



**enable
ireland**

Disability Services
Life With No Limits



**Enable Ireland
Annual Report
2021**



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

An innovative leader, providing quality services, positive life experiences and advocating for an inclusive society, which empowers people with disabilities.

Our Core Values

Our core values are trust, inclusion, person-centredness, creativity and excellence.



Contents

Chairman’s Welcome	2
Enable Ireland at a Glance.....	3
Children’s Services Case Study	4
2021: A Year in Review.....	5
CEO’s Review.....	6
Children’s Services Review	8
Respite and Residential Review.....	12
Adult Services Review.....	14
National AT Training Service Review.....	20
SeatTech Customer Posture & Mobility Service Review.....	22
Corporate Services Review	23
Fundraising Review	26
Commercial Division Review.....	31
Enable Ireland Income & Costs	32
Statement of Financial Activity.....	33



Chairman's Welcome

I am delighted to present my second Annual Report as Chairman of Enable Ireland. Looking back on 2021, there are two significant challenges that the organisation faced during the year and these were the continuing Covid-19 pandemic and its impact on services and commercial activities, and the Progressing Disability Services change programme and its significant impact on Children's Disability Services.

2021 was the second year of the Covid-19 pandemic and, whilst the organisation had proven itself able to adapt to the changes and additional health and safety protocols required in 2020, Covid-19's impact continued to be felt both on disability services and on our commercial and fundraising activities throughout the year. As a Board, we met regularly with the CEO and Senior Management Team to support them in their response to the pandemic. It is a credit to the commitment of the staff in Enable Ireland that they continued to deliver high quality services throughout this period despite the additional challenges posed by the Covid-19 pandemic. I thank you all for your commitment and dedication during the year. Many of the new and creative initiatives developed during 2020 remained an integral part of the services delivered in 2021 and a valuable part of the blended approach to service delivery for children and adults.

Progressing Disability Services has been one of the most significant change programmes ever undertaken by the HSE and was a main focus of activity in children's services during the year. A huge amount of work went into the reconfiguration of services around the country with new Children's Disability Network Teams (CDNTs) established, services and staff transferring between teams, and all the while maintaining services for priority cases. I want to commend the children's services teams for their work in leading and supporting this transition and continuing to provide frontline services over the last year. As a Board, we are very aware of the ongoing challenges families and staff face in CDNTs due to recruitment issues and limited resources available in the face of increased caseloads and the significant needs of children and families. We will continue to work in close partnership with the HSE and our partner agencies to advocate for increased resources for further growth and development of these services.

I commend our staff in adult services for their continued implementation of New Directions and their innovative

response to the changing needs of service owners through the expansion of the Virtual Service. Despite the challenges that continued in 2021 due to the ongoing Covid-19 pandemic, our staff in residential, respite and home support services continued their work on the frontline of service delivery.

Sustainable funding is an ongoing challenge for Enable Ireland and the whole disability sector in Ireland. It is key to maintaining existing service levels and the further growth and development of new services. Every year, Enable Ireland has to raise over €2million in additional funding to meet the cost of providing services. On behalf of the Board, I thank our donors, customers and corporate partners for their support in helping us achieve this in 2021.

I thank my fellow Board members for their work during 2021 and, in particular, for their role of oversight of the organisation's response to the pandemic and for ensuring that Enable Ireland maintained its robust corporate governance, transparency and accountability to best serve children and adults with disabilities and their families.

On behalf of the Board, I thank all the staff in Enable Ireland Services, Fundraising, Commercial and Corporate Divisions for their commitment, hard work and acknowledge their resilience during the year.

To the adult service owners and the children and their families relying on Enable Ireland's Services, I thank you for your partnership and working with us during the year and I look forward to continuing to serve you in my role as Chairman over the coming years.

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



14 counties including **9** respite and residential centres



Our 189 textile banks recycled over **1,645 tonnes** of donated clothing

Over **730** volunteers supported our charity shops, fundraising activities and services



Over **13,000 children and adults** with disabilities benefited from our services during the year



Enable Ireland's Impact at a Glance



1,236 employees delivered vital therapy and support services

Family and home support services were delivered to over **560 children and adults** each month



23

charity shops and eBay online shop raised valuable funds for services



91%

of every euro received was spent directly on disability services



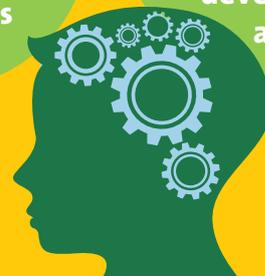
Expertise in physical disability, development delay, autism, developmental co-ordination difficulties, speech and language disorders, global development delay and intellectual disabilities

2

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



Over **4,585** donors supported our services



Children's Services

Case Study



Jessica Burke attended Enable Ireland Children's Services in Galway until she was 16 years old. Since then, she qualified with a BA, MSc and MA in Clinical Neuroscience and Psychology and has recently returned to the service she attended as a child to work as an Assistant Psychologist.

"I have Cerebral Palsy and when I was around two I was referred to Enable Ireland Children's Services in Galway. I remember going to the pre-school there and having so much fun! I remained with the service until I was 16 and during that time I went to Enable Ireland for physiotherapy, occupational therapy and hydrotherapy. I especially liked the summer camps and the summer BBQs. These were always family events where I could go with my older sister and younger brother. That was really important to me and it made the service a very homely place.

The biggest impact that Enable Ireland had on my life was to encourage my independence. I never felt that I couldn't achieve a goal that I set for myself. Enable Ireland was always behind me, encouraging me to have my say in my life, to have my own voice. I never felt that my disability would get in the way of achieving my goals.

Up to now my goals have always been very focused on my studies. After I finished school, I went to NUIG and did my BA joint honours in English and Psychology, followed by a Masters in Clinical Neuroscience and then a Masters in Psychology in University of Limerick. Now I am back in Enable Ireland Children's Service in Galway to complete my work experience in Clinical Psychology. It is lovely to be back here and to still see familiar faces from my time here as a child. My own experience of growing up with a disability gives me

invaluable insights which I can use to support families and children. I have a special interest in improving mental health for people with neurodevelopmental disabilities. There is a real lack of awareness around disability and mental health. The prevalence for mental health disorders in neurodevelopmental disabilities is much higher than the general population however, the primary disability and co-occurring conditions often tend to overshadow mental illness in many different ways. There are definitely things that could be improved to better support children and adults with disabilities in Ireland. Looking to my goals for the future, I'd like to get more experience of health services in other countries to see how they work, identify our strengths and areas where we could do better. I'd like to contribute to change and making things better here.

My message to others is that with the right supports, disability doesn't have to be a barrier, for me it has been an advantage. It has gotten me to where I am today. You may feel that your disability could hold you back but I would say, if you have a goal, go for it!"

Retail and e-commerce:

Following Covid-19 related closures, our chain of shops re-opened in May of 2021. We expanded online sales through our eBay shop and the use of Facebook business pages for charity shops.

Sustaining Services:

Despite the challenges we faced during 2021, we maintained our service levels to the maximum allowable within the parameters set out by the Public Health Advice which issued throughout the year.

Best Employer:

Enable Ireland featured in the top 10% of Ireland's 150 Best Employers 2021 in the Sunday Independent, ranking 3rd in the Health Care category, a great reflection on our work and employees' positive views on the organisation and workplace.

New Directions:

We continued the rollout of New Directions Programme for the reconfiguration of Adult Day Services. In 2021, we opened new hubs for adult service owners in Rathkeale, Limerick and Ballincollig, Cork.



Fundraising Success:

In 2021, National Fundraising generated a net income of €1,552,349 income from fundraising which was vital to the organisation as we continued to provide our essential disability services.

Progressing Disability Services (PDS):

We continued the roll out of PDS, a national transformational programme for children's disability services that changes the way children and families access and receive disability services. We were confirmed as Lead Agency for 20 Children's Disability Networks (CDNTs). By September 2021, the majority of the new multi-agency teams were established and the CDNTs commenced working through their new caseloads.

CEO's Review

2021 encompassed a period of dramatic change for Enable Ireland. In addition to responding to the ongoing Covid-19 pandemic, we responded to wide-ranging policy changes to the provision of disability services nationally, which necessitated significant structural changes in our organisation.

Our Covid-19 Response

Whilst the effects of the pandemic were mitigated in 2021 through the vaccination programme, we still had to contend with the impact of the virus and continue to deliver and safely maintain our residential, community living, respite, day and family support services throughout the year. Level 5 restrictions in the early part of the year meant services had to review and re-adjust to the changing environment and the significantly increased risk associated with the growth in infection rates. Children's and Adult disability services are all considered essential health services and continued to be provided during Level 5 restrictions in line with HSE guidance. Our staff demonstrated great flexibility and creativity in continuing to deliver services and keep everyone safe during the year.

Progressing Disability Services

In 2021, Children's Services were re-configured under the Progressing Disability Services (PDS) programme. Enable Ireland became the Lead Agency for 20 Children's Disability Network Teams (CDNTs) in eight of the nine CHO areas. At the time of reconfiguration, 1,626 children who previously received services from Enable Ireland transferred out to other agencies based on their geographic location. A significantly higher number of children transferred into the Enable Ireland-led teams. At the point of reconfiguration, this was in excess of 6,500 children and these numbers increased as the year went on. At the end of December 2021, the total number of children assigned to the 20 Enable Ireland-led teams was 12,669.

Some of the challenges faced by the newly reconfigured service included recruitment and retention of staff, needs of families in the context of limited resources, larger than predicted caseloads, accommodation challenges and the challenge of bringing together and

developing new multi-agency teams. At the moment, there are significant and well-documented challenges around the delivery of Children's Disability Services. We know that many children and their families were on waiting lists for long periods of time prior to the reconfiguration of services while also waiting a long time for PDS to be up and running. We need continued investment from the HSE and Government to build the capacity of these new teams to meet the needs of the children and families relying on them for services. During the year, we advocated for increased investment in CDNTs and will continue to do so.

Virtual Service and Blended Service Delivery

Following on from the work which began in 2020, we continued to develop innovative ways of delivering services to children and adults and blended service delivery models became part of regular service provision. In Children's Services, we established a part-time position to enable the development of a blended model of service delivery (face-to-face and digital) and optimise the impact of our intervention programmes to children and families via the CDNTs. In our Virtual Adult Service, we created 16 new Virtual Service Support Worker roles, leading to the employment of 16 service owners in part-time roles and with plans to recruit more in 2022.

Expanding Services

During 2021, we achieved Health Information and Quality Authority (HIQA) registration and commenced overnight respite for our newly opened children's residential respite services, Lavanagh House in Cork and Kilcar House in Carlow. In Adult Services, we continued to develop new hubs within the local community. We opened new hubs in Rathkeale in Limerick and plans are advanced to open one in Limerick city. We expanded our service in the Mallow hub and are currently looking for

options in East Cork and Cork city. New opportunities are also being explored in Dublin.

Capital Projects

We secured new accommodation in Tallaght for the two CDNTs in CHO 7, Dublin West. In Curraheen Cork, we received approval for the refurbishment of a Training Room to convert it into an office space to accommodate a CDNT and work began towards the end of 2021. We also secured funding and appointed a contractor for the refurbishment works required to the Galway building. This work will be completed in 2022. We completed the refurbishment works at Breakfree Lodge, our respite house for adults in Co. Clare, in December with a new kitchen installed, new access routes and fire compliance plans completed and heating upgraded. I was delighted to see the service owners back in their newly refurbished home in time for Christmas 2021.

Fundraising and Commercial Activity

The Covid-19 pandemic continued to have an impact on the Fundraising Department's activities during 2021 as a number of successful long-standing in-person events had to be cancelled or reimagined as virtual activities. Nonetheless, the team devised new activities to help alleviate the impact of loss of income from in-person events and, due to innovative use of digital campaigns, had a successful year. Our 'Win A House Cork' fundraising raffle was held in April 2021, grossing €1million (with a net profit of over €600,000) and was the most successful standalone fundraising activity ever held by Enable Ireland.

We remain extremely grateful to our corporate partners including Applegreen, who raised over €118,000 during 2021. TK Maxx and Homesense continued to be core corporate supporters of Enable Ireland's children's services and, in 2021, the total amount raised by the partnership was €244,000. This is a significant result, considering the circumstances and continued challenges to retail posed by the pandemic and we are, as ever, very grateful for this support.

We are very grateful to all our corporate partners



including Microsoft, Meta, Milano Restaurant Group and UPS for their continued support during the year.

We received €114,639 in online donations via website and online fundraising platforms. This demonstrates the strong support that Enable Ireland continued to receive from families, service owners, staff and the public who rallied round to raise funds for our services during what was another challenging year. I thank you all for your support.

Our charity shops were closed from January to May 2021 in line with Government guidelines; however, our warehouse and offices remained open through the year. Despite these challenges, we opened two new shops in Dungarvan and Cork.

I thank all our staff for getting us safely through a second year of the Covid-19 pandemic and for continuing to focus on what matters most – the children, families and adults using our services.

To those adults, children and families using our services, thank you for your support and flexibility and working in partnership with us through the year. We remain committed to providing the high quality services you need and rightly expect.

John O'Sullivan
Chief Executive

Children's Services Review

In 2021, we provided assessment, therapy and support services to 12,669 children and their families in centre and community-based settings in 14 counties throughout Ireland.

In 2021, we provided assessment, therapy and support services to 12,669 children and their families in centre and community-based settings in 14 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	Nursing	Clinical Assessment
Speech and language therapy	Orthotics	Physiotherapy	Seating
Occupational therapy	Social work	Assistive Technology	Psychology
Preschools	Primary and secondary education supports	Residential and respite	Family support services

Covid-19 Impact on Children's Services

During the ongoing Covid-19 pandemic, the provision of all services was subject to individual risk assessments and the preference of each service user and family. We offered a choice of mixed models of service delivery which include remote and face-to-face services.

Throughout January, February and March, during Level 5 restrictions, and in line with HSE guidance, all services continued to deliver some face-to-face services in a safe environment combined with virtual and remote service delivery. Special schools and pre-schools were closed, in line with Government directives. All non-essential support and back office staff worked remotely and any frontline staff delivering virtual and remote services were facilitated and encouraged to deliver these from home. As restrictions lifted, service activity on-site increased in relation to both scheduled clinical appointments and day services and we noted a gradual decrease in the number of families declining face-to-face services.

Progressing Disability Services

A national programme called 'Progressing Disability Services for Children & Young People' (often shortened to PDS) is changing the way services are provided across the country to make it equitable and consistent for all.

The programme aims to achieve a national unified approach to delivering disability health services. By reorganising how services are delivered there will be a clear pathway to services for all children regardless of where they live, what school they go to or the nature of their disability or delay.

Children's Disability Network Teams (CDNTs) will provide services for all children with more significant needs and who require a team of professionals working together. This will be regardless of the child's disability, diagnosis or where they go to school.

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.

PDS and plans for reconfiguration dominated children's services in 2021. We began the year working closely with the HSE and partner agencies in preparing for reconfiguration at CHO level. National guidance on PDS governance structures at CHO level were agreed and significant work was undertaken to ensure adequate accommodation, IT infrastructure and equipment was in place in advance of reconfiguration. The file preparation and completion of summary reports for all children moving to new teams was a priority. Services in the Midwest, Kerry and Kildare were already reconfigured, services in Cork reconfigured in April, and all other areas reconfigured between September and October 2021.

53 staff moved from Enable Ireland to non-Enable Ireland led teams and 196 staff joined Enable Ireland teams from other agencies. Farewell and welcome meetings were held with all transferring staff. This was a significant change programme and staff and families needed time to understand and become familiar with the new model and way of working under PDS.

The number of children who transferred into Enable Ireland-led CDNTs increased dramatically and significant work was completed by staff in reviewing files and prioritising children to receive initial contact from services.

The newly established CDNTs faced challenges including additional administration demands, issues around vacancies and recruitment, large volume of Assessment of Need referrals and unexpected urgent referrals. The newly reconfigured service ensures that each child is assigned to a CDNT in their local area regardless of their needs or diagnosis. Because of the large numbers of children transferring into Enable Ireland teams and limited resources, some children and families experienced delays in accessing services and possible reduction in service as teams were established.

By the end of 2021, Enable Ireland had established 20 CDNTs, providing services and supports to 12,669 children and their families from birth to 18 years with complex disabilities.



Children's Disability Network Team

How services are delivered in Children's Disability Network Teams

Services in CDNTs were delivered through an Interdisciplinary Team. This is a group of different health professionals who work together and in partnership with the child and their family. The child and family are key members of this team. Depending on a child's need(s), members of the child's team included physiotherapy, occupational therapy, speech and language therapy, psychology and social work.

The teams provided supports for children across a variety of settings including the home, education settings such as pre-school or school, community settings or the CDNT centre.

The CDNTs operate through a Family-Centred Practice model. This is an approach that focuses on the whole family and not just the child requiring support. It ensures that the family's priorities are considered when settling goals with the family.

Our goal is that all families that have a child attending the CDNT will have a keyworker. The keyworker is a named contact and acts as a link between the family and the team. They support families with any queries they may have about their service.

Our goal is that all families attending the CDNT will have an Individual Family Service Plan (IFSP). This is an agreed plan that identifies the child and family's goals and priorities. The IFSP also describes supports needed to achieve these goals. The IFSP looks at and documents the child's strengths and achievements since the last plan was completed.

As children grow and develop, the goals on their IFSP will change with them.

Assessment of Need (AON)

Referrals into Enable Ireland during 2021 for AONs continued to be high. A number of measures were introduced to manage the high number of referrals including redeployment of staff to complete AONs, use of private providers and staff overtime.

Parents Skills Training and Information Sessions

During the year, we provided a range of parent-specific skills training and information sessions

in order to provide foundation skills, support and advice to parents/caregivers. Skills training provided to parents included things like Hanen 'More Than Words', Lámh training, Incredible Years course in psychology, Cygnet - Post ASD diagnostic course, Let's Talk - speech and language therapy group, virtual baby massage group, skills for school groups, Little Explorers Group, parent sleep training workshop, Sensory Processing Workshop, Early Bird and Parents Plus. Programmes were offered both online and face-to-face. Information sessions were held on specific disabilities and benefits and entitlements for families. Sessions offered were linked to the priorities of the family and their child and covered universal or targeted strategies that can help parents and be used in everyday family or school life. At Enable Ireland Services, attending parent training or information sessions are an important part of supports offered and we encouraged parents to avail of them during the year. They also provided opportunities for parents new to a service to meet other parents and build a peer to peer support network.

Summer Camps

Children were supported to attend summer camps during the year. During July and August, 25 children between the ages of 5 -12 years availed of a high support summer camp based in St Patrick's Special School Kilkenny. These were children identified as requiring extra support over the holiday period. In Dublin West/Kildare, we ran outdoor school age team summer groups and an outdoor sibshop for siblings of children using Enable Ireland services.

Developing Digital Services

Following the increased use of online and virtual services during the Covid period, we produced a report by the National Video Content group which highlighted the importance of learning from innovative on-line practices put in place during this period. As a result of recommendations in this report, we created a half-time post to enable the development of a blended model of service delivery (face-to-face and digital) to optimise the impact of our intervention programmes on children and families who access Children's Services via the CDNTs. We will continue to invest in new ways of supporting families and providing services.

Children's Services Case Study



Harry Cullen is 11 years old and attends Teach Saoirse, Enable Ireland's Respite Centre for children in Nenagh, Co. Tipperary. Harry's mum, Mairead, talks to us about the importance of Respite Services for children like Harry and their families.

"Harry is a very social person and loves being with people. When he was born, he was diagnosed with Epilepsy and Cerebral Palsy. He is a wheelchair user, is peg fed and requires 24 hour care and a lot of different medication on a daily basis. He is also non-verbal but he understands everything and is very clued in to everything going on around him. Harry can always tell us what he wants! He's a bit of a messer and a very happy kid.

Initially, when the offer of respite from Enable Ireland came I was nervous of him going. But I knew I had to trust and let him go. Giving your child, especially a child with such complex medical needs as Harry, to someone else to look after is really hard. It took a lot for me to let go and to know that he would be fine. That he would be well looked after there. That can be very difficult for parents initially.

When Harry goes to respite it allows us as a family to have a break. Harry has a younger brother, Leo, and we get to take him to the cinema or go out for a meal. With a two day respite stay, my husband and I might get a night out as well for ourselves. I can relax because I know that Harry is being taken good care of at Teach Saoirse. The staff there have a vocation, it's more than just a job. They are very supportive to us as a family and are so caring to all the children that attend Teach Saoirse. For me, it's a break. I don't have to get up and prepare for Harry's day e.g. food and medications etc. Don't get me wrong, I love being Mum to Harry, that's my job and my life as a mother but it is so important when you have a child with additional needs to be able to get a break for yourself and to be able to meet up with family or friends and have time for yourself.

Respite is also a break for Harry. He gets to be with other people and go off to the cinema and other activities. It's a fun time for him. He loves the banter and the chats. There are other girls and boys there who are like him and some he knows already from his school. It's so important that he gets to be with children who have similar conditions as him. They are all mad about Harry! It's a break for him from the usual day-to-day routine of school, physio exercise etc. He gets to chill out and he knows it so well that he is very happy there. The staff are really good with him. He's just come back from spending the weekend in Teach Saoirse with Enable Ireland. He's wrecked, it's like he was partying all weekend there!

We've been with Enable Ireland from the start with Harry and they have been fantastic. We are so lucky to have the respite support. During lockdown last year, we didn't send Harry to respite and it was tough on everyone. It was too much of a risk and we had to be so careful with him. If you have a child with a disability, it is a hard road that you are on and we know there are lots of families in difficult situations, some maybe worse than ours. So many other families don't have access to respite and it is so important to be able to give families a break. To take care of themselves and other children in the family. These are all the things you have to think about when you have a child with additional needs in your family.

It is hard to put into words what respite means to families of children with disabilities. Just to give us a break. Especially after Covid, it is needed now more than ever. We feel so lucky to have this service from Enable Ireland and there are so many other families and children out there who need respite services."

Residential and Respite Services Review

Despite the challenges that continued in 2021 due to the ongoing Covid-19 pandemic, we continued to deliver our vital residential, respite and home support services. We used risk assessments and implemented a series of Health & Safety policies and procedures to support the ongoing delivery of the services in particular in relation to Infection Prevention and Control and ensured staff were trained and up to date in the most relevant protocols issued by public health.

There was a high demand for respite services for both children and adults throughout the year. We were able to slowly increase bed capacity in residential and respite services in line with risk assessments and with the co-operation of HIQA, the state regulator for residential and respite services to people with disabilities. With existing capacity limited due to Covid-19 protocols, this was an area where demand was greater than the available places.

During 2021, we achieved HIQA registration and commenced overnight respite for our newly opened children's respite service, Lavanagh House in Cork and Kilcar House in Carlow. There was a much needed respite service for children in these areas. We also purchased a new vehicle for our Children's Respite House in Kilcar which greatly assisted in our delivery of respite service. Residents welcomed the easing of

restrictions which increased opportunities to access the community and to facilitate visits. We continued to engage with HIQA in relation to notifiable events and also daily updates on suspected or confirmed cases of Covid 19 among residents or staff in the designated centres.

Regular HIQA inspections recommenced in the latter half of 2021 with three monitoring inspections and one site visit to begin registration in Lavanagh House, Cork. All centres passed successfully with few substantial compliance issues. We also continued with our internal inspection process throughout the year and developed compliance plans based on both internal inspection findings and HIQA inspection findings.

Children's and Adult Respite Services.





Family Support Worker – Amy Sweeney

“My name is Amy Sweeney and I’m a Family Support Worker in the Midwest. I love my job. Supporting children with disabilities was always something I wanted to do. I support families who have children with disabilities, in their home setting.

I take care of all the children’s needs throughout the day. We get out and about in the community, we go for walks. There is always lots of entertainment, music, dancing and fun.

The support I provide means a lot to the family. They can take a break, or do some work around the house. They can spend some time with their other children.

In Enable Ireland, there is a strong sense of teamwork and working together. The staff are very approachable, and I know I could talk to someone if I had a concern and I would be listened to.

The support from Enable Ireland is great. I feel I am a valued member of the team. They say that when you love your job, you’ll never work a day in your life, and I feel like that about my job. Having a positive impact on a child’s day is everything.”

Amy is a Family Support Worker based in Enable Ireland’s Ennis Children’s Services in Clare. She primarily supports one family, usually four or five days per week. The family has one child with a disability and Amy takes care of all the child’s needs throughout the day. Amy’s support means that the family can get some respite, spend time with their other children, or just take a break for a few hours.

Adult Services Review

In 2021, we provided services to 375 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.

Due to the ongoing Covid-19 pandemic, adult day services were provided as a blended service which included on-site, virtual and in-home/community support. The Virtual Adult Service remained a critical part of service delivery for with up to 40% of adult service owners engaging with the virtual service. During the year, service owners from around the country attended the National Virtual Service Working Group as representatives for service owners in their area and to provide input into the development of the virtual service and types of activities offered on it.

Throughout 2021, Adult Day Services continued to develop and provide services in a blended model, combining centre, community based and virtual options.

Our service for adults is person-centred with 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 during the year included:



New Directions

In line with New Directions, the 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. We opened a new hub in Rathkeale, Co. Limerick and plans were advanced to open a hub in Limerick City. We expanded our service in Mallow hub and are currently looking for options in East Cork and Cork City. We are also exploring options for new hubs in Dublin as we continue to develop this service.

As part of the New Directions programme in Adult Services, service owners and staff from Enable Ireland were involved in the production of a video to be used as a training tool by the HSE in supporting the Easi Tool service owner evaluation process.

In partnership with the Disability Federation of Ireland (DFI), we developed a paper outlining the model of housing and care supports that are available to residents in Bailis, Co. Meath and submitted it to the National Housing Agency as a 'model of good practice of housing for people with disabilities'.

We began work on an initiative to build the capacity of service owners in the area of advocacy. This work was led by the Adult Services Managers nationally and will be rolled out in 2022.

There were lots of creative examples of how services supported adults during the year. For example, in Quinn's Cross Limerick, one of the adults published poetry work, four adults attended dance workshops and performed behind closed doors at the Belltable Theatre with the performance shared online afterwards. Another adult in Ennis, Co. Clare, was supported to publish their own book. In Cork, service owners participated in the Mizen to Malin Head walking challenge. In Dublin, six service owners judged the final design product projects of Technical University Dublin students (formerly DIT). One service owner hosted a series of interviews as part of the virtual service which included an interview with the Director of Services and other prominent Limerick people. Staff in Kerry Adult Services supported a number of individuals to take part in a writers group via our virtual services with the Kerry Writer in Residence and Kerry County Council. The writers and their scribes developed an anthology of

their poetry, stories and hip-hop classics which were collated into a book and published.

An important focus during the year was to provide opportunities for social interaction on a daily and weekly basis to counteract some of the social isolation experienced by adults during the lockdown period.

During the year, we submitted a proposal for a development at our service in Limerick for a supported living service, in partnership with the HSE and Limerick City and County Council. The proposal is to develop apartments next to our Quinn's Cross site which will support five adult service owners who attend Enable Ireland and have been identified as potential tenants, in agreement with the HSE. The development is estimated to take two years from planning to completion of construction. A primary mover in the development has been Enable Ireland's Living Options Reports (2012).

In Dun Laoghaire, we renovated our garden and improved both its accessibility and functionality. This work was part-funded with a €10,000 grant received from HSE for the purpose of increasing capacity during Covid restrictions. In Limerick, we received funding from the HSE for a wellness garden in Quinn's Cross, which has an accessible winding footpath with flowers and a large water feature. Service owners were involved in the design, which also includes a weatherproof gazebo, and recycled garden furniture that has wheelchair access.

We enhanced our transport fleet in Adult Services in Dublin, including the purchase of a vanette, funded by the HSE, to support increased capacity as the numbers that can travel in one bus were limited. Additional transport capacity enabled us to support more community-based activities during the year.

We undertook significant works in Sandyford, Dublin, to improve the building, including walls painted, floor covering replaced, toilets renovated and new office spaces installed. This work enabled us to increase the number of service owners able to come back on-site during the year. In our adults respite service in Rathmore House, Co. Wicklow, we completed work on our front and back gardens to make them more accessible. We secured a new premises for use by Clare Adult Day Services. The new site offers space in the community for service owners to work out of and enables us to increase our capacity levels and outreach community work.



**Padhraic Dormer,
member of Service Owners
Council (SOC)**

From Service User to Service Owner

In February 2021, the Enable Ireland Board of Directors confirmed its agreement that adults who avail of our services would be referred to as service owners rather than service users. The change in terminology was made at the request of the National Adult Service User Council and followed a national consultation process undertaken among all adult services regarding the name change proposal. The result of the consultation was that the majority of adults accessing Enable Ireland's services were in favour of the change to service owner.

Adult service owners and members of the newly renamed Service Owners Council (SOC), led the change in terminology. Diarmuid Duggan, Chair of the SOC and former Enable Ireland Board Member and Padhraic Dormer, member of SOC and former Enable Ireland Board member, were both involved

in the process and explained why it was important to adult services owners and how it was achieved.

Padhraic Dormer explained how the change came about. "It all started with the Advotech Summer School in June 2019. This was a summer school that adults attended which looked at advocacy and technology. While we were there looking at advocacy issues like PA hours and accessibility and some of us felt that the term service user just wasn't right. When we put together our Person Centred Plans, we always talk about it being our service. We felt passionately that it is our service, so why are we not known as service owners? So we took our proposal to the Council and discussed it with the other members there. We agreed that we would put it to all adults using Enable Ireland services around the country to let everyone have a say in it. The majority agreed that they wanted to

be known as service owners. So the Council made the request to the Board of Enable Ireland.”

“It was our decision to change the name and we were able to use the advocacy groups in Enable Ireland like the Council to make it happen. Enable Ireland listened to us and to what we wanted. It’s been really positive for us to see this change happen”.

Diarmuid Duggan was the adult service owner representative on Enable Ireland’s Board of Directors, “I’ve been involved with Enable Ireland for over 40 years. I’ve been known as a pupil (when I was in the school) and then a trainee when I joined adult services. But you can’t still be a trainee after 40 years! I can see the benefit now in the name service owner. It is our service after all and we do own it. I think this kind of change is very good for an organisation too, like when we changed from Cerebral Palsy Ireland to Enable Ireland. It’s empowering. This has been one of the biggest, most effective changes that I have been involved in on the Board. I’m proud of the decision the Board made and the part I played in it.”

The shift to ‘service owner’ reflected the ongoing active participation of adults in their disability services in Enable Ireland. It demonstrated the importance of the advocacy structures that we have in Enable Ireland from the Service Owners Council, local advocacy groups like SPEAK and representation at Board level. They are critical to ensure that each service owner’s voice is represented at all levels of the organisation.

The SOC is an independent committee within Enable Ireland with representatives from all areas where adult services are provided. It currently has nine service owner representatives from around the country.

Virtual Adult Service

In 2021, we expanded our Virtual Service through the funding of 0.7 whole time equivalent posts in coordination and technical support roles, via a grant from the from “RTÉ Does Comic Relief”, administered by Community Foundation for Ireland. This grant also enabled 16 service owners to take up new paid roles as Virtual Service Support Workers.

Through the delivery of the Advotech course online to all members of the Service Owners Council, the Virtual Service supported the embedding of advocacy as a core feature of this ever-evolving online service. We undertook further advocacy in the area of housing, assistive technology, independent living, transport and sexuality, with lead roles taken by Virtual Service Support Workers in designing and delivering on line sessions.

We expanded our engagement with external partners (AccessEarth, the Irish Wheelchair Association, National Advocacy Service, Independent Living Movement of Ireland and others). This work was informed by the personal priorities of service owners.

In 2021, the Virtual Service became an established third strand of services which Enable Ireland offers to adults, alongside day services and respite/residential services. We will continue to work in partnership with Virtual Service Support Workers and service owners to ensure that the Virtual Service evolves in tandem with their priorities over the coming years.

Virtual Service Support Worker Claire Pringle

"In November 2021, I got a job as a support worker with Enable Ireland's Virtual Adult Service. I started using the virtual service after the Covid-19 lockdown in 2020 and before I became a paid employee, I did voluntary work with the services. My job includes hosting sessions on the virtual service and providing technical support to other service owners who want to take part but may be having difficulties.

Through the virtual service, I've made new friends all around the country and I stayed in touch with friends from when I used to attend Enable Ireland's day service in Crumlin. Because it is a virtual service I am able to support them no matter where they live. There are people that I have never met before but we all get on like a house on fire. We have the craic!

I like listening to people and hearing what they have to say, I can be a shoulder to lean on. I see myself as a friend first and a support worker second. Other service owners will come and ask for help when they have a problem. I feel so chuffed that I can help someone out. It feels great to fix a problem for someone. You may have heard of the movie A Dog's Purpose where a dog helps people to find their way, well the Virtual Service is "Claire's Purpose" because it helps me to find my way.

The job really suits me and I am very grateful to my supervisor, Jason, he understands that I want to work from home and use the service at home. Working with Enable Ireland has really got my confidence up. It is a really personal achievement for me and I've grown as a person. Home is my comfort zone so being able to work from home really suits me. I'm talking a lot more now. It's easier to be myself and open up at home.

I really don't know where I'd be without the virtual service it gets me excited for the next morning.

I also love working with the other support workers. We each host a session every week. Mondays we have advocacy, Tuesdays is Health and Wellbeing and I host that session. Wednesday is our virtual radio show, Harmony FM, Thursday is technology and Friday is Inclusion. It is a big responsibility to host a session but I love doing it. The really great thing about the service is that we are involved in the planning of all the sessions. For example, having evening sessions was our



idea or running a film session on a bank holiday when everyone is at home. Everybody watched the film online and then we had a great chat about it afterwards. It's very social and I was delighted to be able to do that. We said we wanted it and so we made it happen. It's great that we have the opportunity to do this and Enable Ireland is supporting us to do this.

Getting this job has also been great for my family. I live at home in Cork St in Dublin with my Dad, my sister and my dog, Juno. My family get to see me working and that's really important to me. The money I earn also helps with the shared bills. My sister works four days a week in the office and one day remotely, so we get to work together on that day.

I feel delighted to be involved in the big stuff and I am totally chuffed to be working closely with the top people in the organisation - the people behind the progress that no one knows about - and I feel privileged and honoured to be doing that.

My wings are still flourishing, thanks to the virtual service. I can finally see them now and I couldn't be more grateful and prouder of myself as I am today. It took a long time for me to get back to me. I feel with the virtual service, I am home. I am the girl who I needed to be growing up and that is why I hope to be there for other people. I can be the support I needed when I was younger for someone else."

Virtual Service Support Worker Sarah O'Sullivan

"My name is Sarah and I am 23 and I live in County Limerick. I have cerebral palsy and I am a wheelchair user. In 2021, I got a job as a Virtual Service Support Worker with Enable Ireland. We have a music session every Tuesday with Quentin, a member of staff from Enable Ireland Adult Services in Limerick.

During lockdown, the virtual service was really important. We had no communication with other people when we were in lockdown so it was really good to be able to see people and chat to people on the virtual service. Once the service started, I found you didn't notice the time going by because you were just chatting with everyone.

My job is to support other service owners in using the service and I also facilitate activities on the service. One of the things I do is facilitate the Smart Tech hour with two other support workers. We help others with using Microsoft Teams and any technology issues they might have. Some people would not be that good with technology and can have difficulty at the start. But I'm very comfortable using technology, especially my iPad. So I enjoy helping others solve their technology problems. I help them get used to using the Teams App and show them all the features on it and how they work.

We have a music hour every Tuesday and I support this session. We had live music from Quentin, and lots of singing was had. It's great fun and it's great to see everyone enjoying themselves. During lockdown, the virtual service was really important as we had no communication with other service owners from our centre.

I can do my job either from home or from the Enable Ireland adult service centre in Limerick. It's great being set up to work from the centre or from home. I do one hour on a Tuesday and one hour on a Thursday.

Outside of the virtual service I love to do physiotherapy, swimming, and Boccia with Enable Ireland. Once the virtual service was set up we were able to play virtual Boccia during the lockdown. We used a ramp with an iPad set up and then another laptop set up on the floor to follow the balls. The iPad was near the ramp and service owners were able to direct the Boccia balls the way they wanted it.

I had never heard of a support worker role before but some of the staff encouraged me to apply for it and so I did. It's the first paid job that I have had and I really enjoy my work."



National Assistive Technology Training Service Review



Enable Ireland's National Assistive Technology Training Service embraced innovation across many aspects of its activities throughout 2021. We delivered our TU Dublin-accredited online Foundations in Assistive Technology (AT) to adult AT users from Ireland and Qatar, therapists, educationalists, personal assistants and parents, building on the learning of 2020, when the course transitioned to a wholly online delivery model. We partnered with the Independent Living Movement of Ireland and the ESB to enable four recipients of our Foundations in AT course scholarships to complete this course. The purpose of this initiative is to build capacity among AT users nationally to become confident in their use of technology and to provide peer support to others who may be less familiar with technology and the benefits it can bring to people's lives.

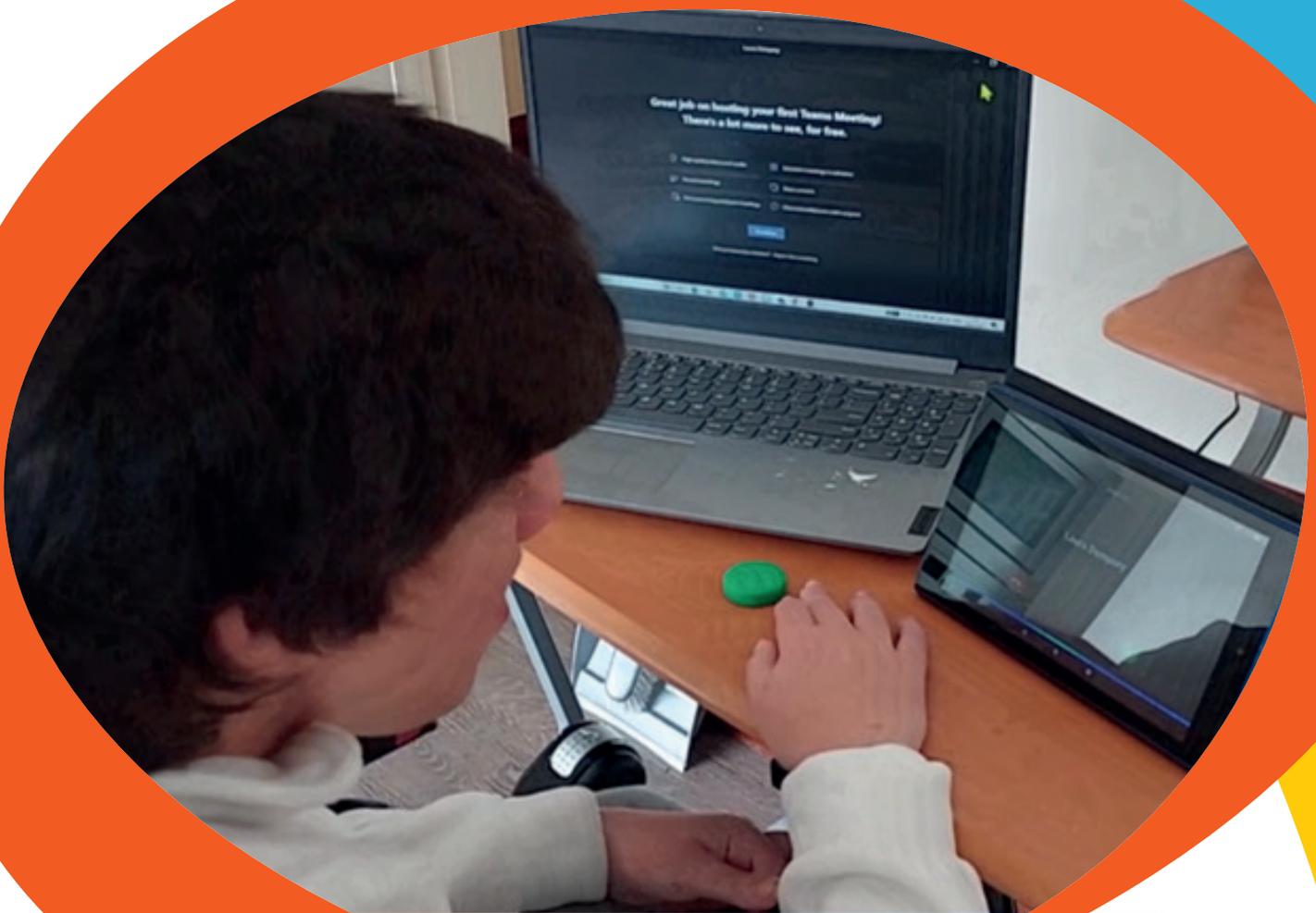
In total, we reached 449 people through our online training programme, delivering 189 training days during the year.

Three projects enabled us to exploit the potential of technology to enhance service delivery during the year and these were:

The Virtual Service, established in April 2020 as an online alternative to adult day services with extensive support and guidance from Microsoft (see Adult Service for more details).

The launch of our online course for primary teachers, special needs assistants and parents: Learning with AT: Primary Education. This course was also supported and funded by Microsoft.

Our See Hear Play project where we used accessible and assistive technologies to enable students in two of our schools (Sandymount and Cork) to enjoy access to multimedia leisure activities using Apollo Ensemble software and hardware, along with a range of mainstream accessible technologies.



Emma McGrane (pictured) is an AT user and an Enable Ireland service owner. Emma has a visual impairment and is a wheelchair user. She lives independently, but because of her sight difficulties she struggles to use mobile devices and finds smaller screens challenging to see and difficult to operate.

Supported by staff from Enable Ireland's Virtual Service, Emma has started to use Amazon's Alexa to connect devices like her phone and laptop together. She uses voice commands to turn lights on and off, to turn the radio on (Emma loves Classic Hits), and to make calls on her mobile to friends and family. AT has made Emma's life easier, improved her digital accessibility and has boosted her independence.

Our goal is to grow engagement in both our Primary School course and our See Hear Play project over the coming year.

Other areas of focus for our AT Training Programme included the delivery of workshops on Augmentative and Alternative Communication, AT for people with brain injury, AT for independent living and alternative controllers for power mobility.

We continued to invest in our online AT loan library and borrowings grew throughout 2021, as services opened up more comprehensively, and demand for trialling of devices pre-purchase grew.

Through FreedomTech, our partnership with the Disability Federation of Ireland, we engaged with

a number of online CHAT (Community Hub for AT) gatherings which drew attendance from service providers, funders, expert AT users, HR and IT professionals, researchers and suppliers.

In December 2021, this FreedomTech partnership spearheaded a major funding application to the HSE for the development of an AT Passport prototype, which was funded in early January 2022.

2021, while challenging due to the pandemic, strengthened our capacity to reach more diverse audiences (particularly those in primary education settings). Stakeholders' capacity to engage online removed the traditional geographical barriers that existed pre-pandemic, and enabled a more timely response to many queries.

SeatTech Special Seating Service Review



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

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

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. SeatTech continued to maintain the maximum allowable service levels within the parameters set out by the prevailing Public Health Advice which issued through 2021. However, a reduced capacity on account of restrictions resulted in a lower than average level of service provision. In total, 187 people attended 413 appointments, and 126 seating systems were issued by SeatTech in 2021. Annual production income, though reduced, was boosted by the recommencement of our SeatTech training programme (detailed below).

Outreach clinics re-commenced, and our capacity to deliver on-site appointments returned to pre-Covid norms as government restrictions eased. The SeatTech team demonstrated agility in its ability to respond to a four-fold increase in high-priority referrals in the year – the unprecedented level of high-priority cases linked to delayed intervention at primary care level caused by Covid restrictions.

We continued with our digital transformation programme in 2021, including remote working

in line with government policy, and use of online platforms for enhanced communication and training opportunities. Our technical team transitioned from paper to tablet devices for the input of job worksheet data. This digitalisation of our processes has virtually eliminated paper use in the department. In addition to addressing the green agenda, this initiative has introduced efficiencies in relation to data management through the process from wheelchair assessment through to issue/handover, and any post-issue follow-up.

We worked in partnership with University College Dublin on the investigation into the feasibility of using digital 3D printing technologies to manufacture custom contoured wheelchair seating. The findings of this work were published in the Rapid Prototyping peer-reviewed journal (27[11]).

The SeatTech Seating *Assessment and Equipment Solutions* training courses, a staple event in the SeatTech calendar since 2003, were suspended in 2020 due to Covid restrictions. Our training team adapted and innovated in 2021 to deliver our first blended format training course. The original intensive 3-day format for the course has changed and it's now spread over a number of weeks. This has brought notable benefits to participants, making the course more accessible to a geographically dispersed audience. This blended learning experience offers participants the ability to assimilate learning materials over an extended period of time and opportunities for peer to peer support and learning.

Corporate Services Review

IT

- The IT team continued the migration of our IT systems and services to the Cloud. In particular, we completed work to expand our new SDWan network to include the new sites in Kilkenny and Wicklow and to securely connect these services to the Enable Ireland IT Network. The team also finalised the plans regarding the migration of Enable Ireland's datacentre to Microsoft Azure.
- Our team worked with the HSE on the development of the National Children's Disability Information Management System (MIS). During the year, the IT team supported the HSE on the evaluation and procurement of the new system.
- We conducted an independent cyber security to assess our current security position and to assist in putting together a process for continuous improvement. The review included an external security penetration test, an IT network security review and an Office365 review,
- We maintained our ISO 27001 certification for the protection of data on the Enable Ireland network following a three year re-certification audit carried out by Certification Europe.
- IT support requirements continued to grow throughout 2021 mainly due to PDS reconfiguration, an increase in company locations connected to the national network and remote working, resulting in a significant increase in calls to the Helpdesk.

Human Resources

- During the year, our HR Department supported staff throughout the ongoing Covid-19 pandemic and provided staff information and supports on data protection issues, management of changing public health advice on positive/suspected cases, vaccination status and impact of controls in the workplace and unscheduled planning and redeployment.
- Whilst Covid-19 issues dominated all Enable Ireland services, this was particularly so for the designated centres under HIQA regulation. In every setting, services, staff, residents and respite users all had to adapt to vastly different work practices and protocols where the use of PPE and isolation were required.

- Through these significant demands, we maintained positive relations with staff and trade unions with excellent co-operation in the context of rapidly evolving and unknown demands on all employees.
- Recruitment during the pandemic became extremely challenging and we faced additional recruitment demands for the new CDNTs set up under the PDS programme. We responded by establishing a Recruitment Strategy Group whose members actively explored creative ways to attract and retain staff and this work will continue for the foreseeable future.
- The HR Departments National Health & Wellbeing Programme continued to support staff with a number of initiatives set up by the national and local committees who invested time and energy into regular activities for staff at local level.

Research

- The Research, Ethics and Quality Committee processed four applications in 2021 on a range of diverse topics including an investigation into the use of a participatory design framework to improve the development of musical environments for students and musicians with varying physical abilities, understanding the use of digital technologies to provide disability services remotely during the COVID-19 pandemic; a multiple case study design. The facilitation of a visual artist residency focusing on the implementation of sound focused therapy sessions and the evaluation across multiple sites of The Parents Plus Special Needs Programme: a longitudinal mixed-methods evaluation by parents and professionals

Health & Safety

- Health and Safety was dominated in 2021 by Covid-19 throughout the organisation, managing outbreaks, contact tracing and ensuring all protocols and directives from public health were up to date and communicated effectively on a national basis. During 2021, the Enable Ireland National Health and Safety Committee met, either on a weekly or fortnightly basis, to keep ahead of constant changes and as a response to the level of Covid-19 across the country.

- Vaccination for health care workers began in January 2021 for staff working in residential services and then was rolled out to all staff by the summer of 2021 and was also offered to all adult service owners and then children's service users aged 16 to 18 years. Enable Ireland was very proactive in encouraging both staff and service owners to take up vaccination and supported and facilitated this for almost all adult service owners in residential and day services. Enable Ireland reached over 90% of staff fully vaccinated in 2021. A risk assessment process, guided by the HSE, was put in place for staff who were not vaccinated to mitigate against the risk of infection.
- Training was constantly adapted to respond to Covid-19 protocols. This was facilitated through the regularly revised 'Facilitation of Training in Enable Ireland Guidance Document', which included a comprehensive risk assessment prompt for required face to face training. All training, except for essential on-site training practicals such as People Handling and First Aid, was delivered online.
- Throughout 2021, there was a high level of non-pandemic related National HIQA activity. We continued our internal inspection programme for a total of nine designated centres throughout the country.
- The national team also reviewed the new HIQA framework for Infection Prevention Control (IPC) inspections and prepared our processes for ensuring compliance.
- A number of unannounced HIQA inspections also took place during the year. We maintained ongoing and regular positive communication with HIQA and we completed all compliance plans as directed.

Training

- The majority of our training programmes were delivered online in 2021 in response to the pandemic.
- The National Policy Group work programme continued at a pace and we issued new Covid-related policies, procedures and guidelines on a fortnightly, and sometimes weekly basis, such as the scale of Health & Safety protocols across the entire service and commercial networks.

- We terminated our Working from Home Policy and replaced it with our Blended Working Arrangements Policy which remains in place, pending expected legislation in 2022.

Communications

- Our Communications and Marketing Team focused on our response to Covid-19, supporting our transition to PDS in Children's Services, internal communications and finding alternative creative ways of engagement with donors, customers and volunteers during the year.
- Social media engagement and reach increased across all platforms including Twitter, Facebook, LinkedIn and Instagram.

Procurement

- Enable Ireland is fully committed to the Public Sector procurement regulations and strives to achieve value for money in the procurement of supplies and services essential to support its work in providing assessment, therapeutic and clinical intervention to people with disabilities in a cost-effective and efficient manner. We participate fully in on-going initiatives of the Office of Government Procurement (OGP) and HSE procurement initiatives, focusing especially on achieving procurement savings, including the use of shared framework agreements for the provision of supplies and services. There is also an active National Procurement & Energy Group chaired by the Director of Finance and IT. During 2021, we undertook tendering processes in respect of insurance brokerage services, pension consultants and financial audit services.

Sustainability

- Enable Ireland reports 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 during 2021 we reported to the SEAI savings for 2020 of 45%. During the year, we carried out energy audits as required by Statutory Instrument 426 of 2014 on sites representative of 89% of our total energy consumption. The audits identified potential savings of 12.33% in kwh usage and it is the intention of the energy committee to explore the practicalities and affordability of adopting the measures outlined during 2022.

Governance Review

● Enable Ireland operates to high standards of governance with a focus on continuous development and improvement. We completed and submitted our compliance statement to the Charities Regulator (CR) and have adopted the Charities Governance Code. We are a member of the Charities Institute Ireland (Cii) and were awarded “Triple Lock” status by the Cii, demonstrating our commitment to best practice in all aspects of transparent reporting, ethical fundraising and good governance. Awarding of the Triple Lock status reflects the fact that our board has formally adopted the Guidelines For Charitable Organisations on Fundraising from the Public, prepares a trustees annual report and financial statements in full compliance with Charities Statement of Recommended Practices, Accounting and Reporting by Charities (SORP) and our board has formally adopted the Charities Governance Code as devised by the Charities Regulatory Authority (CRA).

● Enable Ireland continued to be fully compliant with SORP and, in accordance with Enable Ireland’s obligations, a full report on the activities of the organisation for 2020, including financial details and audited accounts, was submitted to the Charities Regulator in 2021. Enable Ireland completed and signed the HSE Service Arrangement Part 1 for the period January 2021 to 31 December 2021. In May 2021, Enable Ireland submitted the HSE Annual Compliance Statement (2020) for Section 39 Agencies. The Compliance Statement incorporates governance, internal codes of practice and financial frameworks. We remain on course to complete the action plan to achieve full compliance with HSE governance requirements.

Twelve year old Joshua Fitzgerald O’Brien and Enable Ireland Ambassador Munster Rugby star Fíneen Wycherley at the Wheel 100 fundraising campaign launch.



#enableireland

Fundraising Review

Our Donors – a vital part of our work

In 2021, we had 4,585 donors and supporters and 31 corporate donors and partnerships. We are very grateful to our supporters for their continued commitment to our services during what was another challenging year. It is thanks to their support that we are in a position to continue to provide the best possible services to those in our care.

National Fundraising generated a net income of €687,663. Income from fundraising was vital to the organisation as we continued to provide our essential disability services whilst adhering to public health guidelines and managing the associated costs arising from Covid-19. Fundraising contributed to a number of capital projects such as Enable Ireland's Sandymount Hydrotherapy pool refurbishment, the refurbishment of our Galway Children's Services building and vital equipment and supports. Fundraising also contributed to the funding shortfall for the cost of running services across the country.

Enable Ireland received €114,639 in online donations via website and online fundraising platforms. This demonstrates the continued success of the pivot Enable Ireland's fundraising team made to digital and virtual campaigns, and the strong support that Enable Ireland continues to receive from families, service owners, staff and the public who rallied round to raise funds for our services during the pandemic.

Changing public health guidelines throughout 2021 necessitated a flexible approach to local events and activities. With thanks to our fantastic volunteers and local communities, Community Fundraising raised €864,686 from activities across the country. This included €610k for our Children's Service Centre in Curraheen.

A sample of events and virtual activities that our supporters took on includes:

- Wheel 100
- Castletown Fundraising Group (Cork)
- Tommy Sheehy Cycling Challenges
- VHI Virtual Women's Mini Marathon
- Cork Echo Virtual Women's Mini-Marathon

- Jack and Shane 'The 100 Challenge'
- St Patrick's Day Pilates with Laura Fennelly
- December Sounds (Kilkenny)
- 4x4x48 Challenge by Steven O'Carroll
- Easter Raffle by Laura Ganley & Martina (Mayo)
- Bumblebee 1000 (Galway)

600 volunteers and fundraisers took on challenges and supported campaigns around the country. We are incredibly grateful for their support. We continued to develop new campaigns and events during 2021 which helped to promote our positive message and continued to raise the profile of Enable Ireland amongst the public:

- Established exciting new community and corporate partnerships.
- Successfully completed Win A House Cork, Enable Ireland's biggest ever standalone fundraising campaign.
- Generated Fundraising profits of €1,552,349 during another uncertain year for fundraising and events.
- Grew our Friends of Enable Ireland network to over 1,700. Friends of Enable Ireland is our news and information network which we use to share details of upcoming events and campaigns. Our Friends continued to support our events and activities, share our campaigns on social and promote our message amongst the wider community, their own friends and family.

Tommy Sheehy Cycling Challenges

In 2021, Tommy Sheehy completed three gruelling cycling challenges in support of our Kerry services. In August, Tommy completed his Everest Challenge, climbing the equivalent height of Mount Everest (8,848 metres) in one day! In September, Tommy completed a 5-day Catalonia Cycling challenge, climbing the highest mountains in the region. Tommy's final challenge was to surpass 1 million metres elevation of climbing by the end of the year, which he completed at the start of October. Tommy is a phenomenal fundraiser and avid supporter of Enable Ireland Kerry Services, having raised over €100,000 since 2011. Thank you, Tommy!



A Special Cork Thanks

Enable Ireland Cork Services is grateful for the continued support of Mr Pat Hegarty and acknowledges, in particular, his generosity in a year where regular fundraising events, such as the Ladies Lunch in Cork, were unable to be held. A big thanks also to the Cummins Family and Cummins Sports for their continued support.



Dylan Harte - Bumblebee 1000

In 2021, Dylan Harte celebrated his 22nd birthday by taking a trip around Ireland in a Bumblebee 1000 supercar!

As part of his birthday celebrations, Dylan asked people to make a donation to Enable Ireland raising an amazing amount of €3,345 for Enable Ireland Galway. This was an extra-special contribution for Enable Ireland, as Dylan used to attend our children's services in Galway.

Robbie's Rebels

Donna O'Riordan pictured with her daughter Freya and son Robbie, who attends children's services in Cork. Their group of sixteen friends and family raised over €4,500 last year for Enable Ireland when they completed the virtual mini marathon at The Lough, Cork under the team name 'Robbie's Rebels'.



Win A House Cork Campaign

Virtual campaigns from 2020 were carried into 2021, with particular success being seen from Enable Ireland's 'Win A House Cork' fundraising raffle. Enable Ireland raffled a show house in a desirable location in County Cork, backed by an innovative digital and traditional marketing campaign. The raffle was held in April 2021, grossing €1million (with a net profit of €610,000). This campaign was the most successful standalone fundraising activity ever held by Enable Ireland with funds raised going towards Enable Ireland's capital development in Curraheen.



Innovative marketing techniques were developed such as the promotion video – 'Gift the chance of winning keys'. Celebrities from Cork were posted keyrings and asked to video themselves promoting the raffle. These included Brendan O'Connor, Marty Morrissey, Bríd Stack, Briege Corkery, Rena Buckley, Donal Lenihan, Fineen Wycherley, Hilary Rose, Olive Loughnane, Rob Heffernan and Sanita Pušpure. This was achieved during the peak of public health restrictions when everyone was in lockdown. All content was created with remote support from the campaign team and in-home support from their families and friends. Video link:

<https://www.youtube.com/watch?v=rtOEaDEjMzE>

This raffle could not have taken place without the generous support of Stephen McCarthy, Astra Construction. We are also very appreciative of the huge amount of work and dedication by Lead Volunteer, stalwart Anne Hegarty, and for the support of Chris and Susan Dineen, Right Price Tiles.

At a time when Enable Ireland was restricted in the type of events we could run, Win A House Cork helped energise our organisation with strong engagement from families, staff and supporters. The campaign became a focal point of activity and underlined the positive impact that our services have for children and young people in Cork and nationally, while also highlighting our funding need to continue to provide the best possible services in the best facilities. The goodwill groundswell behind the campaign and support for Enable Ireland was unprecedented.



Our Corporate Partners

We thank our corporate and community partners for their continued support during 2021. TK Maxx and Applegreen funded specific projects in our children's and respite services. Our partners Microsoft and Milano Restaurant Group continued their support of our digital offering including our virtual service for adults, Assistive Technology and equipment. We're very grateful to our partners Meta for their continued professional guidance, support with ad credits and colleague fundraising for our services, and our partners UPS for their staff fundraising and volunteering.



TK Maxx

TK Maxx

TK Maxx and Homesense raised an incredible €244,000 to support our services during 2021, despite the continuing challenges posed to retail by the pandemic. These funds were raised from sales of clothing donations through the long-running Give Up Clothes for Good campaign, staff fundraising, the sale of dual branded TK Maxx and Enable Ireland merchandise in their TK Maxx stores, Disney and Enable Ireland branded t-shirts and customer donations (in-store and online).

This fantastic result again highlights the importance of TK Maxx and Homesense as core corporate supporters of Enable Ireland's children's services and the connection Enable Ireland has with TK Maxx and Homesense associates and customers.



Applegreen Charitable Fund

Enable Ireland's partnership with Applegreen raised over €118,000 during 2021, €50,000 of which came from the highly successful donation appeal in-store in November which featured Enable Ireland Ambassador, Harry Cullen. Harry attends Enable Ireland's Teach Saoirse respite house in Tipperary. The Applegreen Charitable Fund is supporting a number of vital projects in Enable Ireland's respite services and children's centres across the country. During 2021, a number of young adults in Enable Ireland services, like Luke Mannering (pictured), took up paid employment in Applegreen, which we were delighted with.



Microsoft

Microsoft continued its long-standing support of Enable Ireland's services with specific support provided for Enable Ireland's digital offering through our national Virtual Service, through the development and launch of an e learning course for Primary School teachers, special needs assistants and parents, through the development of the AT Passport in their Hack4Good competition and through a substantial donation of hardware to support adults and children who use AT. Microsoft volunteers provided expertise and guidance and Microsoft colleagues undertook fundraising activities.

Karl Spain from Microsoft ran a 50k marathon in the grounds of Malahide Castle raising over €3,400 (with another €1,000 in matched funds from Microsoft) in support of our Assistive Technology services. We're very grateful to Karl for his efforts on our behalf.



UPS

Enable Ireland has developed a strong partnership with UPS. In recent years, UPS staff have raised over €52,000 to support our children's services through fundraising events and through the support of the UPS Foundation. UPS and Enable Ireland officially confirmed our partnership during 2021.



Horizon Therapeutics

Horizon Therapeutics continued its support of Enable Ireland into 2021, with €17,500 donated towards the refurbishment of Enable Ireland's Galway Children's Service.



CNP Santander

CNP Santander Insurance partnered with Enable Ireland on a digital staff fundraising campaign (with staff fundraising matched by the company) raising over €14,000 to support Enable Ireland's Sandymount Hydrotherapy Pool redevelopment. Over the course of May, 52 staff covered 5434.94kms walking, running cycling and rowing, as part of their virtual challenge. We're very grateful to everyone at CNPSI for taking on this challenge in support of our services.



Thank You to Our Fundraising Partners & Committees

AXA Insurance (Cork) / Astra Construction (Cork) / Supermac's (Galway) / AXA XL (Dublin & Leinster) / Curry's PC World (Limerick) / Bridge Players (Cork) / DFC Galway - Boumar Fitness / Betty & Eileen's Flower Committee (Cork) / Avoca Hockey Club (Dublin) / Avolon Aerospace (Cork) / Cloncad (Dublin) / Emovis Operations Ireland (Dublin) / Baxter Healthcare (Mayo) / Eamonn Cleere & KFFL (Kilkenny) / Carbon Group (Cork) / St Raphael's College Loughrea (Galway) / ESB Tralee Benevolent Fund (Kerry) / Irish Hotels Federation (Cork) / GVA Donal O'Buachalla (Dublin) / Calary Church (Wicklow) / St Anthony's Claddagh Credit Union (Galway) / The Central Bank of Ireland (Dublin) / Quality Freight (Dublin) / Castletown Fundraising Group (Cork) / Horizon Therapeutics (Dublin & Galway) / The John Joe Trust (National) / Swinford Golf Club (Mayo) / Right Price Tiles (Cork) / JP McManus Fund (Limerick) / Kilkenny School Project National School / Glanbia (Kilkenny) / Dell (Cork & Limerick) / Lavanagh Pitch & Putt (Cork) / Hegarty & Sons (Cork) / Rocklodge Pitch & Putt Club (Cork) / Enterprise Solutions (Wicklow)

Commercial Division Review

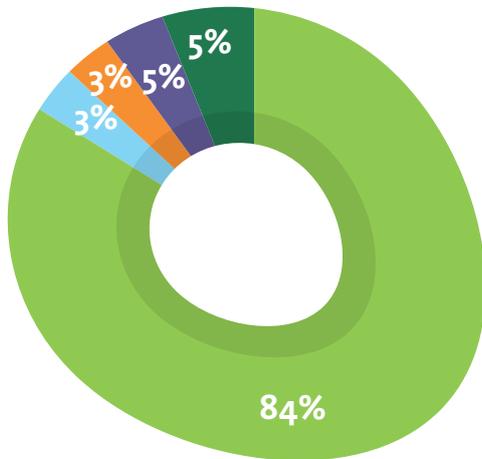
The Commercial Divisions consisted of our network of 23 charity shops, garden centre and warehouse.

- In 2021, profits from the Commercial Division were €861,497, despite the closure of charity shops for five and a half 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 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.
- 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 2021, we recycled 1,645 tonnes of donated textiles and clothing via our 189 textile banks on 133 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.
- 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 130 people who volunteered in our shops during the year.
- We employed 68 Community Employee (CE) Scheme participants in our shops. CE workers are an invaluable part of our workforce.

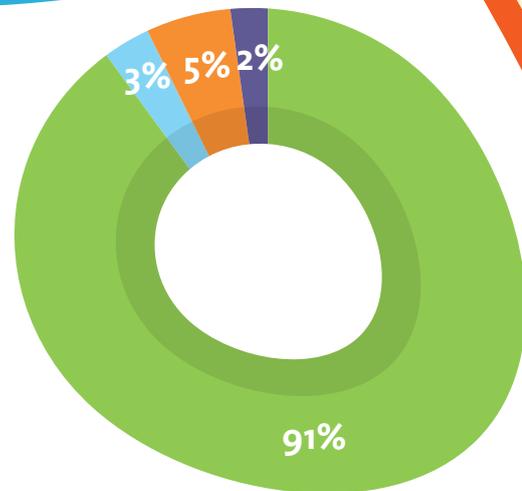
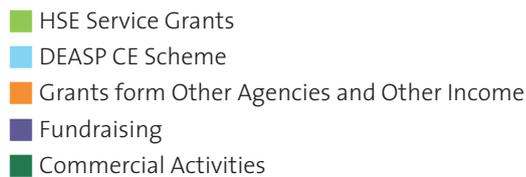


Thank you to the suppliers and retailers who supported us during the year, including Hugh Jordan, Decollage, Agency Int., Portwest, iClothing, Ace Express, Whelan Footwear, Pownall Hampson, Trespass.

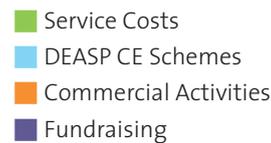
Enable Ireland Income & Costs



Where Our Income Came From in 2021



Where We Spent Your Money in 2021



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:-

	2021 Number	2020 Number
€60,000 - €70,000	40	28
€70,001 - €80,000	15	19
€80,001 - €90,000	17	8
€90,001 - €100,000	4	3
€100,001 - €110,000	3	2
€110,001 - €120,000	3	1
€120,001 - €130,000	-	-
€130,001 - €140,000	1	1
€140,001 - €150,000	1	1
	84	63

Statement of Financial Activity

	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2021 €	Totals 2020 €
INCOMING RESOURCES					
Incoming Resources from Generated Funds					
Voluntary Income					
Donations	124,046	-	389,261	513,307	602,832
Activities for generating funds					
Commercial and fundraising	1,185,000	-	3,905,696	5,090,696	5,219,657
Investment income	-	-	55	55	435
Incoming Resources from Charitable Activities					
Health Service Executive grants	332,613	51,075,688	-	51,408,301	47,916,828
Grants from other agencies	20,000	1,869,522	1,123,856	3,013,378	2,431,441
Other income	-	1,075,594	-	1,075,594	1,221,935
Other Incoming Resources					
Gain/(loss) on disposal of fixed assets	-	-	19,671	19,671	(2,299)
Total Incoming Resources	1,661,659	54,020,804	5,438,539	61,121,002	57,390,829
RESOURCES EXPENDED					
Cost of generating funds:					
Fundraising costs	388,208	-	540,351	928,559	747,350
Commercial division	35,191	-	3,029,644	3,064,835	2,885,824
Total cost of generating funds	423,399	-	3,569,995	3,993,394	3,633,174
Charitable Expenditure:					
<i>Costs of activities in furtherance of the charity's objects:</i>					
Disability services	1,476,177	52,365,118	170,474	54,011,769	50,316,625
Management & administration including governance costs	-	1,757,044	-	1,757,044	1,535,670
	1,476,177	54,122,162	170,474	55,768,813	51,852,295
Total Resources Expended	1,899,576	54,122,162	3,740,469	59,762,207	55,485,469
Net Incoming Resources Before transfers and other recognised gains and losses	(237,917)	(101,358)	1,698,070	1,358,795	1,905,360
Transfer between funds	-	101,358	(101,358)	-	-
Net Incoming Resources Before other recognised gains/losses	(237,917)	-	1,596,712	1,358,795	1,905,360
Other recognised gains and losses:					
Loss on investments	-	-	-	-	(27,707)
Net movement in funds	(237,917)	-	1,596,712	1,358,795	1,877,653
Total funds at beginning of year	26,958,365	(12,615,977)	37,165,980	51,508,368	49,630,715
Total funds at end of year	26,720,448	(12,615,977)	38,762,692	52,867,163	51,508,368

DIRECTOR: MR. S. HAUGHEY

DIRECTOR: MR. J. BERGIN

Date: 19/5/22

2021 Balance Sheet

	2021 €	2020 €
ASSETS EMPLOYED		
Fixed Assets	50,579,076	51,570,762
Investments	1,295,101	1,295,101
	51,874,177	52,865,863
CURRENT ASSETS		
Stocks	140,408	148,898
Debtors	5,616,079	3,793,771
Cash at bank	10,406,293	7,325,929
	16,162,780	11,268,598
CURRENT LIABILITIES		
Creditors	(11,561,713)	(8,492,639)
NET CURRENT ASSETS (LIABILITIES)	4,601,067	2,775,959
TOTAL ASSETS LESS CURRENT LIABILITIES	56,475,244	55,641,822
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		
Long Term Bank Loans	(3,608,081)	(4,133,454)
NET ASSETS	52,867,163	51,508,368
FINANCED BY		
Restricted Services Fund	(12,615,977)	(12,615,977)
Restricted Capital Fund	26,720,448	26,958,365
Unrestricted Development Fund	38,762,692	37,165,980
	52,867,163	51,508,368

The directors approved and authorised the financial statements for issue on 19 May 2022.

DIRECTOR: MR. S. HAUGHEY

DIRECTOR: MR. J. BERGIN



enable ireland

Service Centres



- Children's Services
- Adult Services
- Children's Respite Services
- Adult Respite Services

enable ireland

Shops & Garden Centre



- Shop
- Garden Centre

enable ireland

Disability Services
Life With No Limits

Enable Ireland
32F Rosemount Park Drive
Rosemount Business Park
Ballycoolin Road
Dublin 11, D11 DYK8
Ireland

Telephone: 353 (0)1 8727155
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

Top: Theresa and Adam Clarke launching the 2021 Mini-Marathon fundraising campaign
Middle: Culann Murphy (3) from Enable Ireland's Little Pals Pre-school
Bottom: Sophie Adamson (5) from Enable Ireland's Little Pals Pre-school