of Enable Ireland in May 2021. I am grateful to my predecessor, Donal Cashman, who did a wonderful job as Chairman for 22 years and, in particular, for his leadership over the last year. Enable Ireland is an impressive organisation that makes a tremendous difference to the lives of children and adults with disabilities and their families and I am very proud to serve as Chairman.

Stephen Haughey
Chairman

643,131
people living in Ireland
have a disability. That is
13.5 per cent or **1 in 7** of the
population. (2016 Census)



We provided
services
from **43**
locations in
15 counties
including
9 respite and
residential centres



Our 196 textile banks recycled over
1,700 tonnes
of donated clothing



Over **700**
volunteers
supported our
charity shops,
fundraising
activities and
services



Over
**9,400 children
and adults**
with disabilities benefited
from our services
during the year



Enable Ireland's Impact at a Glance



1,244
employees
supported the
delivery of
disability services



Over
4,300
donors
supported our
services

91%
of every euro
received was
spent directly on
disability services



22
charity shops
and eBay online
shop raised
valuable funds
for services



2
Garden Centres
& Gift Shops
and online
Garden Centre
raised funds for
services



Expertise in physical
disability, development
delay, autism, developmental
co-ordination difficulties,
speech and language disorder,
global development delay
and intellectual
disabilities.



Enable Ireland's Covid-19 Response

Enable Ireland responded to the Covid-19 pandemic with creativity and flexibility. We continued to deliver essential residential, respite, home support and therapy services. We developed virtual services and invested in technology to deliver innovative resources and supports online to children, adults and their families.

20 March: We continued to deliver essential residential, respite, home support and therapy services to children and adults throughout the pandemic. Our day service centres closed in line with Government guidance. Our residential and respite services remained open throughout the pandemic.



24 March: Our charity shops closed as non-essential retail



We redeployed staff internally to our residential services and supported community living services to enhance the existing teams there.

April: Our Virtual Adult Service pilot began for Dublin Adult Services



We supported the national response to Covid-19 pandemic with some staff redeployed to support the HSE. We loaned accommodation to the HSE for a community assessment hub and contact tracing centres.

We deployed new technology to support remote service delivery including Microsoft Teams to enable assessment, reviews and consultations from home and Attend Anywhere to assist clinicians in using video conferencing during consultations with service owners/users. We deployed over 400 laptops and 200 smart phones to enable staff to work from home securely.

Prior to reopening day services, buildings and equipment were thoroughly cleaned. Policies, procedures and protocols were reviewed to ensure compliance with public health and to promote safety for all. PPE, signage and sanitisation units were provided in all Enable Ireland buildings.



We shared 69 therapy and skills videos and numerous therapy resources for parents on enableireland.ie and YouTube.

We expanded our eBay shop to include gardening products with nationwide delivery services.

1 June: We launched Wheel 100 our virtual fundraising campaign



8 June: Our charity shops reopened with new Covid-19 protocols for the safety of staff and customers and enabled us to receive donations safely and securely.



July onwards: We resumed some on-site day services with the priority being to deliver essential face-to-face services, alongside complying with public health advice and ensuring safety for all.



21 October: Our charity shops close again as non-essential retail



We added 20 new Facebook business pages for individual charity shops and our new garden centre in Limerick to facilitate online sales.

We continued to provide services to children and adults in a blended format, combining remote provision via phone or video link with face-to-face provision, using a combination of environments including home, community, centre based and virtual.

By the end of the year, 170 adults accessed our Virtual Adult Service with over 160 hrs of content weekly



1 December: Charity shops reopen



Olivia Marshall

Impact of Covid-19 on adult service owners

Olivia Marshall is in her forties and lives in Cork. She has attended Enable Ireland Adult Services since she turned 18. For the last two years, Olivia has gone to Enable Ireland's Adult Services Hub in Carrigaline four days a week. That all changed when the Covid-19 pandemic hit in March 2020.

Olivia's mum, Eileen, recalls their experience. "Olivia is very outgoing. She's a people person. She just loves being with people. So when the lockdown happened it was very isolating for her. She couldn't go to the hub in Carrigaline anymore and she really missed that. Then Enable Ireland started up the Virtual Adult Service. Initially I was skeptical and I thought, she'll never get this. But she loved it from day one. The trainers are really excellent and the topics have something for everyone. It's the same people that she knows from Carrigaline and all her friends from the hub are there. She was so delighted to see them on screen.

Now Olivia is back in the hub one day a week and she continues to join the virtual service two or three days a week. It is great to have the mix of both. She's up in the morning waiting for it to come on. All the adults are asked what they want to do on it. It's really designed for them and what they are interested in. Olivia loves chatting to her friends and seeing everyone on

the screen. Sometimes speech can be difficult for Olivia but the fact that the trainers and everyone know her makes it much easier for her to participate in everything. They have every sort of activity – music, cooking, history, art.

For Olivia, the virtual service bridged a huge gap. It introduced a bit of normality again and a reason to get up in the morning. Normality is what saves us in the end. You need that structure to your day that something like this brings. It took the isolation that Olivia felt away and has been so good for her."

Olivia is loving being back in the hub in Carrigaline one day a week, while continuing to take part in the virtual service on the other days.

"I love checking the time table to see what's on. We have lots of fabulous sessions like cooking, quiz, sports and Special Events. But I would have to say Bingo would be my favourite. It has helped me so much to stay connected to everyone."



CEO's Review

2020 was a year like no other in our organisation's 70 year history. Once the Covid-19 pandemic took hold in March 2020, our focus was to maintain and deliver as many services as possible to service users and service owners in a safe environment while adhering to government advice and the restrictions implemented to combat the pandemic. Health and safety became our priority. I am very proud of how our staff responded to the challenges this pandemic posed to the delivery of disability services. They responded with flexibility and creativity and, at all times, putting the needs and the safety of families and individuals relying on our services first.

Our Covid-19 Response

The arrival of the Covid-19 virus to Ireland in spring 2020 resulted in the closure of the majority of our on-site services. We were required to review all of our service provision in the context of the restrictions in place at the various stages and endeavoured to continue to deliver essential services safely to those in greatest need. Staff were redeployed internally to support residential services, respite services and community support. Contingency plans were put in place to ensure that adult service owners, children and families were supported, with a different model of service where this was possible.

Despite the challenges brought about by Covid-19 throughout 2020, residential, respite and home support services were maintained. Respite, at reduced capacity, was offered to those with high priority needs. Community and home support was offered to adults who would normally attend Day Centres. All Service Centres were provided with PPE for staff and measures were put in place to adhere to Government guidelines as these changed and developed throughout the year.

Remote delivery of services continued to be a feature of our services during 2020, combined with individual face-to-face sessions where possible.

We were proud to be part of a national effort, led by the Health Service Executive (HSE) to meet the challenges of the pandemic, both within our own services and across the broader health sector. Staff

were redeployed to assist the efforts in Nursing Homes and Covid-19 testing centres. We also made some of our premises available for use as testing centres.

We were grateful that our regular funding support from the HSE was maintained throughout the year. Additional HSE funding was received for minor capital works, transport and technology in order to facilitate adherence to Covid-19 regulations and compliance with public health guidelines.

Virtual Service and TeleHealth Initiatives

Our IT capabilities were sufficiently mature to enable staff to remotely deliver healthcare services, with further enhancements made during the year including the deployment of laptops and smart phones and new software like Microsoft Teams and Attend Anywhere. We upgraded our IT infrastructure to allow staff working remotely to securely access company systems and data using personal computing devices from home. This was critical to ensure staff could continue to work remotely and support service users and service owners.

A number of new initiatives were introduced across the country to manage the changing service needs in line with Covid-19. This included the development of a virtual service for adults and the introduction of telehealth in Children's Services. In addition to this, therapists and clinical staff developed nearly 70 videos and numerous online resources across all therapy areas. These were shared with parents directly and



John O'Sullivan, Imelda Delamere, Enable Ireland Adult Service Owner, and Cathriona Hallahan, MD Microsoft Ireland, at the 20th anniversary celebration of Microsoft's partnership with Enable Ireland in February 2020.

on Enable Ireland's YouTube channel and website. The content was tailored especially for parents and caregivers to enable them to keep up to date with physiotherapy exercises, speech and language activities or occupational therapy routines.

The success of technology in providing clinical and social supports has been one of the positive outcomes in recent months. Staff have excelled in creating a range of innovative resources for service users and families.

Health & Safety Priority

Risk assessments and Health & Safety policies and procedures were reviewed on an ongoing basis in every frontline service and updated procedures were put in place following the National Public Health Emergency Team (NPHE) and the HSE advice. During October, we unfortunately had our first experiences of both service owners and staff testing positive for Covid-19. The considerable work we had put into health and safety and Covid-19 protocols meant that these situations were managed appropriately and outbreaks were contained quickly. As an organisation, we gained significant learning from these experiences and protocols and guidance were updated for managers to support them in dealing with confirmed or suspected cases of Covid-19.

Supporting National Policies

Enable Ireland continued to work in close collaboration with the HSE and other partners on the roll-out of the Progressing Disability Services

for Children and Young People (PDS) initiative. This involved planning for implementation of the significant change process for children, families and staff in each local area. Enable Ireland was confirmed as Lead Agency in 20 Children's Disability Network Teams (CDNT). The appointment of the Children's Disability Network Managers (CDNM) commenced and 17 of the 20 were in post at the year end.

In Adult Services, we continued to explore opportunities for development of hubs and for opportunities for community inclusion and integration in line with the principals and standards of the New Directions National Policy.

Investing in the Future for Services

Notwithstanding the pandemic, we continued to invest in new developments to meet the growing demand for our services. Our community-living development at Bailis in Navan had a celebration at the start of the year to recognise its 10th anniversary. The service is a great example of a partnership approach to a community residential response by the HSE, Cheshire Ireland and Enable Ireland working together. In early 2020, we completed the purchase of the apartment that we had previously been renting within the complex to deliver that service.

We made progress on planning for the relocation of Harbour Lights, our residential house for adults in Cork, with a possible site identified for a new build. We completed the work on the changing room extension at Sandymount Pool in Dublin, as planned; however,



Sheila Moran, Speech and Language Therapist in Enable Ireland Galway Services, worked on social skills with children who attend the service via secure video link. The aim of the group sessions was to practice good listening skills, asking questions, making comments and staying on topic. This is an example of our blended approach to service delivery during the Covid-19 pandemic.

additional work was required to improve the original pool area. Unfortunately, building restrictions during 2020 caused the additional work to stall.

Fundraising and Commercial activity

In order to maintain the level of services which we deliver, we must continue to raise income from our Commercial Division and fundraising activities. This additional income is necessary to deal with the shortfall between the income received from the HSE and other agencies to fund the services versus the cost of running these services every year. After a promising start to the year, Covid-19 brought with it immense challenges for the Fundraising Department. From March, all in-person fundraising activities had to be cancelled (including long-standing, successful annual events). The team responded to the challenges with a proactive and innovative approach and created exciting virtual fundraising activities. New campaigns launched during the year included the inclusive 'Wheel 100 Campaign', the 'Wild Atlantic Art Sale', 'Jewellery Sale' conducted via Enable Ireland's online eBay shop and the 'Win A House Cork' campaign raffle.

We also had continued success in growing relationships with new and existing corporate partners which helped to make up for some of the lost income from local and regional events. New partnerships included Applegreen PLC who raised over €123,000 to support our services during 2020. We were also selected as 2020 charity partner by Peter Mark Hair Salons, and their annual Petermarkathon campaign raised over €40,000 to support services for families during Covid-19. We were delighted to receive a grant of €95,000 from "RTE Does Comic Relief" to support the development of our new Virtual Adult Service across the organisation.

Our long standing corporate partner, TK Maxx, remained a vital stream of quality clothing donations and financial support for Enable Ireland. Fortunately, our February 2020 till donation campaign with TK Maxx was able to take place, raising nearly €120,000 in cash donations and fundraising. We are incredibly grateful to the TK Maxx and Homesense associates for their continued support in what were very difficult trading circumstances for them in 2020.

Despite the impact of two lockdowns and ongoing Covid-19 restrictions in retail, we did achieve a profit in our Commercial Division for the end of year through cost-reduction, renegotiated shop rents and availing of State pandemic supports. We opened two new shops, in Gorey and Mullingar. In what has turned out to be an extremely beneficial decision, we had launched Enable Ireland's eBay online charity shop with the support of the eBay team in December 2019. Having an established outlet to sell to customers online during this pandemic when our high street shops were closed was invaluable.

Urgent Funding Crisis for Disability Sector

The Covid-19 threat to our future funding comes on top of an already severely underfunded disability services sector as a result of the severe cuts in public spending which followed the last economic crisis of 2008 onwards. These funding cuts combined with the unfunded costs of meeting Health Information and Quality Authority (HIQA) standards introduced from 2016 onwards, as well as the unfunded costs of increased compliance and regulation, has resulted in a crisis affecting Enable Ireland and others in the sector which has become so critical that it raises the question of the future sustainability of the sector and the services we provide. Together with other member organisation in the National Disability Services

Association (NDSA) we have campaigned throughout the year for immediate financial support for disability services and to agree a new funding model and relationship between our sector and our funders. We welcomed the restoration of the 1% budget cut and the HSE report on the Funding Crisis in the Disability Sector and look forward to engaging with the HSE and Government Departments in addressing the gaps in funding in order to give some stability to the sector.

Pay Parity for Enable Ireland staff

Pay parity for Section 39-funded organisations like Enable Ireland continued to be an urgent issue. While pay cuts implemented during the austerity years have been partly restored to our staff, they have not been restored in full and do not include the pension element. This issue not only adds to the financial challenges we face, but it is a serious hindrance to retaining trained, highly qualified staff and our ability to recruit new staff. All of this impacts on our ability to continue to deliver quality services to individuals and families. During the year, I had the opportunity to raise this issue with our funders, the HSE, and the Minister for Health seeking an assurance that pay parity between staff in Section 39-funded and Section 38-funded organisations will be implemented in recognition of the equal work being done by staff in both sets of organisations.

I am extremely proud of how our organisation has managed during what was an unprecedented and difficult time over the past year. I am extremely grateful to the adult service owners, children and their families, who worked in partnership with us throughout this pandemic. Your support and flexibility in adapting to new ways of receiving services has been critical to enabling services to continue. Adult service owners in particular have demonstrated through the Virtual Adult Service a new approach to designing and managing their own services with staff. Despite the challenges of the past year, these developments have been extremely positive and will guide future development of services.

John O'Sullivan
Chief Executive

Sean Keightley attending an Orthotics appointment at our Children's Services in Kildare.



Children's Services Review

In 2020, we provided assessment, therapy and support services to 8,695 children and their families in centre and community-based settings in 15 counties throughout Ireland.

In line with the objectives of the organisation, we provided comprehensive assessment, therapeutic and clinical intervention to children with disabilities. We worked in partnership with families to support children using our services to achieve maximum independence, choice and inclusion in their communities. We achieved this by offering a range of services and supports of the highest quality, in line with the needs and wishes of children and families and within the resources available.

Our services were delivered by interdisciplinary teams and included:

Clinical Assessment
Medical Consultancy
Speech and Language Therapy
Physiotherapy
Occupational Therapy
Psychology
Social Work
Assistive Technology
Nursing
Seating
Orthotics
Preschools
Primary and Secondary Education Supports
Residential and Respite
Family Support Services



2 year old Scott Molloy completing his Wheel 100 challenge! Margaret, Scott's Mum, explains why they took part:

“Scott was born with Spina Bifida and Hydrocephalus. He has been attending Enable Ireland Arklow since he was a few weeks old. The support we receive from them is just amazing and we, as a family, would be lost without them. So, to give a little back, we decided to take part in the ‘Wheel 100 Challenge’, where Scott wheeled 100 laps of our house in his wheelchair and enjoyed every second of it.”

We provided Children's Services from service centres as well as in the community, school and home settings.

The Covid-19 pandemic significantly impacted the delivery of Children's Services. During the first lockdown, beginning in March 2020, on-site clinical/therapy services to children were significantly reduced with face-to-face intervention only taking place for those with emergency needs. Respite services for children remained open for those who were deemed as very high priority and very strict protocols were

Zach O'Neill from Greystones, Co. Wicklow. Zach is one of the many service users and families who took part in the 'Wheel 100 Challenge'. According to his Mum, Adele, he learned to push himself further than ever before and loved the independence it brought.



implemented to sustain this in a manner that was safe for everyone. Home support and PA services for children and families continued for those in greatest need and were delivered in line with public health advice at the time.

With staff working remotely, we implemented some very positive initiatives in telehealth and services were delivered remotely with the use of video and telephone contact. In particular, we received positive feedback from parents on our use of our skills and therapy video library especially around the flexibility of when videos can be watched and also that they can be shared with other family members so everyone has a better understanding. Other initiatives delivered remotely included school readiness programmes, a secondary school transition project, a Lámh pilot programme, individual home therapy programmes, home support programmes, social stories to support children during Covid-19, workshops for parents of children who are transitioning to secondary school, and resources and supports for parents on stress and coping. We established toy libraries for children to have access to specific toys needed to complete home programmes and play therapy packs were delivered to families to support home programmes.

From mid-July, Children's Service Centres began a phased reopening of buildings and increase in delivery of face-to-face interventions. Telehealth individual and group sessions continued for the remainder of the year. All children had a key worker/point of contact who kept in touch with them even if they were not getting individual sessions during this time.

Our Family Support Services continued where families were happy to do so and during the year we put in

place new packages of support, at the request of the HSE, to support families in crisis.

As services reopened, the numbers of therapy sessions per day was reduced from pre-Covid-19 levels, due to the need to ensure social distancing, adhere to guidelines on capacity in rooms and buildings, and comply with infection control policies in respect of cleaning and sanitisation of rooms between sessions.

An important feature of work during the year was risk assessments which were undertaken and reviewed on an ongoing basis for specific service user issues to determine best responses to meet the needs of children, balanced with complying with public health advice.

Assessment of Need (AON) Project

In 2020, a small number of new posts were allocated to Enable Ireland as part of the national development posts made available to address waitlists for AON and Autism Spectrum Disorder (ASD). The HSE asked Enable Ireland to prioritise and support the AON process in order to clear existing wait lists in different parts of the country. In Cork, Enable Ireland was contracted to complete all of the AON assessments and we employed a dedicated team for a fixed term to complete this project. In Wicklow, we undertook to complete 70 AONs by December 2020. In Dublin, Kildare and Meath Services we also undertook the completion of AONs by year end. These projects were completed through a combination of internal staff redeployment, private providers, staff overtime and identifying staff from existing teams to complete AONs.

Luca Pezzillo

on life as a teenage wheelchair user



“Hello, my name is Luca and I would like to tell you what it is like to be a teenage wheelchair user in 2020. I am 17 years old and going into 6th year at Presentation College Bray. When I’m in school, I typically use a motorised wheelchair. This is a great tool as it gives me a huge amount of independence to get me from A to B without the need for any assistance. I would also like to talk about the challenges I may face daily as a wheelchair user, such as inaccessible footpaths and narrow doors all the way to people being generally uneducated about disability as a whole.

Sometimes, I feel people can get very awkward around a person who uses a wheelchair. One of the main reasons for this is the height difference between me who is sitting in the chair and the other person who is most likely standing. This usually causes the other person to come down to my level either by bending over or by completely squatting down. Although I do understand this is done out of respect, it can sometimes come across as patronising to the person using the chair. I feel a more appropriate approach might be to stay in the same position and just look down slightly, this way is more natural and there is no awkwardness involved.

Another thing that I feel people get confused about often is helping a person in a wheelchair either by opening a door or grabbing something from a high shelf. Of course, you should ask first but that kind of help is always welcomed.

When I’m in school, I have an SNA to help me with daily tasks. This person helps me in between classes such as getting books from my locker or giving me assistance on school trips and class retreats. Once a month, I go to Silverpines, which is respite for young people with disabilities. When I’m attending, we often go shopping or to the cinema to catch a film. I enjoy this because we are treated like normal teenagers, not just people who need extra care. Many of the buildings we go to are fairly new and easily accessible

but older buildings are a different story. They are often impossible to access as they have steps all over the place and the accessible entrances are at the back or hidden in some way. Also, when I am out I often come across people parking carelessly and blocking footpaths and access to footpaths. This makes it very dangerous for wheelchair users as we have to go onto the road into traffic to get around the parked cars.

When I took part in transition year in school, I felt it was not very inclusive for people with physical disabilities as most of the trips away involved physical activities such as paddle boarding and mountain biking. That gave me the idea to spread disability awareness in an interactive way in my school. My plan was each day for a week, three of my teachers would have to use a wheelchair for a whole working day - this way they would face the challenges I face on a daily basis. The whole school got interested in this and the week was a lot of fun. Everyone learned a lot about wheelchair access and understood that there are challenges that they never even thought of.

All in all, I think that things are improving but there is still work to do both in educating people about disability and in changing the environment to make it more accessible.”

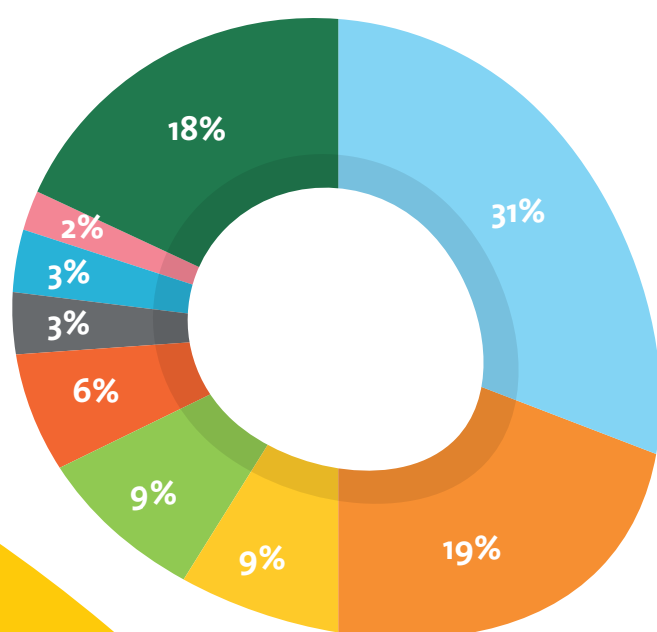
Progressing Disability Services Review

Progressing Disability Services for Children and Young People (PDS) 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.

As a voluntary organisation funded by the HSE, we worked with other voluntary agencies and the HSE to continue preparations for the delivery of this new model of service across the country. Under the PDS model, services are provided by Children's Disability Network Teams (CDNT) made up of a mix of voluntary agencies (like Enable Ireland) and HSE staff, depending on the geographic area. Some of our children's services teams already deliver services under the PDS model and in other areas we continued planning for implementation of the significant change process for children, families and staff in each local area. In 2020, we were confirmed as Lead Agency in 20 CDNT. We began with the appointment of the Children's Disability Network Managers (CDNM) and by the end of the year 17 of the 20 were in post.

Our IT Team continued to work with the HSE on the development of the National Children's Disability Information Management System (MIS) that will be deployed to all service providers that deliver services under PDS. In particular, we worked to support the HSE on the procurement of the new system, to ensure that the new system will continue to meet Enable Ireland's needs and to simplify the process to migrate to the new system thereby minimising the impact on local services. The procurement of the new system has begun and all PDS teams are expected to migrate to the system in Q4 2021.

Our managers in Children's Services continued to review current policies to ensure they are in line with national PDS policies, with a view to all services completing their transition to operating under the PDS model in 2021.



Count of Primary Diagnosis

Historically, we developed expertise in the area of primary physical disability and developmental delay. Under PDS, our expertise has expanded to include working with children with a range of disabilities. This chart reflects the primary diagnosis of children accessing our services in 2020, where a diagnosis was recorded.

- Autistic Spectrum Disorder
- Cerebral Palsy
- Developmental Coordination Disorder
- Down Syndrome
- Spina Bifida
- Developmental Delay
- Premature
- Global Developmental Delay
- No Confirmed Diagnosis

Residential and Respite Services Review



Covid-19 issues dominated all Enable Ireland services but particularly so for our designated residential and respite centres under the Health Information and Quality Authority (HIQA) regulation. Residents, respite users and staff all had to adapt to vastly different work practices and protocols, the use of PPE and isolation where required and the grouping of teams across services.

Staff, residents and respite users all adapted to this new reality and staff continued to work on site from the start of the first pandemic wave in March 2020. Engagement with HIQA continued with each Person in Charge (PIC) holding weekly phone calls to update their case-holder inspector on the standard of quality and care in their respective designated centres.

Regular HIQA inspections and internal inspections continued throughout the year and centres passed successfully with few substantial compliance issues. In September, HIQA introduced an extensive Infection, Prevention and Control Framework for all designated centres, including self-assessment and a quality improvement plan. This was also included as part of the internal inspection process in the latter half of 2020.

The number of children and adults wishing to avail of respite services increased over the course of the

year. With existing capacity limited due to Covid-19 protocols, this is an area where demand is greater than the available places. During the year, we also commenced work to prepare our new Children's Respite Services in Curraheen, Cork for registration. This will be a much needed respite service for children in the area.

PPE Appeal Thank You

In the early months of the pandemic, we ran an appeal for suppliers to donate excess PPE that they might have. We were very grateful to all these companies and organisations who donated much needed PPE to support our essential services. Thank you to Boston Scientific, Clonakilty Distillery, Cork City Council and Lord Mayor, Cork Motor Cycle Club - Brava Charlie Tango, Eli Lilly, Hovione, Janssen, Lynoslif, Mergon Group, Portwest, University College Dublin and We Got You UK.

Top: Residents of St. Laurence Cheshire Home in Cork got a special visit from the Lord Mayor of Cork, Dr. John Sheehan to deliver 1,000 face masks to the centre on National Workplace Wellbeing Day.

Left: The staff and residents at Rathmore House in Wicklow, where we provide respite for adults, were delighted with the arrival of a brand new bus. Rathmore House has been specifically designed to cater for people with physical disabilities and it provides adults who attend our services with the opportunity to avail of short holiday breaks.





The O'Meara Family and Enable Ireland's Teach Saoirse

“Christopher was born 18 years ago with Down Syndrome. He was always a very happy, lovable content child with extra needs. The older he got the more concerned we were with some of his behaviours. We got him professionally assessed when he was 8 years old and he was subsequently diagnosed to be on the Autistic spectrum.

It was a very difficult time for us as it opened up a lot more anxiety and stress about his extra needs and where to go for appropriate supports. His Aunty works for Enable Ireland and she encouraged us to make an appointment with Debbie, the manager, to discuss services. So that's what we did and we haven't looked back since.

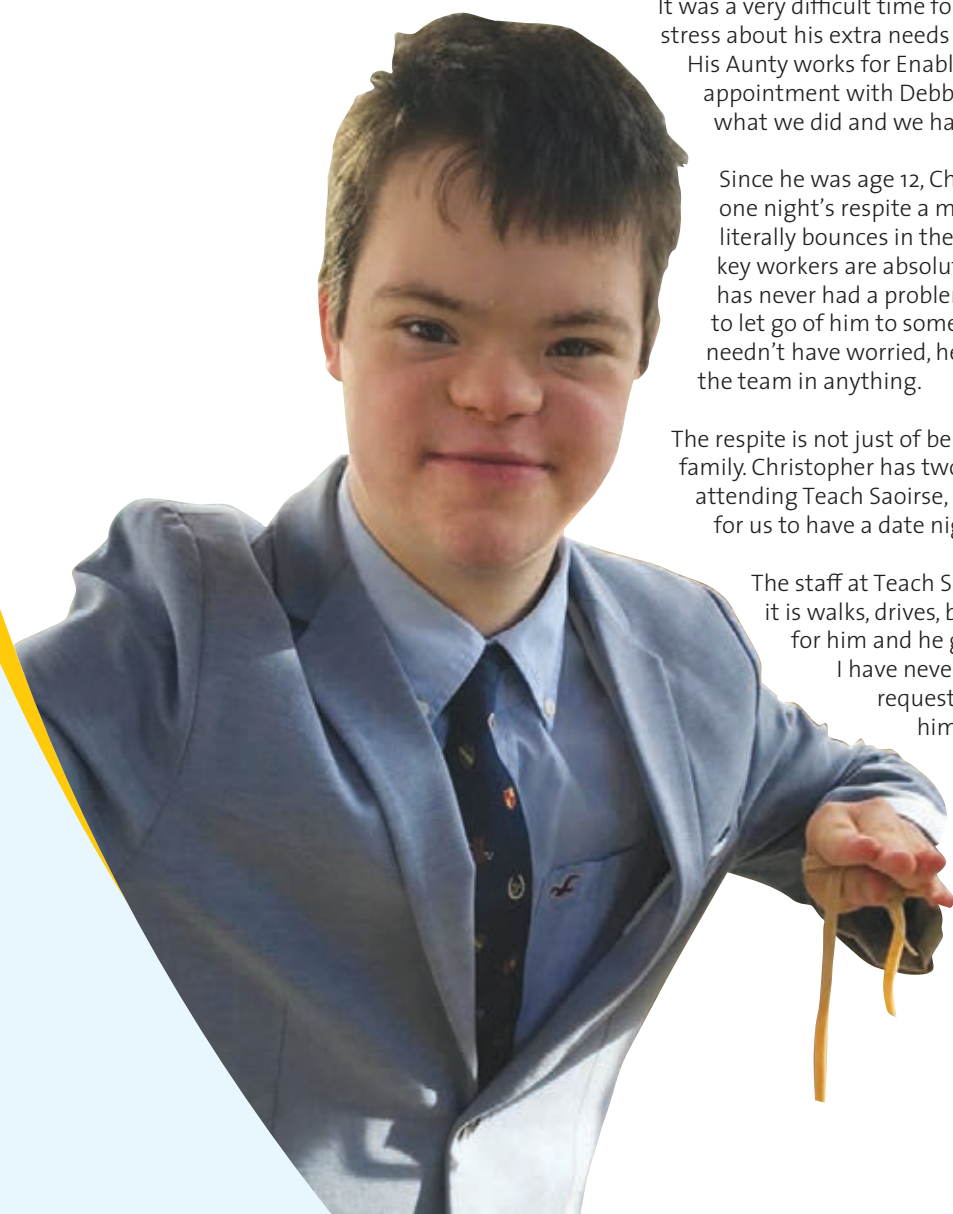
Since he was age 12, Christopher has gone to Teach Saoirse for one night's respite a month. He absolutely loves going and he literally bounces in the door each time. The manager and all the key workers are absolutely amazing. From his first night there he has never had a problem staying over. Initially, it was difficult for us to let go of him to someone else to look after his care and needs. We needn't have worried, he is so well looked after and we can't fault the team in anything.

The respite is not just of benefit to Christopher, it benefits the whole family. Christopher has two sisters, Alice and Elizabeth. With him attending Teach Saoirse, it is our time to do something with them or for us to have a date night.

The staff at Teach Saoirse do lots of activities with him whether it is walks, drives, bowling or cinema. It is great independence for him and he gets fed the food he likes or a takeaway.

I have never had a “no” from the team on any of his requests. All the key workers take such good care of him, it's like being at home. We can relax when he is there and it is a win-win for everybody in our family. Christopher is a character and he is full of laughter so he brings a lot to Teach Saoirse. Having access to somewhere like Teach Saoirse has definitely made our lives and Christopher's a lot easier.”

Teach Saoirse is Enable Ireland's Respite Centre for children in Nenagh, Co. Tipperary



Adult Services Review



In 2020, we provided services to 402 adults in eight counties. We provided centre and hub based services to adults in Cork, Dublin, Kerry, Clare and Limerick, a Personal Assistant (PA) based service to adults in Galway and Mayo and a community living service for adults in Meath.

For adults, we delivered a person-centred service, our goal being to support all adults to live a fulfilled life according to their personal needs, wishes and aspirations. Specific services offered to adults included:

Training	Respite and residential services
Individual advocacy	Transport
Supported living	PA service
Supported housing	Assistive Technology
Supported employment	Sports and leisure opportunities
Work sampling	

New Directions

In line with New Directions, the HSE's national policy for adult services, we continued to develop new hubs during the year. The establishment of hubs represents a new approach to day services for adults, where smaller locations are chosen to enable individuals to be an integral part of their community. During the year, we developed new hubs in Rathkeale, Co. Limerick and in Ballincollig, Co. Cork. These locations added to our existing hubs established in Rialto (Dublin), Castleconnel (Limerick), Nenagh (Tipperary), Carrigaline and Mallow (Cork). At the end of the year, we had 5 hubs for adult services and 9 day centres.

Covid-19 significantly impacted the delivery of adult services nationally during the year. The Virtual Adult Service we developed became a life-line for service owners who could not attend their day centres due to capacity regulations and for those who were too vulnerable to attend. We continued to provide residential services throughout the lockdown

period with support from staff re-deployed from day and clinical services. We also continued to provide respite services throughout the lockdown for a limited number of service owners who were deemed very high priority. For those who attended respite, activities included movie nights, gardening and arts and crafts. Staff members supported service owners cocooning at home to collect shopping or medication as needed.

With day services and hubs reopened from mid-July onwards, adults continued to receive a mix of face-to-face and virtual supports for the remainder of the year.

Top: Services around the country took part in the national Make Way Day campaign in September to highlight the dangers of placing obstacles, or parking, on the footpath.

Bottom: Cillian McSweeney attends Enable Ireland services in Little Island, Cork. Cillian is part of a band based in Cork called Athrú Collective. Earlier this year, whilst in lockdown, he co-wrote and recorded an amazing song called "Don't Give Up" which is a tribute to the frontline healthcare workers who keep us safe throughout Covid-19.



Enable Ireland Virtual Adult Service

On 20 March 2020, we had to close our Adult Service Centres as a response to Covid-19. These centres provided vital supports to the adults with disabilities who attend there, in many cases, every day. For many adult with disabilities, the centres were their connection to their community and provided opportunity to participate in training, personal development and socialise with friends. Without the centres, many adults were facing weeks of isolation and loneliness.

Very quickly, staff in Enable Ireland Adult Services got together with volunteers from Microsoft Ireland to see how we could virtually reopen Enable Ireland Adult Services. In a few short weeks, using technology we opened up a virtual community centre for these adults. This enabled them to engage with activities at their local service centre from the comfort and safety of their own home.

The service was initially piloted in Dublin in April 2020 for adults accessing Enable Ireland's day, residential and respite services. It was hugely successful and by the end of the year, the service had been extended to the rest of the country where we provide Adult Services, including Tipperary, Clare, Limerick, Cork and Kerry. One year on, over 170 adult service owners access the virtual service and over 160 hours of services are delivered via the platform every week.

The programme of activities is selected and in many cases run by adult service owners themselves and reflect their interests. Daily and weekly timetables of activities include everything from yoga, art, Zumba, bingo, physiotherapy, quizzes, theatre to cooking. The creativity knows no end!

The reaction from adult service owners has been overwhelmingly positive

"It makes the day go so much quicker. You can see the joy it brings to everyone when you are online, it's brilliant. I am getting to meet people from other centres for the first time. I am doing activities I wouldn't usually do. Even when this (pandemic) ends this virtual service should continue as part of our service."
– Adult Service Owner Dublin

"I love checking the timetable to see what's on. We have lots of fabulous sessions like cooking, quiz, sports and Special Events. But I would have to say Bingo would be my favourite. It has helped me so much to stay connected to everyone." – Adult Service Owner Cork

"The Virtual Adult Service has been brilliant. It's helped to keep me going this last year. We've built a community and you can really get to know people. I feel like I've a bigger group of contacts now because of it. It's opened up new opportunities to me, like hosting my own chat show." – Adult Service Owner Limerick

Mikey O'Doherty

on Enable Ireland Mid-West Virtual Adult Service

Mikey O'Doherty is in his twenties from Limerick and half way through a degree in History and English with Mary Immaculate College. He also attends Enable Ireland Adult Services in Quinn's Cross, Limerick and has been using their Virtual Adult Service throughout the Covid-19 pandemic. As part of the service, Mikey runs a weekly show called 'Questions with Mikey' where he interviews inspirational guests on their experiences, passions and the big questions in life, all in his very own relaxed conversational style.

"It's been a hard year. We've all had to adapt and come up with new ideas of what we can do to fill our time. I've been lucky that I have my studies and I have been able to get into some classes in college too. It's been challenging but I tell myself if other people can do it, then I can too. Enable Ireland has been a great help to me during this year.

My show is all about positivity and blocking out the Covid negativity and bringing hope to people. I do it at 11am on Friday, so it can set you up in a positive mood for the weekend.

The Virtual Adult Service has been brilliant. It's helped to keep me going this last year. We've built a community and you can really get to know people. I feel like I've a bigger group of contacts now because of it. It's opened up new opportunities to me, like hosting my own chat show. I still love coming into the centre in Quinn's Cross. If I am having a bad day at college I know I can just drop in for a cup of coffee. All the staff here are brilliant.

I've big plans. I want to be the next Tommy Tiernan! Once Covid is over, I would love to hold my own show in the Enable Ireland centre in front of a live audience to go along with the virtual show. It will be great to be able to sit across from my guests when I interview them."



National Assistive Technology Training Service Review

Our National Assistive Technology Training Service responded to the rapid and ongoing challenges of Covid-19 in a range of innovative ways. Covid-19 has amplified the importance of technology in all our lives. It has placed accessible and assistive technologies front and centre across all domains: health, education, employment and independent living. We will continue to work with key partners to ensure that the gains made during this historic time can be consolidated so that more people who need Assistive Technology (AT) can get it in a timely manner. Advocating for a national AT ecosystem will continue to be a central tenet of what we work towards in the year ahead.



In March 2020, we moved our Foundations in Assistive Technology course (accredited by Technological University Dublin) online just as our centres were closing. It was a steep learning curve for students and AT Team members alike, but to our surprise and great relief, the online environment proved a very successful space in which to share learning, and offered us the opportunity to expand our panel of Expert AT Users who were guest presenters, since geography or transport were no longer barriers to their participation.

Such was the success of this model that in September 2020, we were contracted by Qatar's National Assistive Technology Service, MADA, to deliver this Foundations Course to a cohort of 25 participants working in health and education. Again, online learning proved both inclusive and expansive, and enabled us to widen our reach internationally.

Another example of innovative responses to the pandemic was the establishment of the Virtual Adult Service across Adult Services nationally. The National Assistive Technology Training Service played a central role in designing this online service, in partnership with Adult Services in CHO 6 and CHO7 (Sandyford and Dun Laoghaire) and with Microsoft Ireland, whose commitment to supporting Enable Ireland was immense, and whose clear vision proved essential to the initial vision for and project management of this transformational change project. The essence of the virtual service was captured in a short video which can be viewed on www.enableireland.ie/VirtualService. We were delighted to secure funding through the Community Foundation for Ireland in December 2020

to further develop our virtual service in 2021, with a view to ensuring its sustainability in the long-term.

2020 also saw us rapidly expanding our work with FreedomTech, in partnership with the Disability Federation of Ireland and our sponsors, Sight & Sound Technology Ireland. In April we hosted four online Community Hub for Assistive Technology (CHAT) events, supporting what has become a vibrant national Assistive Technology Network nationally, with over 100 member organisations. Average attendance at these events was over 80, with many participants attending all of these events, where the primary focus was on identifying and sharing effective strategies to support people with disabilities through accessible online services during the pandemic.

We launched a new video series, Me & My AT, where AT users of all ages shared their own tips on how to make the most of accessible and assistive technology to live their lives. This has proven to be a popular and powerful strategy in empowering AT users to be their own self-advocates. The videos can be viewed on www.freedomtech.ie.

Our self-advocacy programme was strengthened through the delivery of our third AdvoTech School, hosted by the Irish Human Rights & Equality Commission. Participants included adult service owners from across our Dublin Services, and led to, among other achievements, the first national vote by adults who chose to adopt the term 'Service Owner' instead of service user to describe their relationship to Enable Ireland. A further Advotech series of sessions was developed, based on the learning from this 2020



Left: *Laura Dempsey attends Adult Services in Crumlin and in December, with the support of a Microsoft volunteer, launched two songs on a number of streaming services that she recorded during lockdown. Laura is visually impaired, and uses JAWS, a computer screen reader programme, to write her lyrics. The whole project was completed virtually with Laura meeting fellow musicians once a week using Microsoft Teams technology.*

course, specifically designed for members of the National Service Owners Council, for delivery in 2021.

Although our AT loan library was initially suspended in March 2020, it resumed operation in summer and by year end, had delivered as many loans as in 2019. The demand for the AT Loan Library continues to grow and is proving to be a central feature of support to therapists supporting children within the Progressing Disability Services transformational change programme.

Our blog, [ATandMe.com](https://www.atandme.com) continued to extend its reach, with increased interest from the U.K, U.S.A. and Russia. Our partnership activities also expanded, with a keynote address at Malta's first national AT webinar and at Sight & Sound's annual AT Ready webinar, as well as a role on the steering group of ADVANCE CRT, a cross-university consortium promoting e- research in advanced networks for sustainable societies.

We continued to provide AT assessment supports to all staff nationally, across Children's and Adult Services, as well as technical support for those who required more technology-specific advice.

SeatTech Special Seating Service Review



Enable Ireland SeatTech is a leading national provider of special seating services in Ireland. Seating services are provided on-site in our Sandymount campus, and also on an outreach basis to centres in Dublin, Wicklow, Kildare and Kerry.

The SeatTech team works in partnership with the people who access our service to assess, select, and provide the most appropriate wheeled mobility and associated custom seating equipment to meet their particular needs. Where necessary, we manufacture the seating equipment on-site in Sandymount, and supply it in conjunction with a wheelchair funded by the HSE.

The nature of the service provided by SeatTech – assessment for and fitting of complex supportive seating equipment – necessitates direct and close contact between the clinician and the recipient of the service. The imposition of the first Covid-19 lockdown, in March 2020, had serious implications for our provision of services. While frontline service provision

was temporarily suspended, SeatTech continued to deliver emergency Priority 1 appointments to people with urgent & complex needs throughout the lockdowns. Each appointment was individually risk-assessed, and full PPE and decontamination measures were in place from the start.

Throughout the first lockdown, work continued in the background on the preparation of seating systems. We managed this through a mix of on-site workstreams ('bubbles') and working from home-based technical workshops. When neither was possible, staff were redeployed to assist with tasks in other areas of the organisation. As understanding of the Covid-19 phenomenon grew and the country gradually reopened through the summer of 2020, SeatTech adapted services again, and increased the rate of service provision accordingly. Focus shifted towards one of completing as much manufacturing work as possible at each clinical intervention in order to minimise the number of return visits necessary for people. As a result, 209 people were allocated

235 appointments and 150 systems were issued. Productivity for the 2020, as measured by income, stood at 81% of the average of the previous ten years: a significant achievement in the face of considerable public health restrictions.

Remote working was possible, thanks to a robust IT infrastructure and a high degree of flexibility on the part of SeatTech team members. Not surprisingly, remote working necessitated innovation and adaptation on behalf of all SeatTech team members. It also presented new opportunities for innovation and collaboration. Extensive use has been made of online platforms for enhanced communication and training opportunities throughout the year. While MS Teams has been particularly useful for departmental and working group meetings, an unexpected development has been the ability to undertake aspects of seating interventions with one or more staff members participating remotely. Specifically, clinical triage of new referrals has been possible online. In some cases, referrals progressed from assessment through to prescription without the need to travel to SeatTech, while in other cases the remote assessment determined that there was a requirement for face-to-face intervention. This approach has been particularly useful for remote or outreach clinics, where one or more SeatTech team members have been able to deliver a service to a person located in a different county, without the need for either party to travel the considerable distances ordinarily required.

Other accomplishments in 2020 include:

- Progress on the research into the potential for 3D printing of custom contoured wheelchair seating cushions.
- Roll-out of service user satisfaction survey and collation of survey results, with 72% of respondents citing their recent SeatTech experience as being 'Very helpful' or 'Extremely helpful', with a 96% high positivity rate in relation to the friendliness and helpfulness of SeatTech staff.
- Advancing our Green Agenda: upgrading of SeatTech lighting system from conventional lighting to energy-saving LED lighting
- Continued improvement of the SeatTech work environment, initiated through a lean approach to service provision, but expedited by the requirements of Covid-19 infection control.
- The groundwork was laid for the transition of elements of the SeatTech Solutions 1 training materials online, with a view to rolling out our first blended training course in 2021.

While 2020 brought many challenges, it also resulted in much learning and innovation, which has long term benefits to those who access our service. We will continue to build on these innovations over the coming years.



Mossie Forde and Independent Living

Mossie Forde was one of our 2020 Life With No Limits Champions. Mossie shared her experience of living with a disability in Ireland over the last 70 years and her goal to live independently and be empowered to make her own choices in her own home.

“My name is Mossie Forde and I am 71 years of age. I am from County Meath. I love painting, meeting with friends and family to talk, doing word searches and keeping my home neat and tidy. I grew up in a time where disability services were not very person-centred and experienced first-hand how challenging times were for people with disabilities in Ireland.

I was diagnosed with Cerebral Palsy at the age of four and went to live in Marino. I lived in disability services until the age of sixteen, but returned home to live with my family at that point, where I was supported by my parents and siblings! I ended up needing full-time care following a surgery in 1999 and was in a nursing home for nine years.

I felt that I ended up feeling more and more dependent as the years passed by. I was lucky enough to have a wonderful support team working with me and was able to avail of a pilot Scheme for Supported Independent Living. I had become so dependent that I didn't think I would be capable of living in my own home and managing all of the responsibility that comes with it. I gave it a shot and in 1999 I moved into my own

apartment where I have 24-hour on-call support from Enable Ireland. I have never looked back since that day.

We have all had a difficult year having to adapt to live alongside Covid-19. I was unable to leave my home for almost 13 weeks as I had to cocoon and it was very tough. I was so grateful that I was in my home and had the support that I needed as I did not see my family for many weeks. I am not sure what the next few months have in store for me but to stay healthy and well is my main goal. I keep focusing on the positives and am delighted to have got back to my day service last week. I have learnt how to join online classes on my laptop and have been doing lots of painting.

As a person living with a disability in Ireland, I would like to encourage you to believe in yourself, in your abilities and don't give up on your dreams.”



Corporate Services Review

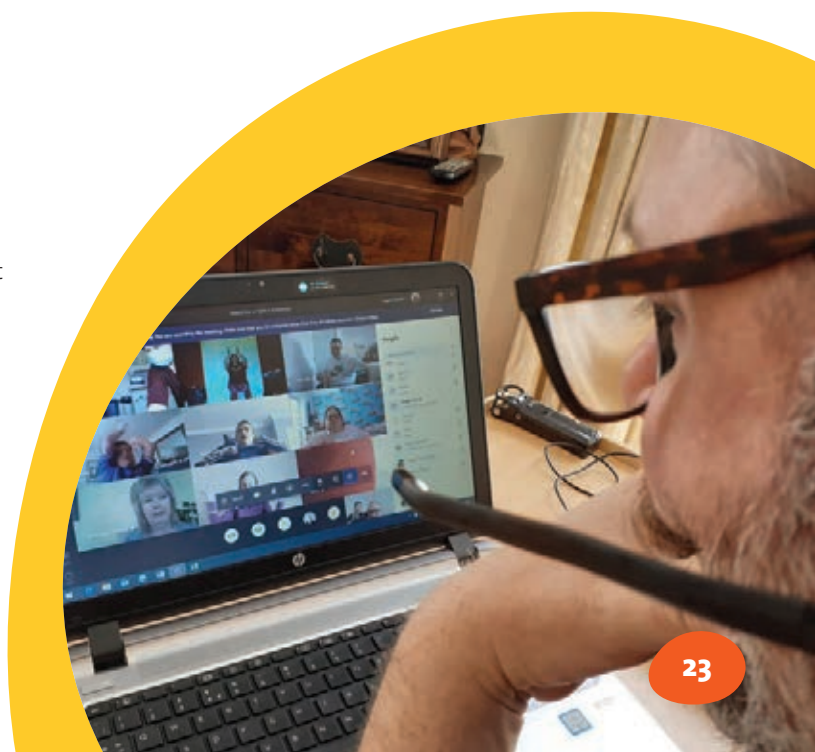
Health & Safety

- The work of the National Health and Safety Committee was dominated by Covid-19 related activity. Risk assessments and Health & Safety policies and procedures were reviewed on an ongoing basis in every frontline service and updated procedures were put in place following NPHET and HSE advice.
- During the year, we had to manage confirmed and suspected Covid-19 cases for both service owners and staff. All situations were managed appropriately and significant learning was gained. Our National Health & Safety Committee developed and updated a suite of protocols and guidance documents for managers to support them in dealing with confirmed or suspected cases of Covid-19.

Information Technology

- We accelerated our digital transformation programme in 2020 and Covid-19 sped up our adoption of technology by several years. These changes have now become part of normal operations.
- We deployed Microsoft Teams to all staff. Teams is a cloud-based collaboration platform, accessible through Office 365 that includes video meetings, file sharing and other tools for business communications. This new platform allowed the development of virtual services and enabled staff to complete assessments, reviews and consultations from home using video conferencing. We also deployed Attend Anywhere to enable clinicians to work in partnership with the HSE in the provision of video clinical consultations for service users and parents. These platforms allowed staff and service users/ owners to stay connected and enabled new ways of working.
- The IT Team managed the roll-out and deployment of over four hundred laptops to staff, allowing them to work from home and access all company systems and resources. The team also deployed over 200 smartphones to our clinicians with access to Enable Ireland email and Microsoft Teams and upgraded the Citrix environment to allow staff working remotely to securely access company systems and data using personal computing devices from home. These measures enabled staff to work remotely throughout the lockdown.

- The team upgraded GoldMine, our electronic health record system, to enable therapists to update service user records without the need to visit the office or without the need to maintain other local record keeping systems. The need for GoldMine continued to grow throughout the year and the IT Team supported the organisation's clinicians and administration staff through these system and process changes, ensuring staff could continue to access records remotely.
- The IT team continued the migration of the organisation's IT systems and services to the Cloud. They began work on projects to migrate the organisation's datacentre to Microsoft Azure, migrate data to OneDrive and SharePoint Online and to digitise and automate business workflows in national services. In addition to this, they upgraded the IT network to fibre technology, thereby improving bandwidth and the organisation's ability to deliver cloud services to local services.
- IT support requirements increased throughout 2020 mainly due to the requirement for staff to work remotely and the increase in locations connected to the national network. This resulted in a 48% increase in calls to the IT Helpdesk.
- We were delighted to maintain our ISO 27001 certification for the protection of data on the Enable Ireland network following surveillance audits in May 2020 and November 2020 by Certification Europe.



Human Resources

- We continued recruitment during Lockdown/ Level 5 restrictions with the vast majority of interviews taking place via Microsoft Teams. The HR team supported this new way of recruiting with online webinar training for interview panel members.
- Responding to feedback from employees, the HR Department expanded its Health & Wellbeing Programme to support employees through what were very difficult and challenging times. The initiative included an array of diverse activities for employees to engage in to support their Health & Wellbeing.
- The HR Department engaged with employees by telephone, email and video conferencing throughout 2020 and issued a series of comprehensive Frequently Asked Questions documents to employees answering all queries relating to Lockdown/Level 5 restrictions.
- The National Policy Group work programme for 2020, devised prior to Covid-19, continued.

Research

- Five applications were processed by the Research, Ethics and Quality Committee in 2020 on a range of diverse topics including the experiences of adolescents living with Ehler's Danlos Syndrome (EDS), exploring the experiences of service users, their carers and families during the Covid-19 pandemic, and a cross-sectional study of transition from child to adult health services for young people with cerebral palsy in Ireland.

Data Protection Compliance Programme

- Enable Ireland's Data Protection Compliance Programme became ever more important in 2020 in light of the move to Working from Home for a very high numbers of employees. We supported this programme with a series of guideline documents and a Policy on Employees Working from Home during Covid-19 which was monitored closely for compliance.

Training

- There was a substantial increase in mandatory training in light of Covid-19, particularly around health and safety and infection control. All training was facilitated online with the exception of mandatory practical training modules.

Communications

- During the year we saw a substantial increase in engagement with all stakeholder on all our social media channels and our website. We had over 230k visitors to the Enable Ireland website, an increase of nearly 40% on the previous year. On Facebook we reached eight times as many people in 2020 and had six times the engagement.
- Our Virtual Adult Service featured on Morning Ireland on RTE Radio 1 and our involvement in the Changing Places Ireland campaign, advocating for mandatory changing places facilities in public buildings, featured on the RTE Six One News and Nine O'Clock News.
- We supported advocacy campaigns during the year including highlighting disability services funding crisis through The Disability Action Coalition and National Disability Services Association, submissions to the new Disability Matters Committee, Make Way Day 2020, Changing Places Ireland Campaign and International Day of People with Disabilities.

Enable Ireland and Sustainability

- Enable Ireland strives to promote sustainability in all of our operations. We promote sustainable fashion in our charity shops and warehouse, we highlight environmental sustainability through our garden centres and we are committed to efficient energy practices throughout our organisation. We report energy efficiency data to the Sustainable Energy Agency Ireland (SEAI) annually.
- Our target was to achieve an energy saving of 33% from our baseline by 2020 and we are pleased to report that we achieved and, indeed, surpassed this target in 2020 and achieved energy savings of 42.5%. While a portion of this can be attributed to Covid-19, we attribute the substantial reduction to changes we have made in heating and lighting the energy efficient practices we implemented throughout the organisation during the year. We believe that good environmental performance demonstrates high standards of corporate responsibility and

generates cost saving opportunities. During 2020, with the help of grant aid from the S.E.A.I., we carried out energy efficient upgrades of lighting and insulation in our Galway Children's Service Centre.



Governance Review

- Enable Ireland operates to high standards of governance with a focus on continuous development and improvement. The Board has adopted 'The Governance Code – A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland'. Enable Ireland has also signed up to 'The Statement of Guiding Principles for Fundraising', 'The Dochas Code of Conduct', 'The Code of Conduct for Trustees' and 'The Code of Charity Retailers 2013-2014'.
- The organisation continued to be fully compliant with the Statement of Recommended Practices (SORP), Accounting and Reporting by Charities and, in accordance with Enable Ireland's obligations, a full report on the activities of the organisation, including financial details and audited accounts, was submitted to the Charities Regulator (CR) in 2020. Enable Ireland completed and signed the HSE Service Arrangement Part 1 in January 2020 covering the year to 31 December 2020. In May 2020, Enable Ireland submitted the HSE Annual Compliance Statement (2019) for Section 39 Agencies. The Compliance Statement incorporates governance, internal

codes of practice and financial frameworks. The action plan to achieve full compliance with HSE governance requirements remains fully on course.

- Enable Ireland's Governance & Nominations Committee is authorised by the Board to ensure that the organisation is compliant with all aspects of Governance. The Committee had a busy year in 2020 and met on three occasions to consider reports across 10 different areas of the organisation's Governance agenda. Due to the Covid-19 pandemic, all meetings were held via Microsoft Teams. Senior Management Team members were in attendance at each meeting in order to provide up to date information to the Committee on relevant topics. The Committee acknowledged the work across all Enable Ireland service and retail and fundraising activities in maintaining compliance with governance requirements in what was a very challenging year due to the Covid-19 pandemic. The Committee was very satisfied with the quality and content of each of the reports it received and with the progress made during the year.

Fundraising Review

Our Donors – a vital part of our work

During the year, we had 4,324 donors and supporters and 31 corporate donors and partnerships. Throughout an incredibly challenging year, we are so grateful to these supporters for their generosity. Without their commitment to Enable Ireland, we would not have been in a position to continue to provide our vital disability services.

In 2020, National Fundraising generated a net income of €1,333,801. This income was used to help fund the organisation's costs arising from Covid-19, capital projects, vital equipment, accessible transport and contributed to the funding shortfall for the cost of running services across the country.

With in-person events cancelled from early 2020, our local communities rallied around to take on new fundraising activities, including virtual fundraisers, and joining in our national campaigns, supporting our local services. In 2020, Community Fundraising raised €561,309 from activities around the country. This included €149,030 for the new children's centre in Curaheen. A sample of events and virtual activities that our supporters took on includes:

- Uisneach Nolan's 1km Challenge
- Ciaran Noble's "Crutchless Ciaran's 5k for 5 days Challenge" (Wicklow)
- Castletown Fundraising Group (Cork)
- Oliver Lynch's 5km challenge (Cork)
- 'Global Clanns' Event (Clanna Gael Fontenoy GAA Club, Dublin)
- Tommy Sheehy Fundraising (Kerry)
- VHI Virtual Women's Mini Marathon
- Cork Echo Virtual Women's Mini-Marathon
- 100km November Challenge (Limerick)
- Zumba For Everybody Inclusion 2020
- Mark Carson's Malin Head to Mizen Head Cycle
- Tiltify Fundraisers (@OddsocksTango @cakejumper)
- Glanbia Ireland 300km Charity Cycle (Kilkenny)

- Cork Adult Service Owners and their families who fundraised for IT and #ABusForUs
- 54321 Challenge (Kerry)
- Pat Cashman Tour de Munster 2020

Over 700 volunteers and fundraisers took on challenges and supported campaigns around the country. We are very grateful for their support.

2020 brought new developments and campaigns that helped raise Enable Ireland's profile and engagement with the public:

- Established exciting new community and corporate partnerships
- Generated Fundraising profits of €1,785,799, a significant success during a very difficult year for traditional fundraising events
- Grew our Friends of Enable Ireland network to 1,542. Our Friends were a vital support to Enable Ireland during 2020, families and service owners took part in various fundraising activities raising over €30,000 to support our services during a most difficult time
- Launched new virtual appeals and campaigns to our supporters and the public

Right: A big thank you to Oliver Lynch who walked 5km outside his home and raised over €56K which was divided equally between Enable Ireland, Dogs for the Disabled and CUH Charity.



Enable Ireland Digital Fundraising Transformation

The challenges posed by Covid-19 necessitated the introduction of new innovative campaigns in Enable Ireland. The organisation had to move quickly to replace lost income from successful traditional events. The Fundraising Team initiated and launched a number of inclusive, virtual campaigns and fundraising events:



Win A House Cork

In late 2020, Enable Ireland launched the hugely exciting Win A House Cork campaign. First prize for the raffle was a 3 bedroom semi-detached show house in Janeville, Carrigaline, Co. Cork valued at €330,000. Second prize was a car worth €25,000 sponsored by Astra Construction and third prize was €5,000 cash sponsored by Right Price Tiles & Wood Flooring. The raffle took place in 2021 and net profits will be included in the 2021 Statement of Activities. The campaign was launched by 8 year old Claire McCarthy (pictured).



The Wheel 100 Challenge

A truly inclusive campaign, The Wheel 100 Challenge asked participants to do something 100 times on wheels, in their own way and time during the month of June. That could be 100 laps of your garden or 100km. The campaign had fantastic support from children and adults availing of Enable Ireland's services, families, staff and supporters, such as Olly McConnell (pictured).

Online Jewellery Sale

An exclusive online Jewellery Sale, hosted on ebay.ie, featuring an amazing selection of new and pre-loved jewellery. As well as donations of antique jewellery, the event featured pieces from brands such as Loulerie, Swarovski and Newbridge Silverware. The event was kindly sponsored and items valued by Diana O'Mahony Jewellers Cork and also supported by Ballincollig Jewellers.



Wild Atlantic Art Sale

The theme for the virtual art sale was the Wild Atlantic. Enable Ireland secured several donations of art pieces from artists based along Ireland's Atlantic coast in the counties of Cork, Kerry, Limerick, Clare, Galway, Mayo, Sligo, Leitrim and Donegal. Each piece offered a unique perspective on the rugged wilderness of Ireland's western seascapes. The event promoted and celebrated the natural beauty of Ireland's west coast, whilst also raising vital funds to support Enable Ireland's Services.



Our Corporate Partners

During 2020, we established a new corporate and community partnership with Applegreen, who supported us throughout the year. Teams from Milano Restaurant group and associates from TK Maxx and Homesense took part in fundraising challenges for us, even when their own restaurants or stores were closed due to restrictions, showing their resilience and commitment to the children and adults in our services during 2020. Ongoing support was received from Facebook by way of professional guidance and ad credits which helped to promote our virtual campaigns.



TK Maxx

TK Maxx

TK Maxx, together with Homesense Ireland, generated an amazing €181,419 of Fundraising and Commercial Division income. Give Up Clothes For Good the annual clothing collection, fundraising and customer donation campaign, raised a record 19,201 bags of donated items during a very difficult year, with TK Maxx stores and Enable Ireland shops being closed for a significant portion of the year.



Dell

Technology played a significant role in helping everyone stay connected in 2020. Dell Technologies donated vital IT equipment enabling the Cork Children's Services teams to work more effectively throughout their new building in Curraheen.

Applegreen

Applegreen supported Enable Ireland's vital services throughout 2020. Staff and customers raised over €123,000 for Enable Ireland, while raising awareness and promoting inclusion for people with disabilities.





Peter Mark (Petermarkathon 2020)

Enable Ireland, along with Autism NI, was selected as Peter Mark 2020 charity partner for their annual Petermarkathon fundraising event. Though their salons had to close, Peter Mark and Style Club teams across the country continued to fundraise for our services, raising over €40,000!



Smurfit Kappa Foundation (SKF)

Enable Ireland received a €50,000 donation from the Smurfit Kappa Foundation.

€40,000 of this went towards our Dublin Hydrotherapy Pool refurbishment in Sandymount and €10,000 went towards music and leisure technologies for children with disabilities.

Clanna Gael Fontenoy GAA Club raised over €11,750 from their "Global Clanns" event for our Sandymount hydrotherapy pool refurbishment. Huge credit goes to everyone at the club, at home and abroad, for this fantastic support and for demonstrating that community spirit knows no borders!



Horizon Therapeutics generously donated €35,000 to support Enable Ireland's services during a very challenging year.



In addition to staff fundraising and bag donations for our shops, UPS staff nominated Enable Ireland to receive a donation of €13,600 from the UPS Foundation for essential equipment for our Sandymount hydrotherapy pool refurbishment.



Thank You to Our Fundraising Partners & Committees

AXA XL (Dublin & Leinster) / Ballygarry House Hotel and Spa (Kerry) / KPMG (Cork) / BDO (Limerick) / Bridge Players (Cork) / Glenthomas Bunnahowna Mast Committee (Mayo) / Cartoon Saloon (Kilkenny) / Little Island Development Committee (Cork) / Clanna Gael Fontenoy GAA Club (Dublin) / Curry's PC World (Limerick) / Christmas Flower Committee (Cork) / Cork Society Chartered Accountants / Curley's Bar Ballyhaunis (Mayo) / Cork District Court / CYMS Skibbereen / Dell (Cork & Limerick) / Diarmuid O'Mathuna GAA Club (Cork) / Eamonn Cleere & KFLL (Kilkenny) / Fidelity International (Dublin) / Horizon Therapeutics (Dublin) / FEXCO (Kerry) / Gilead Sciences (Cork) / Irish Examiner ieStyle (Cork) / Gaelscoil Osraí (Kilkenny) / JP McManus Fund (Limerick) / Lavanagh Pitch & Putt (Cork) / Manchester United Foundation & Kells Manchester United Supporters Club (Leinster) / Friends of the Holy Angels (Carlow) / Lord Mayor's Tea Dance (Cork) / Manor West Retail Park (Kerry) / Auray Assessors Ballinrobe (Mayo) / MMD Construction (Cork) / Milltown Golf Club (Dublin) / Red Hat Limited (Cork) / Medtronic Mervue (Galway) / PJ Hegarty & Sons (Cork) / Rocklodge Pitch & Putt Club (Cork) / The Hospital Saturday Fund (Kerry) / 'The Dinner Ladies' (Cork) / T A Sheehan (Cork) / CBE Claremorris (Mayo) / The Estate of Charles Ginnane (Cork) / UPS (Dublin & Leinster) / Truffle Fairy (Kilkenny)

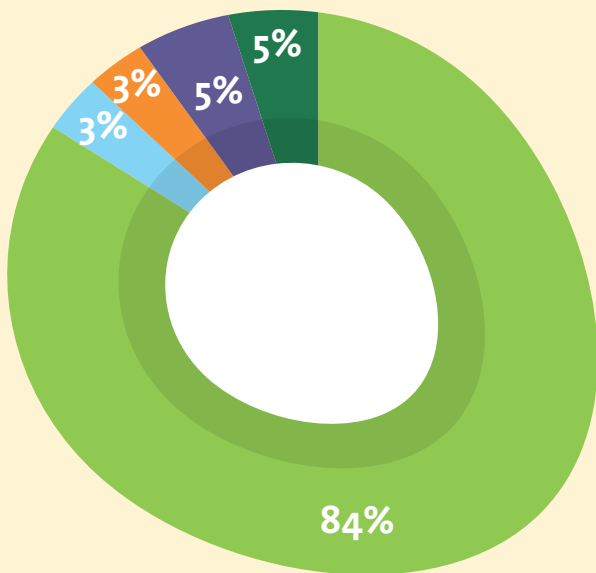
Commercial Division Review

The Commercial Divisions consisted of our network of 22 charity shops, garden centre and warehouse.

- In 2020 profits from the Commercial Division were €276,663, despite the closure of charity shops for 4.5 months of the year and the cautious return to sales upon reopening. The majority of these profits came from renegotiated rents and rate waivers, and were used to pay 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.
- Once allowed, all shops reopened in line with HSE and public health official guidelines. Health and safety measures implemented included a one-way system, social distancing measures, limited customer numbers with sanitisers and gloves available for customers and staff. Our priority, upon reopening, was to ensure the health and safety of all our staff, customers and donors.
- During the year, we achieved cost savings in all areas including renegotiated reduced shop rents. We sourced and moved premises into less expensive ones, and we opened two new shops, in Gorey and Mullingar.
- We added 20 new Facebook business pages for individual charity shops and our new garden centre in Limerick to facilitate online sales. We expanded the range of goods sold on our online eBay charity shop to include gardening products. When Government guidelines allowed, we operated click and collect service for customers in our charity shops.
- Our Commercial Division sourced donated items to gift every Enable Ireland staff member a Wellness Box in recognition of the extraordinary commitment demonstrated by staff during the year.
- Donations from the public are the backbone of our stock generation process. Customers donated their pre-loved items to our network of textile banks, directly into Enable Ireland shops or TK Maxx stores (when opened) These donations were crucial to the sustainability of our supply chain, and were a vital source of income.
- In 2020, we recycled 1,771 tonnes of donated textiles and clothing via our 196 textile banks on 151 sites throughout Ireland. This extends the life cycle of garments and prevents clothing from entering landfill waste, contributing to a greener way of living. In this way, Enable Ireland contributed to sustainability and the circular economy. As people continued to donate into our textile banks we had to find additional warehousing which we achieved by working closely with logistics partners.
- All donations to Enable Ireland that are not resold or recycled are further recycled or repurposed by Enable Ireland's recycling partners. This means that all waste related to our warehouse/clothing is either recycled or recovered.
- Our textile banks remained operational during the year and we continued to collect donations under new Covid-19 safety protocols.
- Thank you to the 302 people who volunteered in our shops during the year
- We employed 65 Community Employee (CE) Scheme participants in our shops. CE workers are an invaluable part of our workforce.

Thank you to the suppliers and retailers who supported us during the year, including Abbeylands, Agency Int, Allegro, Benetti Menswear, Brandwell Decollage, Clayton Hotel, Clarins, Hugh Jordan, iClothing, Portwest, Whelan Footwear and Wiseloads Carriers.

Enable Ireland Income & Costs

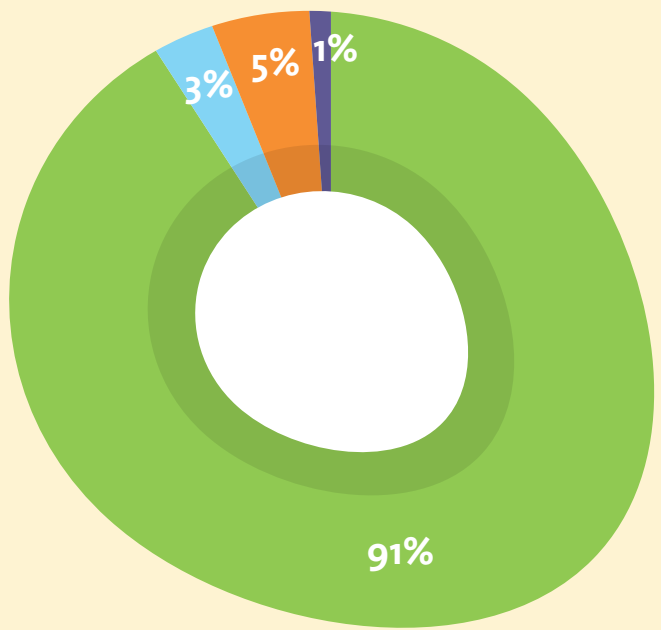


Where Our Income Came From

- HSE Service Grants
- DEASP CE Scheme
- Grants from Other Agencies and Other Income
- Fundraising
- Commercial Activities

How We Spent Your Money

- Service Costs
- DEASP CE Scheme
- Commercial Activities
- Fundraising



Enable Ireland Employee Salaries

As required of Section 39 funded agencies, Enable Ireland has, and has always had, regard for Government pay policy and pays salaries to staff following public sector pay norms, specifically HSE consolidated pay scales 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:

	2020 Number	2019 Number
€60,000 to €70,000	28	20
€70,001 to €80,000	19	20
€80,001 to €90,000	8	6
€90,001 to €100,000	3	3
€100,001 to €110,000	2	2
€110,001 to €120,000	1	-
€120,001 to €130,000	-	-
€130,001 to €140,000	1	1
€140,001 to €150,000	1	1
Total	63	53

Statement of Financial Activity

	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2020 €	Totals 2019 €
INCOMING RESOURCES					
Incoming Resources from Generated Funds					
Voluntary Income					
Donations	-	-	602,832	602,832	977,920
Activities for generating funds					
Commercial and fundraising	713,255	-	4,506,402	5,219,657	6,498,837
Investment income	-	-	435	435	557
Incoming Resources from Charitable Activities					
Health Service Executive grants	493,599	47,423,229	-	47,916,828	45,805,890
Grants from other agencies	200,000	1,760,451	470,990	2,431,441	1,837,574
Other income	-	1,221,935	-	1,221,935	1,289,762
Other Incoming Resources					
(Loss)/gain on disposal of fixed assets	-	-	(2,299)	(2,299)	2,700
Total Incoming Resources	1,406,854	50,405,615	5,578,360	57,390,829	56,413,240
RESOURCES EXPENDED					
Cost of generating funds:					
Fundraising costs	121,029	-	626,321	747,350	1,181,689
Commercial division	35,191	-	2,850,633	2,885,824	3,689,619
Total cost of generating funds	156,220	-	3,476,954	3,633,174	4,871,308
Charitable Expenditure:					
Costs of activities in furtherance of the charity's objects:	-				
Disability services	1,255,022	48,929,562	132,041	50,316,625	49,085,953
Management & administration including governance costs	-	1,535,670	-	1,535,670	1,961,116
	1,255,022	50,465,232	132,041	51,852,295	51,047,069
Total Resources Expended	1,411,242	50,465,232	3,608,995	55,485,469	55,918,377
Net Incoming Resources Before transfers and other recognised gains and losses	(4,388)	(59,617)	1,969,365	1,905,360	494,863
Transfer between funds	-	59,617	(59,617)	-	-
Net Incoming Resources Before other recognised gains/losses					
Other recognised gains and losses:	(4,388)	-	1,909,748	1,905,360	494,863
(Loss)/gain on investments	-	-	(27,707)	(27,707)	131,542
Net movement in funds	(4,388)	-	1,882,041	1,877,653	626,405
Total funds at beginning of year	26,962,753	(12,615,977)	35,283,939	49,630,715	49,004,310
Total funds at end of year	26,958,365	(12,615,977)	37,165,980	51,508,368	49,630,715

DIRECTOR: Mr. D. Cashman
DATE: 20 May 2021

DIRECTOR: Mr. S. Haughey

2020 Balance Sheet

	2020 €	2019 €
ASSETS EMPLOYED		
Fixed Assets	51,570,762	52,816,984
Investments	1,295,101	1,322,808
	52,865,863	54,139,792
CURRENT ASSETS		
Stocks	148,898	138,451
Debtors	3,793,771	4,927,336
Cash at bank	7,325,929	151,179
	11,268,598	5,216,966
CURRENT LIABILITIES		
Creditors	(8,492,639)	(6,525,748)
NET CURRENT ASSETS (LIABILITIES)	2,775,959	(1,308,782)
TOTAL ASSETS LESS CURRENT LIABILITIES	55,641,822	52,831,010
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		
Long Term Bank Loans	(4,133,454)	(3,200,295)
NET ASSETS	51,508,368	49,630,715
FINANCED BY		
Restricted Services Fund	(12,615,977)	(12,615,977)
Restricted Capital Fund	26,958,365	26,962,753
Unrestricted Development Fund	37,165,980	35,283,939
	51,508,368	49,630,719

The directors approved and authorised the financial statements for issue on 20 May 2021.

Mr. D. Cashman
DIRECTOR: MR D. CASHMAN

Mr. S. Haughey
DIRECTOR: MR. S. HAUGHEY



enable ireland

Service Centres

enable ireland

Shops & Garden Centre



enable ireland

Disability Services
Life With No Limits

Enable Ireland
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Rosemount Business Park
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Dublin 11
Ireland

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Website: www.enableireland.ie
Registered Charity No: 20006617
CHY No: 4908

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Front Cover Images

Top: Jack Macfarlane and his sister Emma who launched Enable Ireland's Wheel 100 fundraising campaign in Middleton, Co. Cork.
Bottom: Adult service owner, Sarah Kenny, and Mary Cullen doing physiotherapy exercises outdoors at Ard Na Mara respite house in Cork.