



 Cork Centre for Independent Living Limited



Annual Report 2013

Cork Centre for Independent Living Limited



Our Mission

'To empower people with disabilities to maximise choice and control over their lives and achieve equal participation in mainstream society'

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Our Values

'Cork CIL is underpinned by the philosophy of independent living. We are committed to promoting self-determination and equal participation in the community for people with disabilities. The experience and perspectives of people with disabilities are integral to the organisation which adheres to the principles of transparency, accountability, honesty and integrity.'

Revised 2012



Chairpersons Report –

It is hard to believe that another year has passed and the Board of Cork CIL has had another active and busy year. The ongoing economic climate has meant that core funding restrictions are still in place. These limitations will curtail Cork CIL's ambitions to provide a greater range of services as we concentrate on responding to people on the waiting list for Personal Assistant services. The limited resources available affects all the services working in the field of disability and this is a challenge that we must be aware of and, as active participants in the disability sector, be prepared to challenge and advocate for stronger funding and a rights based services.

The members of the Board and Staff work hard to maintain all of the best aspects of Cork CIL whilst focussing on improving areas where the organisation can be enhanced and developed. Our work with staff and service users using the PQASSO quality framework continues to progress well.

The Board recognises that it needs to be at its best in order to respond to the challenges of leading a non-profit organisation and to support Cork CIL to grow and develop. In an effort to meet this challenge, members of the Board and Service Managers attended joint governance training during the year. The skills and diversity of the board were further enhanced in 2013 as we welcomed two new members. Mr Conor O'Brien and Mr Donal O'Sullivan on to the board. They brought with them a wealth of experience and skills and are already having a positive impact on the Board and the organisation.

I wish to thank all our staff for their hard work throughout the year, it is much appreciated. I would also like to thank my fellow board members for their work and dedication. As Cork CIL looks to the future, our Strategic Plan 2014-2017 will guide the organisation and we will be well prepared for the challenges we will face in the year to come. We will continue to work to provide the best service we can to our service users, and our success relies on the on-going support of our service users, the continued dedication of all our staff and the commitment board members.

Thank you all and may the next year bring us all health and happiness.



Padriag Hannafin
Chairperson
Cork Centre for Independent Living



Manager's Report

2013 opened a new chapter for Cork Centre for Independent Living (Cork CIL). After many years in an inaccessible office we moved to our new accessible premises in the Monahan Road. The office staff can now work much more effectively as a team to provide services to our Leaders and to support the community based staff. The new premises provides a comfortable place to meet both staff and service users and we welcomed Staff and Service Users to an open house coffee morning early in the year.

One of the most important pieces of work for Cork CIL in 2013 was to progress work on our service strategy for 2014-2017. In developing the strategy Cork CIL looked at the influences and challenges from the disability sector, and the focus and priorities of the Cork CIL. 'Future Directions' is now complete and will be launched in 2014.

Service Users are our most important stakeholders. To better understand and reflect Service Users opinions a questionnaire was sent to all users to ask them their thoughts, opinions and ideas for Cork CIL. This consultative process was followed up in 2013 by facilitated focus groups designed to explore the main issues in more detail.

The other major influence on our strategic direction comes from our other important stakeholders such as the HSE, the majority of personal support hours that Cork CIL provides are funded by the HSE as part of an Assisted Living Service.

In the current climate and in a sustained drive for efficiency the HSE continues to develop and increase its requirements from agencies like CIL. It is essential that we are transparent and equitable in the way we provide services, that we review and formally evaluate all our services with each of our service users. We have started to examine the ways that we do this and it will be prioritised in our service strategy.

The support of the Department of Social Protection (formerly FAS) and the Health Services Executive (HSE) South and in particular the Disability Services Co-ordinators remain invaluable to the Management & ALS Co-ordination Team.

I want to thank all Cork CIL Service Users who have contributed to the development of our service plans and last but not least a thank you to all our the staff who bring their skills, experience and commitment each working with Service Users to maintain a person centred approach and ensure that the services we are contracted to provide by the HSE are guided by the Cork CIL ethos of independence, options and empowerment.



Pat Beirne,
Manager
Cork Centre for Independent Living

 **Information**

 **Peer Support**

 **Personal Assistance**

 **Transport**

 **Equipment**

 **Access to the Environment**

 **Housing**



Information

Services Users need to know what their options are. Cork CIL acts as information link to people with disabilities and information and training to groups interested in disability issues.



Peer Support

Cork CIL has an established peer forum. This is a forum to share experiences and offering encouragement and guidance from other disabled people.



Personal Assistance

Personal Assistance (PA) is the human help with everyday tasks. A significant part of the Cork CIL service is focussed on this. A PA service is a practical way to support a person with a disability to remain in their own home. Cork CIL continues to advocate for this to be a rights based service.



Transport

Access to transport in order to get where people with a disability want to go is important. Cork CIL does not currently provide a transport service but in response to Leaders feedback Cork CIL is reviewing this and its Driving Policy to explore if there are opportunities to develop a more flexible response that could meet some of the transport needs of service users. Cork CIL continues to advocate for accessible and affordable transport services for people of Cork city and county.



Housing

A suitable place to live is a very important factor in determining peoples quality of life. Cork CIL is not a provider of housing but we can offer support and link people with other appropriate community supports.



Equipment

Technical aids, to reduce unnecessary dependence on others are important. Equipment is essential. PA's often need to use aids and appliances in the home in order to support the Service User safely. The Community Nursing, Physiotherapy and Occupational Therapy Departments are responsible for the prescription and provision of aids and appliances. Cork CIL can support Service Users to access these services.



Access to the Environment

Access to the environment is to go where everyone else does. Cork CIL has regular active membership of the Cork Access Group. The Board of Cork CIL are updated on the Groups activities at the monthly meetings and Service Users are informed through the Peer Forum and through the Cork CIL website news page.

We are committed to fight for these rights as we have a passion for life to be an independent journey not an independent struggle





What We Do



Cork Centre for Independent Living works in partnership with people with disabilities, the HSE & Department of Social Protection (DSP) – formerly FÁS, to provide a range of support and services to people with disabilities living in South Lee area of Cork city.

Our main aim is to empower and enable people with disabilities to achieve independent living i.e. choice and control over their lives and to achieve full and active participation as equal citizens in society. The services offered by Cork CIL aim to be responsive to the individual needs and preferences of the person with a disability. To better understand what type of service people would like, we followed up our questionnaire with facilitated focus groups which were supported by DFI through their 'Listening & Changing Project'. This has three main aims: to 'support people with disabilities to envisage a different future'; 'to facilitate organisations to actively listen to people with disabilities'; and 'to strategically plan appropriate supports to realise this'.

Cork CIL started this journey by asking service users about their experience of the services. Over 50% of service users returned a completed questionnaire. The responses from the questionnaire guided our next steps which were to invite Service Users to participate in focus groups where they could explore relevant issues in more detail.

In March 2013 Cork CIL facilitated two focus groups. The first group explored the services that work well and what services they would like to see developed. The second group explored more specifically Service User supports such as peer support groups and communication and again what works well and what supports Service User would like to see developed in the future. Whilst Cork CIL recognises that we may not be able to respond to all individual requests, the ideas from the focus groups guided the development of our Strategic Plan 2014-2017.



The Cork CIL Strategic Plan

'Future Directions - Cork Centre for Independent Living Strategic Plan 2014-2017 will be the road map for the organisation for the next 3 years. Important factors influencing our plan have included:

- ▶ The opinion and identified needs of existing and possible future Service Users about the services they would like to be able to access and the services they would like Cork CIL to provide.
- ▶ The statutory agencies, HSE and DSP, who commission services on behalf of people with disabilities.
- ▶ Cork CIL's capacity to provide quality services, which meet the needs of service user, and balance this with the organisations ethical, legal and statutory responsibilities as a service provider and employer.

We look forward to launching 'Future Directions' in 2014.



Services

Current Cork CIL Services include:

- ▶ Provision of Personal Assistant (PAs) Service to Adults.
- ▶ Provision of Special Needs Personal Assistant to Children with a primary physical or sensory disability in mainstream pre-school setting.
- ▶ Provision of information on the rights and entitlements of people with a disability.
- ▶ Promoting advocacy and self-advocacy.
- ▶ Sponsor DSP Community Employment Scheme.
- ▶ Supporting employment opportunities for people with a disability.

The HSE funded Assisted Living Service facilitates people with disabilities to access personal assistance and community inclusion opportunities whilst supporting individuals to live independently in the community. These support services are in so far as is possible tailored to individual needs and are both practical and meaningful in terms of empowering people with disabilities to have autonomy in their daily lives.



ALS Co-ordinators Report



As an agency in the disability sector providing personal support hours it was with great relief that we did not experience a further reduction in the core HSE funding. This meant that we were able to continue to provide a similar level of person centred personal assistant services as in 2012. By working hard to use the resources available to us as efficiently as possible we provided over 61,500 direct service hours to over 130 children and adults with a primary physical and/ or sensory disability.

In 2013 Cork CIL provided:

- ▶ 56,165 direct Assisted Living Service PA hours for 104 adults
- ▶ 5707 direct PA hours for 24 children.

The increase in direct service hours by over 19% since 2010 reflects both better recording of hours as well as an actual increase of hours to Service Users within the same resource. Yet despite the small increase in hours new referrals for services are regularly received and a prioritised waiting list operates. In December 2013 the Assisted Living Service Waiting List in South Lee had 32 adults waiting for service supports. 13 of these were referred during 2013.

Prioritised Waiting List

New applications for the HSE Funded service are received throughout the year. These applications may be new, that is from a person who has not received a PA service before or, for an existing Service User whose needs have changed and who may benefit from different or an additional service. Applications are made, following assessment, by the Public Health Nurse. Each application is reviewed by the HSE and Cork CIL at a regular prioritisation committee meeting. If eligible for the service, applicants will, with their consent be placed on a waiting list. As service needs outweigh service resources, this is a prioritised waiting list. This means that we look at several criteria when giving a priority to each application including:

- ▶ Eligibility
 - ▶ We only wait list applicants who are eligible for the service.
- ▶ Clinical Urgency
 - ▶ If an applicant has very significant personal care support needs or is approaching end of life care we will prioritise these applications.
- ▶ Access to other services and supports
 - ▶ If someone lives alone, with no other supports, and is isolated we will prioritise these applicants.

Service Setting.

The recent survey of Service Users showed that Cork CIL PA's continue to work in variety of settings. PA's work with adult and children, they support service users with personal, social and educational supports. Each Service Users needs are different and each person has a level and type of service, within the available resources, that meets their individual priorities. This variety can make recruiting the right staff and scheduling a service more challenging. Establishing the right professional Service User - PA working relationship takes time and can involve some give and take but we are proud of the number of really successful working relationships that have been sustained over time.



Under 65 Initiative Co-ordinators Report

For some time Cork CIL has co-ordinated a programme for a group of residents who are under 65 years of age living in a Care Home for Elders. This project aimed to enhance the quality of life of residents by providing 1:1 PA support so residents can get out and about, to promote social inclusion opportunities and to provide leisure activities. This was positively evaluated by the Service Users whose input guided its development.

Some of the Service Users in the project enjoy a 1:1 PA service and with their PA have planned and enjoyed nights at Cork Opera House, visiting local galleries around Cork and Bingo. Others enjoy the camaraderie and fun of a shared experience and at the request of the Service Users there have been many fun group nights out at the races as well as some expeditions to beaches, Fota Wildlife Park, castles and public gardens where some of the Service Users gained inspiration for their art work which is supported by attendance regular art class throughout the year. The first art exhibition was held in 2013 and Service Users plan to make this an annual event to showcase their new work.

Building on this experience, in 2013 the project was expanded to include other Service Users less than 65 year's old living in a further four residential settings. The supports that the new Service Users have requested includes one to one PA support but has to date been focussed on creative group activities including mindfulness, therapeutic yoga, therapeutic gardening and art craft.

The resource for the project remains the same but with more imaginative use of resources the numbers supported through this project have grown from 6 to 16. We will continue to evaluate the service with service users, the other care providers and the HSE.



Department of Social Protection (FÁS) – Community Employment Project.

Cork CIL was successful in securing a further DSP funded Community Employment scheme. The scheme provides work experience and training to up to 15 people to assist them to secure mainstream employment.

The experiences provided to participants included working as Personal Assistants with people with disabilities, office administration and community development. Participants accessed training such as Patient Handling, Professional Boundaries, Occupational First Aid, and Non-Violent Crisis Intervention.

Participants have the opportunity to do a work placement in a field of their choice, with the aim of enhancing and broadening relevant work experiences while on the scheme. In 2013 there was a very positive level of progression amongst participants into mainstream employment in roles such as an Educational Assistant in St. Johns College, a Community Worker with Greater Dublin Independent Living and other participants were successful in securing permanent employment with Cork CIL as personal assistants through the assisted living service.



Cork CIL Peer Forum

The Cork CIL Peer Forum meets on a monthly basis in Cork city. This provides a space for people with disabilities to come together in a mutually supportive environment. The Peer Forum is supported by Cork CIL, but self - managed by people with disabilities. Peer Forum members have the chance to share experiences and learn from each other.

In 2013 the range of activities undertaken by the Peer Forum were determined by the participants in the group, these included sessions on Positive Mental Health, Financial Management and Employment. A representative of the Cork CIL Peer Forum participated on the National Leader Forum.



Strasbourg Freedom Drive 2013

In September 2013, there was an international gathering of people with disabilities in Strasbourg, France. This biennial event is organised by the European Network of Independent Living (ENIL with the dual purpose of; promoting the rights of people with disabilities at a

European parliament level and facilitating solidarity and mutual support amongst people with disabilities to promote and contribute to a stronger voice at a political level.

In 2013 Cork CIL was represented by a Service User at the Strasbourg Freedom Drive. On his return, he shared his experience with other users at the Cork CIL Peer Forum. In addition to creating international links, the Freedom Drive is a great opportunity to strengthen links with other Irish disability groups and to be inspired by and learn from their achievements.







Quality PQASSO.

Cork CIL and the Practical Quality Assurance System for Small Organisations (PQASSO)

PQASSO is the most widely used quality assurance system within the voluntary and community sector. It has been adopted by thousands of organisations wishing to become more efficient and effective. The Cork Centre for Independent Living used a self-assessment approach which involves people within an organisation making judgements about its performance against the **PQASSO** standards.

The Cork CIL **PQASSO** Core-Team is made up of leaders, staff, and board members in order to be able to assess the organisation from all points of view. The **PQASSO** Core-Team meets on average once every six to eight weeks. We started by focussing on the organisation's Mission Statement, Values, and Value Statement. In 2013 Cork CIL continued to use the PQASSO framework to guide the development of the service strategy to ensure:

-  More effective and more efficient organisational systems and procedures.
-  Better quality of services for users.
-  Better communication among staff, trustees and volunteers.
-  More creative thinking, enabling new perspectives and ways of working.

The PQASSO group continues to work well. It is supported by the Disability Federation of Ireland and provides a group where the board, staff and service users can work as team to contribute to the development and enhancement of Cork CIL.



Activity 2013

Table 1: ALS Activity 2010

Quarters	Adults	Children	Total
1 st Quarter	11,064.25	1,093.00	12,157.25
2 nd Quarter	11,178.50	1,146.00	12,324.50
3 rd Quarter	11,270.85	840.75	12,111.60
4 th Quarter	12,046.95	1,367.00	13,413.95
Totals	45,560.55	4,446.75	50,007.30

Table 2: ALS Activity 2011

Quarters	Adults	Children	Total
1 st Quarter	10,998.00	1,260.00	12,258.00
2 nd Quarter	11,244.00	1,482.00	12,726.00
3 rd Quarter	11,066.00	1,172.00	12,238.00
4 th Quarter	15,907.00	2,272.00	18,179.00
Totals	49,215.00	6,186.00	55,401.00

Table 3: ALS Activity 2012

Quarters	Adults	Children	Total
1 st Quarter	11,542.00	2,010.00	13,552.00
2 nd Quarter	13,474.00	2,379.00	15,853.00
3 rd Quarter	14,205.00	932.00	15,137.00
4 th Quarter	13,970.00	1,789.00	15,759.00
Totals	53,191.00	7,110.00	60,301.00

Table 4: ALS Activity 2013

Quarters	Adults	Children	Total
1 st Quarter	11,643.75	1,600.50	13,244.25
2 nd Quarter	13,410.75	1,622.50	15,033.25
3 rd Quarter	15,097.35	887.00	15,984.35
4 th Quarter	16,013.70	1,597.85	17,611.55
Totals	56,165.55	5,707.85	61,873.40



Staff Pay

Cork CIL has a dedicated team of skilled staff. A small Management, Co-ordination and Support Team working alongside 114 part time Personal Assistants with over 130 Service Users.

Cork CIL employees are aligned either to the HSE, DSP community employment or VEC rates of pay. The majority of staff are aligned to the HSE Consolidated Pay scales, with pay, allowances and other pay-related conditions set and approved by the Department of Health who issue new pay scales to reflect changes as they arise.

The pay scales set out the rates of pay for each grade and include incremental progression where applicable. In 2013 the Department of Health issued the Health Sector Pay Policy. This policy sets out current salaries for public health service staff and applies across the public and to agencies funded by the HSE. Cork CIL is fully compliant with this policy.

In 2010 all staff in HSE funded posts had their salaries reduced by at least 5%. In 2011 all new staff commenced on a new entrant scale which is on average 9% less than staff commenced before 2011.

In mid - 2013 the conditions from the Haddington Road Agreement were applied. For management and administrative staff this is an increase from 35 hours per week to 37 hours per week full time and pro rata for part time staff. This is a further reduction in the hourly rate of pay to these staff. Full time for PA staff remains at 39 hours per week but some premia payments for antisocial hours have been reduced.

Pay Scales as @ 2013.

Grade	WTE in post	Pay Scale Gross PA WTE	Pro rata / Gross hourly pay	Notes
VIII	0.60	€64,812-€78,889	€38,887-€47,333	Post holder waived incremental increases 2010 to date
V	2.82	€40,209-€48,496		Increments where applicable deferred 3/12
A&C	1.00	€23,187-€37,341		Increments where applicable deferred 3/12
PA		€27,504-€30,525	€13.57-€15.05 p h	Pre 1/2011
PA		€24,754-€27,472	€12.21- €13.54 p h	Post 1/2011
PA Premia		Time + 1/6 th 8pm – 12 MN; Time + Time Sunday & PH		



Accounts 2013



Cork Centre for Independent Living Limited

A company limited by guarantee

Statement of Financial Activity

Income and Expenditure Account For the period ending 31 December 2013ⁱ.

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	Continuing Operations	
	12 month ended 31/12/13	12 month ended 31/12/12
Incoming Resources		
Health Service Grants	1,403,440.00	1,410,713.00
FAS Grants	193,131.00	208,752.00
Grants from other Agencies	0.00	800.00
Other income	106,901.00	89,357.00
Total Incoming Resources	1,703,472.00	1,709,622.00
Administrative Expenses	1,599,574.00	1,681,276.00
Retained surplus / (deficit) for the year	103,898.00	28,346.00
Accumulated (loss)/profit bought forward		
Members Funds	215,508.00	111,610.00

The financial statements were approved by the Board on 19th August 2014 and signed on its behalf by:

Padraig Hannafin _____ Director

Brendan Power _____ Director



Accounts 2013



Cork Centre for Independent Living Limited

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Balance Sheet as at 31st December 2013

	31/12/2013		31/12/2012	
	€	€	€	€
Fixed Assets				
Tangible assets		2,932.00		5,687.00
Current Assets				
Debtors	32,850.00		39,371.00	
Cash at bank in hand	265,459.00		140,708.00	
			180,079.000	
Creditors:				
amount falling due within one years	(85,733.00)		(74,156.00)	
Net Current Assets/(Liabilities)		212,576.00		105,923.00
Total Assets less Current Liabilities		215,508.00		111,610.00
Accruals and Deferred Income				
Net Assets/(Liabilities)				111,610.00
Reserves				
Accumulated (deficit)/surplus		215,508.00		111,610.00

The financial statements were approved by the Board on 19th August 2014 and signed on its behalf by:

Padraig Hannafin _____ Director

Brendan Power _____ Director



The Board of Management

Padraig Hannafin	Chairperson
Ben Coughlan	Vice Chairman
Brendan Power	Treasurer
Catherine Shortt	Company Secretary (to Aug 2013)
Johnny Cronin	
Anita Ryan	
Donal O'Sullivan	
Conor O'Brien	



Head Office Staff

Pat Beirne	General Manager / Company Secretary (from Aug 2013)
Nicola Meacle	CE Supervisor
Vicky Chan	ALS Co-ordinator
Sharon Lyne	ALS Co-ordinator
Noreen Smiddy	Finance Officer
Sinead Toibin	Administrative Officer



Auditors

Fitzgerald & Associates
6 Sullivan's Quay
Cork



Bankers

Bank of Ireland
70 Patrick Street
Cork

Allied Irish Bank
Blackpool
Cork



Solicitors

Whelan's Solicitors
Grattan Court
Washington Street West
Cork



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