

DONEGAL CENTRE FOR INDEPENDENT LIVING

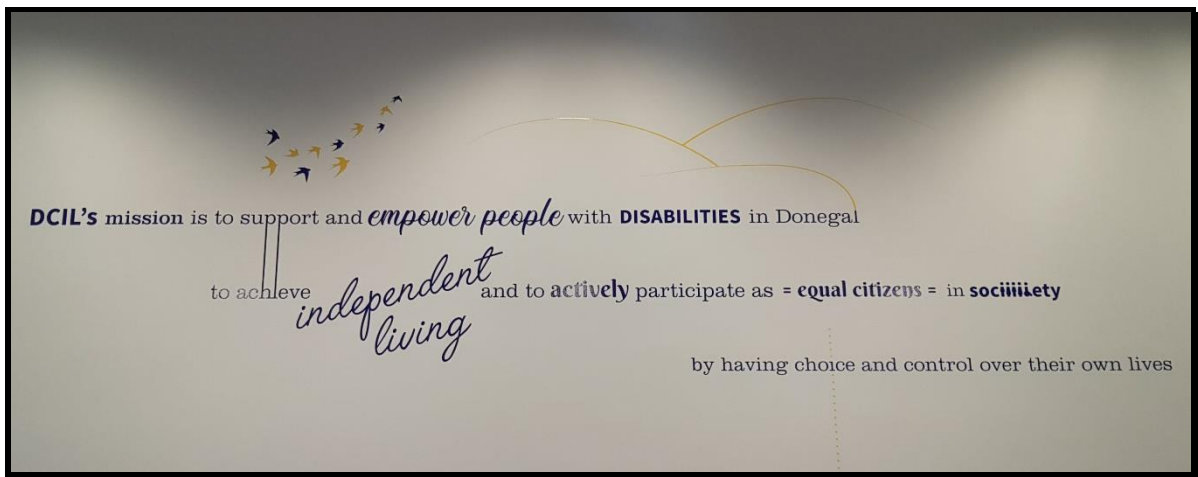


ANNUAL REPORT 2020-21



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Introduction & Welcome

Rosaleen Doherty
DCIL Chief Executive Officer

Firstly, can I sincerely thank each one of our readers who has taken the time and interest to learn about the various work of this dynamic and versatile organisation which I remain so very proud of as we continue to serve the people of disabilities throughout Donegal.

Of course, we never believed that COVID-19 would have remained so present in all our lives, continuing to cause the level of havoc and uncertainty that it has for people in terms of work, services, family and our social interaction with each other. It has been without question a cruel time and one in which we will be all glad to move forward from with better times ahead. Our empathy and thoughts also extended to the families within our organisation that has been affected by the MICA crisis which has swept our county of Donegal with such devastating financial and mental health impact on so many of our people.

On a more positive note, we in DCIL continue to not just survive but grow and use every opportunity to be the best we can be. We have participated in an extensive audit process over the past year which has helped highlight and identify the various areas in which DCIL need investment and together with our wonderful staff team and Board of Directors, we have responded positively putting the various recommendations into action to ensure our systems, practices and policies are both fit for purpose and robust. DCIL do acknowledge that the intensity of this audit ensured that mistakes that have been made over the years were also identified, however I feel that the only organisations that don't make mistakes are those that don't move, don't take chances, don't develop and more importantly don't respond to the changing needs of the people in which they are there to serve and that's not something we in DCIL will ever be accused of I'm proud to say. The process itself was welcomed and used as an opportunity to strengthen, improve, empower and acknowledge the growth of this organisation over the last two decades which was an important realisation for us here in DCIL and also the HSE who remain our primary funder.

A steady platform has been created that ensures the confidence we are aiming for before engaging in further development of both our service

offerings and premises which we are very much looking forward to in anticipation in the coming year. The extension of our building and service offerings will provide for various training and support opportunities. We aim to ensure that our organisation and its services are truly inclusive of all people with disabilities and that our doors are opened even wider into the future.

We are excited about the introduction of a Financial Controller Post to our Core Staff Team who will provide us with the sureties and confidence of overseeing finances throughout our expanding services and developments. This is a key role in which we are delighted to have invested in for the coming two years. We were also delighted to be able to offer Donnacha Gallagher more permanency in his role with us here in DCIL and who will undoubtedly be committed to the development of services going forward.

Our Personal Assistant staff has excelled once again this year in the level of commitment and flexibility that they have shown to their work. This has been undoubtedly an extremely challenging sector to have worked in throughout a pandemic and we are so appreciative of your efforts to ensure service for our Leaders. This has been achieved with the help of a wonderfully committed and dedicated Core staff Team who has co-ordinated and administrated the services under also pressurised circumstances. We have done our utmost to keep our people safe and that is evident in the low level of confirmed cases we have had within DCIL.

We have welcomed the new energy within the DCIL Board of Directors who have invested time in their training and updating of skills to ensure maximum effectiveness as Directors. I would like to thank the Board for their commitment to the future of DCIL. To our Funders, I express thanks on behalf of our Board for your continued support of our services and our ethos of Independent Living, choice and control for people with disabilities.

Finally, I hope this report helps you gain an overview of the year gone out and a glimpse of what we can expect in the year to come. We look forward to an official launch of our Strategic Plan in the coming months and an exciting year ahead which we know will be greatly aided by the tremendous commitment we have within our organisation.

My sincere regards and thanks to the supporters of our work.

Covid 19 Vaccination Programme

DCIL Leader Vaccination

The HSE P&S Dept. requested from DCIL a comprehensive list of all Leaders, 65 and younger in relation to the Covid-19 Vaccinations. They asked us to complete their template which included Name, Address, Eircode, PPS No. and Contact Details. Shane and Donnacha contacted all Leaders to attain these details and explain the vaccination process outlined by the HSE.

All DCIL Leaders were put forward for the vaccination process. The HSE contacted Leaders through text or a call with the date, venue, and time of their vaccination appointments. The majority of Leaders received the AstraZeneca vaccine, but Moderna and Pfizer was also administered.

The uptake on Leaders who received the vaccine was 96%

The table below is a breakdown of all Leaders in relation to the vaccine.

Under 66s	72
Over 66s	9
Declined	4
Total Vaccinated	81

DCIL Staff Covid-19 Vaccinations

All 146 of DCIL staff had the opportunity to have a Covid-19 Vaccine through the HSE, they were asked to register and opt-in on the HSE Portal. Following this we were contacted by the HSE with time slots for the staff to be vaccinated with AstraZeneca. There were two vaccination centres, LUH and The Vestry both in Letterkenny.

The uptake on PAs who received the vaccine was 92%

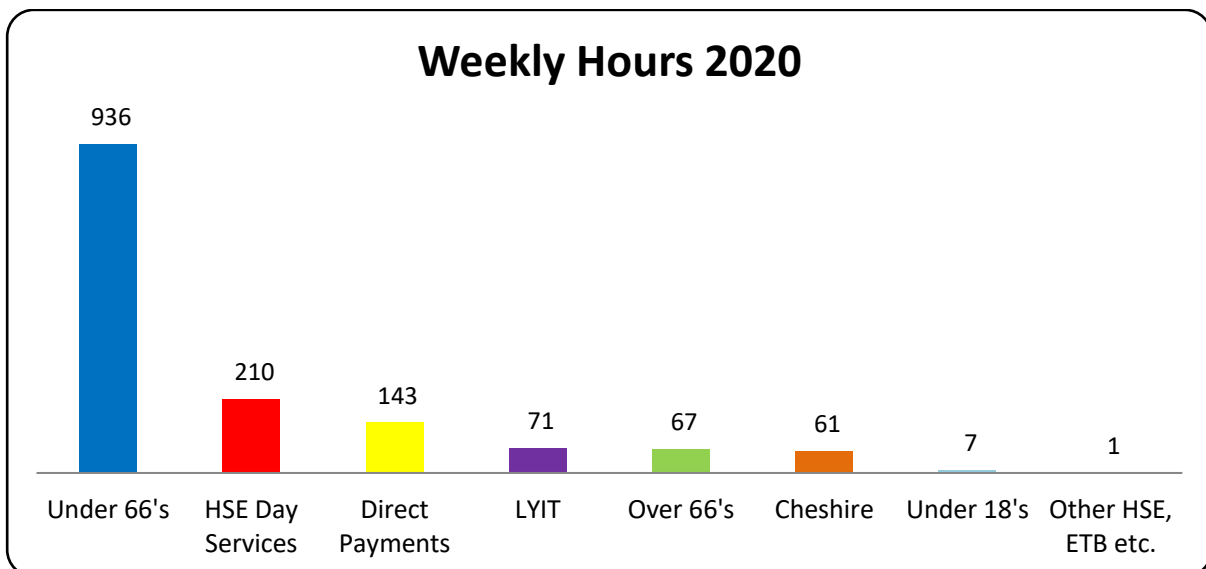
The table below is a breakdown of all DCIL staff in relation to the vaccine.

Received the vaccine through DCIL	99
Received the vaccine elsewhere.	18
Getting vaccine through their GP	17
Declined	8
No Answer	4
Total Vaccinated	134

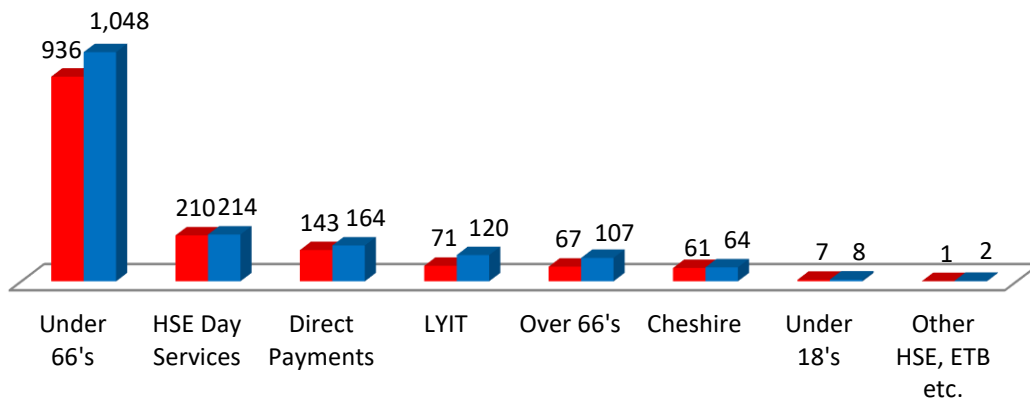
DCIL Services

In 2020 DCIL provided a total of 77,789 PA and Support Hours. The table and charts below illustrate the breakdown of the 1,496 PA hours provided per week. Overall, PA and Support Services decreased by 13% per week in 2020 mainly as a result of the Covid 19 pandemic.

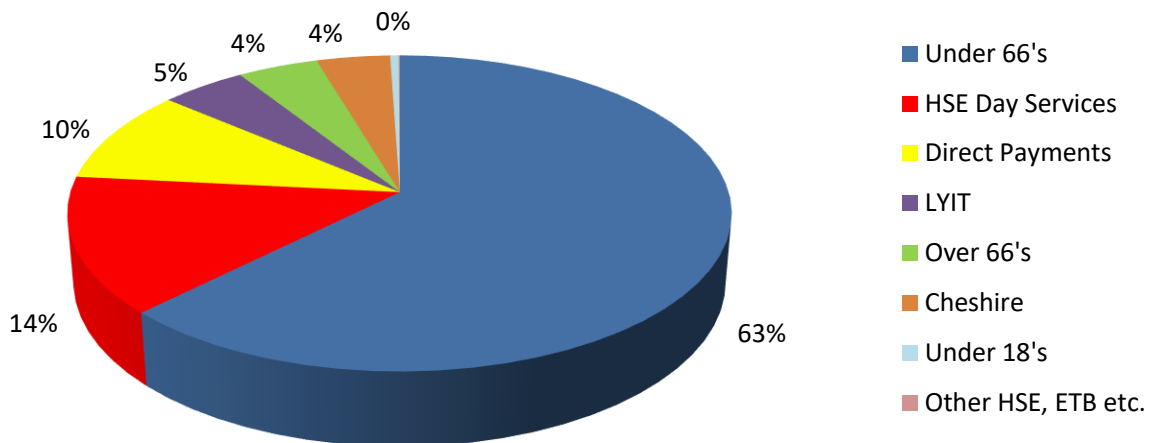
Services	2020	2019	2020 v 2019	Overall DCIL Income	p/wk
Under 66's	936	1,048	11.7%	63%	- 112
HSE Day Services	210	214	1.9%	14%	- 4
Direct Payments	143	164	12.8%	10%	- 21
LYIT	71	120	40.8%	5%	- 49
Over 66's	67	107	37.4%	4%	- 40
Cheshire	61	64	4.7%	4%	- 3
Under 18's	7	8	0%	0%	- 1
Other HSE, ETB etc	1	2	0%	0%	- 1
Totals:	1,496	1,727	-13%	100%	
	- 231			-13%	



Weekly Hours 2020 v 2019



Percentage of Hours 2020



DCIL Personal Assistant Services

Donegal Centre for Independent Living (DCIL) is the leading provider of Personal Assistant services in county Donegal. DCIL prides itself on its self-directed service, which gives Leaders the choice and control over their service enabling them to live the life of their choosing.

At the beginning of the 2020 year before the global pandemic came to us in March, the DCIL PA service funded by the HSE P&S Dept. was gradually being reduced for our Leaders. There have been limited social support hours approved by the HSE, the priority of the HSE is to provide hours for personal care support and limited hours for household duties. The choice and control Leaders once had, has been slowly taking away from them with these decisions. We at DCIL will continue to strive to be the only organisation in Donegal to support our members to have options, control, choice, and empowerment over the decisions which affect them.

1010 PA hours per week was provided to 98 Leaders across Donegal. This is a reduction of 27.4% when compared to 2020 figures. This reduction was mainly attributed to Covid-19 Pandemic, while DCIL is an essential service, some Leaders cocooned due to the high-risk factors and level of community transmission of Covid-19. It has also been difficult for DCIL to take on new referrals due a number of ongoing challenges with recruitment during these unprecedented times.

DCIL continues to provide PA services to Under 18s (2 Leaders), the HSE Physical and Sensory Service (76 leaders), HSE Older People Services (8 Leaders), Direct Payment Leaders (3 Leaders), Personalised Budget Project (4 Leaders) & HSE Occupational Guidance & Support dept. (4 Leaders).

There continues to be issues when Leaders turn 66 years of age. When a Leader reaches 66, they are transferred by the HSE from Physical and Sensory Service to Older Person Service. The criteria for PA hours within Older Person Services are more restrictive, resulting in many Leaders losing hours when the transfer occurs. At 66 the Leader also loses their Key Worker from P&S Services. These changes can have a substantial impact on their quality of life.

DCIL will continue to highlight these issues on behalf of our Leaders and continue to advocate for greater investment in Personal Assistant Services.

Pictures of some of the students in the LYIT



Donegal ETB

DCIL continues to provide support hours within the Donegal ETB Training Centres. As a Further Education and Training provider, the ETB provides a comprehensive and exciting range of education and training courses that meet the complex needs of learners and development needs. DCIL are delighted to continue this service which will help support every learner to enjoy their learning experience and to excel in their chosen field of study.

SOAR (Supported Outreach Advocating Relationships)

The SOAR programme is a day service delivered by RehabGroup in partnership with DCIL, who provide the Personal Assistant service. The ethos of this programme is community inclusion and maximising people's own autonomy with the goal of progressing participants to their fullest community integration and maximum natural supports.

The SOAR programme celebrated its 3rd birthday in November 2020, the service continues to grow from strength to strength and is firmly established within Adult Day Services. Following considerable extensions of its premises at Rossvie Business Park Letterkenny, to facilitate more participants, it is now at capacity of 11 Service Users. DCIL continues to provide 76 PA hours per week to the project, which is being fulfilled by 8 staff members.

In 2019 DCIL provided 2649 support hours, in comparison to 1070 hours in 2020. This is a 55% approx reduction in support hours in 2020 is due to the Covid-19 pandemic, with restrictions on Day Service providers and congregated settings. As Covid-19 cases has decreased, utilising health & Safety policies with return to service protocols DCIL staff's participation in the SOAR programme has increase, with some DCIL PA's providing support in the community with SOAR Service Users.



The partnership between the HSE Occupational Guidance & Support Dept, HSE Physical & Sensory Dept, Rehab Group and DCIL continues to work very well for this unique project.

Donegal Community Inclusion Training Services (DCITS)

DCITS is a HSE service which has transitioned from a Community Workshop model to a person-centred approach to day service provision for people with disabilities, in line with the New Directions policy. DCIL staff are currently working in DCITS Locations CI Dawn, CI Ballyraine, CI Tobar, CI Falcarragh & CI Dungloe.

DCITS offers opportunities for support and learning, through education, work experience and other areas of skills training to help people become as independent as possible so they may live the life they want to live.

Over the past year DCIL have strengthened its working relationship with DCITS. Currently we have 8 staff members working on DCITS services including a Schools Leaver Programme, Covid-19 Compliance, Project Workers and E-Health Promotion projects. In 2020 DCIL provided 8189 support hours to DCITS, in comparison to 6882 in 2019. This equates to a 20% approx increase in support hours provided by DCIL, it is estimated that a similar increase is projected in 2021.

One of the core principles of New Directions is Community Inclusion and Independent Living and this very much tie in with the core values of DCIL. It has been highlighted that DCIL's input within DCITS service has greatly helped with the participants Person Centred Plans and Active Citizenship.

HSE Day Service Supports Guidance & Development Unit

DCIL provide 4 Bespoke Day Service programmes across Donegal, incorporating New Directions 2012, Interim Standards 2015, Person-Centred-Planning in provision of rehabilitative training and service provision. In 2020 DCIL provided 1262 support hours, an increase of 30% on 2019 figures. It is estimated that a similar increase in support hours provided by DCIL will occur in 2021.

To support DCIL provision of service HSE Day Service Supports Guidance & Development Unit, we have developed a new programme entitled DCI-LIFE. This programme proposal has been accepted and approved by HSE Day Service Supports Guidance & Development Unit.

DCI-LIFE

This programme “DCI-LIFE” will be made available to individuals with a disability from Occupational Guidance and Support unit, Physical & Sensory Dept and Personalised Budget Projects.

Where the person requires individualised, person-centred service development, specific goal orientated supports and wish to avail of a self-directed service.

This programme proposes that 'day services' or 'bespoke services' should take the form of individualised outcome-focussed supports to allow adults using those services to live a life of their choosing in accordance with their own wishes, needs and aspirations. DCI-Life core values are underpinned by the philosophy of Independent Living and all activities are aimed towards promoting Independence, Options Rights & Empowerment.

Personalised Budgets Projects

DCIL hope to be involved in the Personalised Budget Projects in Donegal, this project will run up to July 2022. The ethos of Personalised Budgets is that individuals can make their own arrangements to meet their support needs, dealing directly through co-managed options with DCIL.

Community Employment Scheme

The participants continue to be supervised by CE Supervisor, Ruth Cleary from the Community Centre. DCIL currently has 4 participants working for the organisation: 2 Reception staff, 1 Caretaker and 1 cleaner. The participants continue to train and work well in their respective rolls.

Due to the Covid-19 pandemic all CE Scheme employee have seen a reduction in their on-site attendance in DCIL and where possible worked remotely. Again, DCIL wish to thank them for their patience and understanding during these difficult and challenging times.

DCIL Training

The inhouse DCIL Training was ground to a halt due to Covid-19 this year, we were unable to have face to face training days which our PAs enjoy. However, we at DCIL made the Hseland available to all staff so that they could refresh their skills by doing various online courses.

The main courses the PAs completed were Manual Handling (Theory), Children First, Infection Control and Safeguarding Vulnerable Adults. The Safeguarding Vulnerable Adults course once was a 3.5hr in person course run by the HSE, thankfully this course has also been developed as an online course on Hseland. Due to Covid-19 we added a few extra important modules for new employees, they were Hand Hygiene, Donning & Doffing of PPE and Cough Etiquette.

Up-skilling of Staff

Shane Bradley & Donnacha Gallagher completed TTM's Covid-19 Compliance Officer Training and provided this role for DCIL.

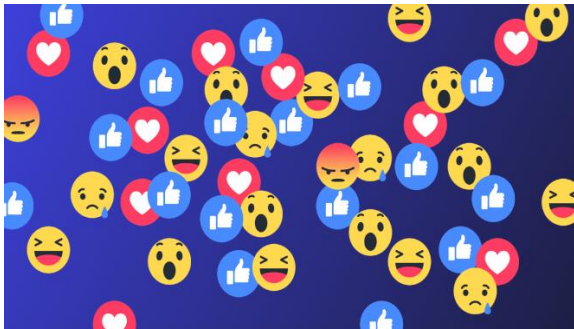
30 PAs were offered the chance to enrol and complete the QQI Level 5 Health Care Course through DCIL in conjunction with the Education Training Broad (ETB). ETB has a programme called Recognised Prior Learning, which enables these long-term employees to use their experience and prior learning to acquire QQI modules and/or attend modules free of charge. 11 PAs availed of this excellent opportunity; they all successfully completed the course to attain their major award in Health Care.

DCIL Accessible Transport

The DCIL transport service naturally reduced during the year due to the Covid-19 pandemic. Some Leader however do avail of the service for necessary medical appointment in Dublin, Galway and locally. The number of kilometres used in 2020 was 5,034 (3,128 miles). The vehicle is maintained by Kevin Reilly who treat to vehicle like his own. Please contact the office for available dates and times if you are interested in booking the vehicle.

DCIL Media and Information

Our main social media platforms are Facebook, Twitter, YouTube and our Website. The main aim of our social media platforms is to promote positive awareness around disability.



Facebook is the most effective way that DCIL can keep our Leaders and PAs up to date with articles relating to disability and events that are taking place within the DCIL office. Our Facebook page also keeps our followers up to date of any job opportunities arising within our office. Both the Total Likes and Followers increased to 2.2k_ and 2,303, respectively. DCIL would like to take this opportunity thank Leader Laura Sweeney who has been keeping our social media pages up to date and active throughout the year.



DCIL Human Resource and Administration

DCIL HR DEPARTMENT 2021

Who would have believed that Covid-19 would have impacted for so long and DCIL has experienced a period like no other during the various lock-downs.

PAs and core staff have time and again risen to the challenge and we applaud each and every one of you for your dedication during this unprecedented time. Following the strict HSE Covid Protocols has been difficult for us all, but it has kept our staff safe during the course of their work over this past 15 months.

Whilst recruitment and normal day to day activities have all been disrupted, we are beginning to see a return to normality and people are getting a little bit more confident as the vaccination programme rolls out.

As often stated, DCIL wouldn't exist without the work of our dedicated Personal Assistants – many of whom have been with us for such a long time. You are the backbone of DCIL and do a tremendous job and we take this opportunity to sincerely thank you. We warmly welcome our new PAs and Leaders and say a fond farewell, or indeed a sad goodbye, to those who left us over this past year. DCIL endeavours to support our PAs when their colleague/Leader passes and sadly this has occurred too often this past year.

SPECTRUM LIFE our Employee Assistance Programme operates 24/7, 365 days of the year support for a wide variety of issues from free counselling, legal or financial information, health information including Covid guidance. Staff have been circulated with the necessary details of how to Register for this invaluable resource. Available information on how to Access the EAP can be had by calling 01 5180277 or to Register at donegalcil.spectrum.life/login (Organisation code: awgMfPV2)

The HR Department is here for all within the Organisation, and we are always ready to listen and to provide advice and information. We are always glad to help at bernie.walsh@donegalcil.com

Administration

The administration side of the organisation has continued to be busy during the pandemic. With staff continually checking in with PA's and Leader's to ensure they are managing and supplied with enough PPE. With the absence of the 2020 Annual Presentations and Christmas Party, DCIL CEO and Board of Directors thought it would be a nice gesture to send out vouchers and gift packs to all PA's and Leader's as a token of appreciation – which was carried out by DCIL Administrator. Community Employment Administration staff continued to work from home and will be returning to work in the office in the coming weeks.



DCIL Leader's, Raymond Gillespie and Philomena Harkin receiving their gifts from DCIL.

DCIL Activities and Events

Hustings Event – Our Voice, Our Vote

Along with ILMI, DCIL hosted a hustings event with Donegal Election Candidates – which was chaired by DCIL CEO, Rosaleen Bradley. This was a very successful event and some challenging questions put forward by the audience to the candidates.



AGM 2020

DCIL's Annual General Meeting took place in our premises here at Ballymacool House and via zoom for the people who could not attend due to the Covid – 19 restrictions, on Thursday 13th Aug 2020. The meeting was chaired by our chairperson Cath Waugh and presentations on all DCIL services, activities and developments were delivered by our CEO Rosaleen Bradley. Our accounts were presented by DCIL Finance Officer, Fiona Farren. We would like to express our gratitude to all those in attendance and thanks the DCIL Board and Staff for their ongoing commitment and dedication throughout the year.



DCIL Music Group

DCIL continued with the successful music and craic sessions until lockdown was brought in, in 2020. DCIL Leader's along with service users from DCITS and Soar attended weekly and the atmosphere in the building was very much a joyous one. We hope to reintroduce these sessions in the near future with our music facilitator, Martin Orr.



2020 Financial Report

Income and Expenditure for 2020 and 2019

Donegal Centre for Independent Living CLG
Detailed Income and Expenditure Account
Financial year ended 31/12/20

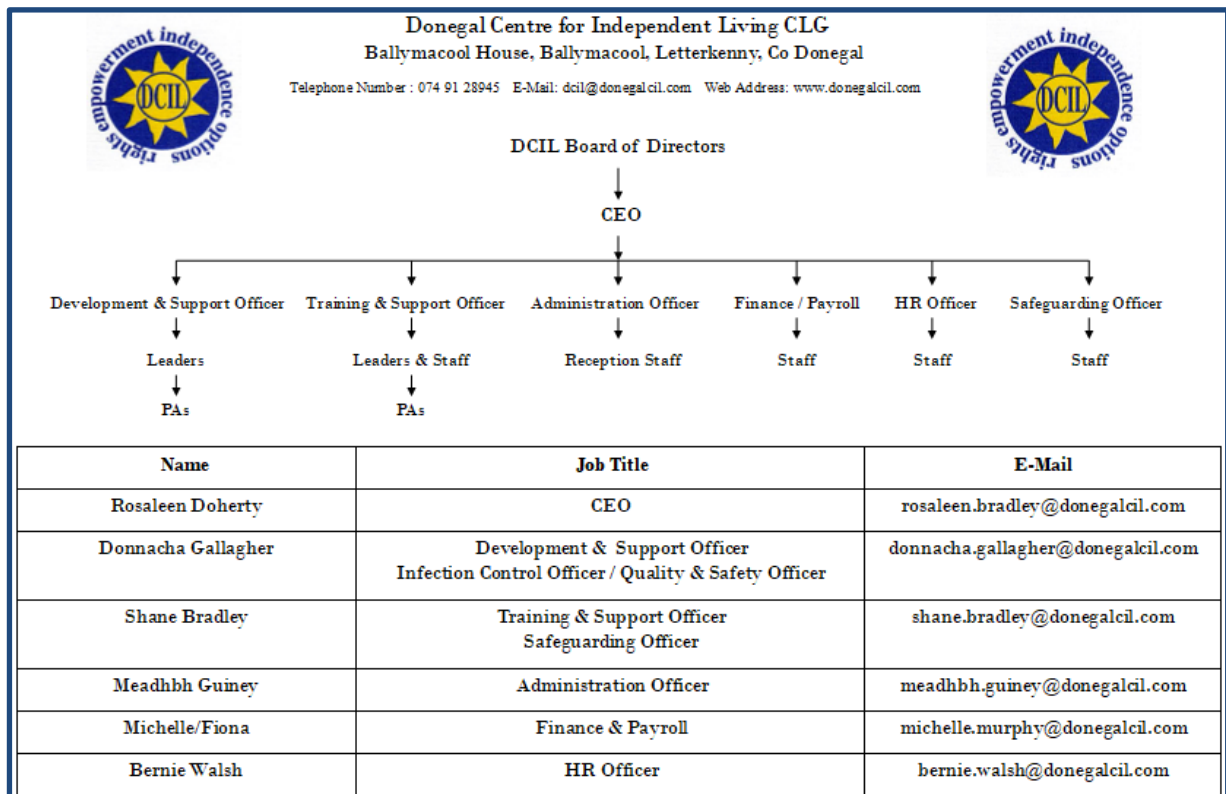
	2020	2019
Income	€	€
HSE Income	1,463,647	1,891,604
Direct Payments	170,796	195,054
LYIT Income	68,738	116,826
Fundraising & Events a/c	100	2,710
Other Funding	-	7,600
Transport Income	1,580	2,195
Social Welfare Maternity & Sick Pay Refunds	2,064	3,451
Room Hire & Photocopying	1,230	6,400
Office Rental	9,620	10,812
Other PA Services	680	1,623
Supplied Training	-	160
	<u>1,718,455</u>	<u>2,238,435</u>
Administrative expenses		
Personal Assistants - Wages and salaries	1,140,264	1,352,465
Redundancy Payments	-	3,521
Core Staff - Wages and Salaries	251,603	237,696
Project Staff - Wages and Salaries	43,196	39,172
Employer's PRSI - Personal Assistants	108,237	126,947
Employer PRSI - Core Staff	26,583	24,769
Employer PRSI - Project Staff	4,733	4,225
Staff pension costs - defined contribution	8,508	8,504
Course fees & training costs	127	8,418
Rates	843	359
Insurance	15,885	13,471
Light and heat	5,767	5,338
Security and maintenance	5,139	8,135
Protective Clothing	4,826	1,652
Printing, postage and stationery	3,005	6,059
Advertising	1,148	1,153
Telephone	3,605	2,275
Computer & Database costs	11,857	11,127
Motor Van Expenses	1,966	3,824
Employee Travel expenses	4,595	4,267
Directors Travel Expenses	516	765
Fundraising & Events Expenses	80	6,989
Consultancy fees	5,826	3,207
Auditors remuneration	4,810	4,264
Bank charges	339	406
CE Project Expenditure	-	121
General expenses	17,837	2,376
Project Co-ordination Expenses	7,625	3,917
Schools Awareness Project Expenses	-	617
Members Opportunity Fund Expenses	-	700
Amortisation of Grants	(2,000)	(2,000)
Depreciation of tangible assets	30,049	28,932
	<u>1,706,969</u>	<u>1,913,671</u>
Surplus	<u>11,486</u>	<u>324,764</u>

DCIL Annual Plan 2021 – 2022

1. DCIL will officially launch the DCIL Strategic Plan which has unfortunately been delayed due to unforeseen additional workload due to Covid-19 but will be an important part of the coming year to inform the public of our plans and objectives.
2. DCIL will continue in negotiations with the HSE to ensure a more equitable rate of funding into the future for our PA hourly rate that will allow for the payment of mileage to PA's travelling between Leaders.
3. DCIL will expand on the level of accessible transport services that are currently provided through the purchase of an additional vehicle.
4. DCIL will continue to form part of the Disability Housing Group within Donegal County Council to ensure that the needs and issues of people with disabilities are being represented in the planning for social housing.
5. DCIL will take opportunities to engage nationally with CIL's through the co-ordination and facilitation of the Independent Living Network working together to keep the principles of Independent Living alive.
6. DCIL will continue work on the designing, planning and budgeting for an extension of our building that will facilitate the further service and training offering of DCIL to people with disabilities throughout Donegal. Providing opportunities for people with disabilities to explore Independent Living and avail of various skills that enhances their independence.
7. DCIL will continue to seek further service development opportunities for the organisation and partnership opportunities where applicable for the greater good of people with disabilities and their opportunities.
8. DCIL will continue to provide office accommodation and training facilities to the wider community in Donegal.
9. DCIL will attempt to re-establish the social/recreational activities/workshops provided previously and identify further locations to facilitate the geographical barriers to participation within Donegal.
10. DCIL will continue to support Leaders in taking control of their own lives and embracing the philosophy of Independent Living through training and support.

11. DCIL will provide appropriate training to Personal Assistants to include all new legislative training requirements that are appropriate and avail of the online training resources where applicable to ensure staff are trained to the highest level.
12. DCIL will continue in its efforts to in updating, developing and adopting procedure in our ongoing work in gaining IQ Accreditation around good practice and legislation within the organisation.
13. DCIL Board of Directors will continue their journey of training and facilitation to ensure the Board continue to develop, embracing all relevant procedure and requirements under the Charity Regulations Act.
14. DCIL will continue to provide and support high quality Personal Assistants to people with disabilities throughout the county.
15. DCIL will continue in the provision of various staff to the training centres and colleges that we currently provide.

Organisational Chart



CONCLUSION

The AGM and Annual report are important times of reflection, a time to recognise the services and opportunities that we provide throughout Donegal whilst also analysing issues - always remembering the Leaders who are at the core of our service and the Philosophy of Independent Living. All members of the community are welcome to visit our centre (in line with Covid Restrictions) to speak to staff if they have a query, we are always happy to offer support and advice.

We are continually networking with other agencies, HSE and Disability organisations to keep us updated on the constant challenges the Disability Sector faces.

DCIL, again uses this opportunity to acknowledge and appreciate the DCIL Core Staff Team & Staff in the community who strive every day to make this organisation the success that it is today.

Going forward as always, we will strive to maintain our level of services and supports as well as introduce developments as dictated by our Strategic Plan and our members. Our Core Values remain the same, underpinned by the Philosophy of Independent Living and our activities are aimed towards promoting, Independence, Options, Rights and Empowerment.

DCIL's mission is to support and empower people with disabilities throughout Donegal to lead active and independent lives and to retain choice and control within the lives and activities of their own choosing.

We in DCIL will continue to challenge, review and develop our services to ensure that we are both responsive of the true needs of the Leaders whilst fulfilling our obligations to the HSE as service providers. We acknowledge and thank our various funders who have believed in us from the start, engaged in positive working relationships that allows help us grow and respond to the true and sometimes unique need of people living with disabilities in Donegal.

We express thanks to our outgoing Chairperson, Cath Waugh for the commitment of her time and support to us throughout the year and a special thanks to Marian O'Donnell who as DCIL Treasurer has been particularly supportive and generous with her time and expertise.

Finally, we hope you have found the report of interest and thank you for the time taken to review our year.