

DONEGAL CENTRE FOR INDEPENDENT LIVING



ANNUAL REPORT 2021-22



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Introduction & Welcome from our Chief Executive Officer



In my role here in DCIL it continues to be my honour to welcome you once again and invite you to read our Annual Report that endeavours to capture the main developments, challenges, and changes within the organisation over the past year and ensure that our people are truly informed and updated. It's been an interesting year, and one in which has undoubtedly provided for both a substantial mix of change, challenge, and development.

The Covid-19 pandemic has taught us all so much about ourselves. At Donegal Centre for Independent Living, we have become stronger, braver, and more agile than ever before, and this has been reflected in our values. Most importantly, we have learned that even when we are apart, we are always together. We are a team at DCIL, a community to which people want to belong, continuously motivated by our passionate objective in driving positive change and development for people with disabilities in Donegal.

Our Strategic Plan has been launched and many of the objectives within have already been developed and rolled out which has provided for some wonderful opportunities, experiences, and developments for our people which you will certainly gain further insight within this report.

It has been a year of some change within DCIL in terms of our Core Staff Team where we seen both the retirement of Bernie Walsh and of course Shane Bradley who took up a new post within the HSE. Both have been long standing members of our team here having contributed greatly over the years and we wish both well in their futures. Moving forward we are delighted with the addition of Jennifer Arenhold as our Finance & Operations Manager who has brought a wealth of capacity and experience together with Meadhbh Guiney who's moved from an administrative role into co-ordination offering our people much experience and familiarity. We have been fortunate to have welcomed the very competent Susan Wasson to her role as Administrator within the Team. Whilst acknowledging the loss of some experienced staff, I have every confidence in leading the team we are currently building and know that they will prove an integral part of DCIL into the future.

Our Personal Assistants, I'd like to give a particular mention to as they have worked relentlessly over the past few years ensuring service continued for our Leaders during the pandemic, it is arguably the most challenging few years in service any of you will hopefully ever have to encounter and I want to personally thank you all for the remarkable way in which you all adapted and provided flexibility.

I wish to thank the Board of Directors and particularly the Officers for the commitment to the future of DCIL. We express thanks to our Chairperson, Cath Waugh for the commitment of her time along with her support to us throughout the year.

To our Funders, I express our thanks for your continued belief in us and ask that you engage with us further over the coming year to ensure equity in funding to help alleviate both the service provision challenges and the disparity between levels of funding afforded to our counterparts providing combatable services in Donegal going forward. DCIL have remained loyal, committed, flexible and transparent as service providers for 22 years now whilst also continuing to be the people's choice of provider. We need to be acknowledged for this now and finally funded at an appropriate level.

Finally, the report allows us to put in the context and reflect on what opportunities and challenges lie ahead for us here in the Donegal Centre for Independent Living. I look forward with anticipation working and meeting with you all throughout the year ahead and thank you for your interest in our activities, services, and developments over the past year in DCIL.

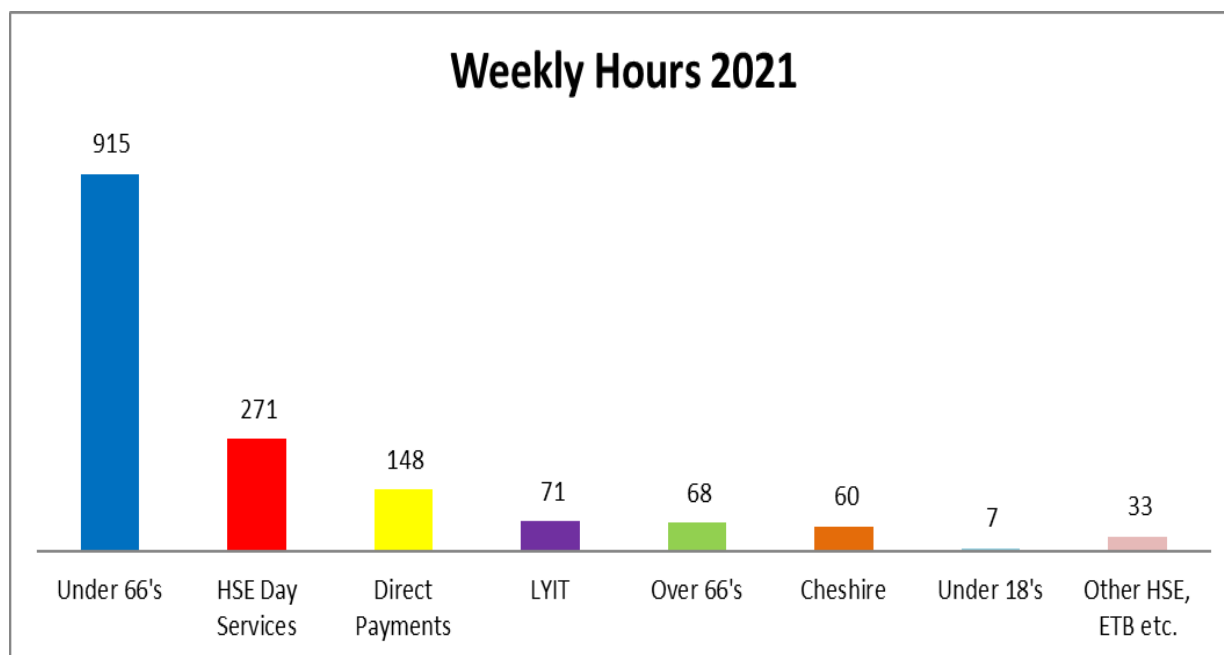
My Kindest Regards & Best Wishes

Rosaleen Doherty
Chief Executive Officer

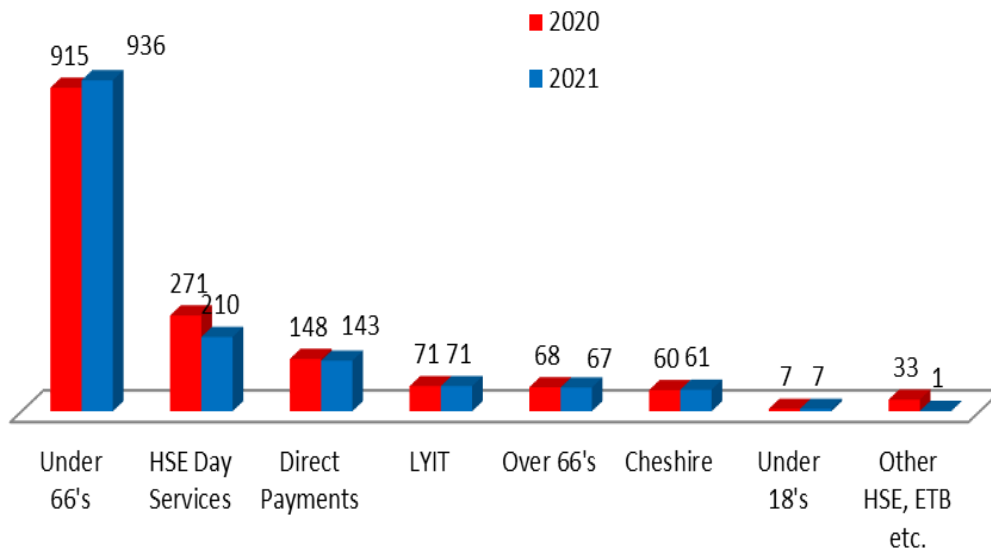
DCIL Services

In 2021 DCIL provided a total of 81,828 PA and Support Hours. The table and charts below illustrate the breakdown of the 1,573 PA hours provided per week. Overall, PA and Support Services increased by 5% in 2021 mainly as a result of the slow recovery from the Covid 19 pandemic.

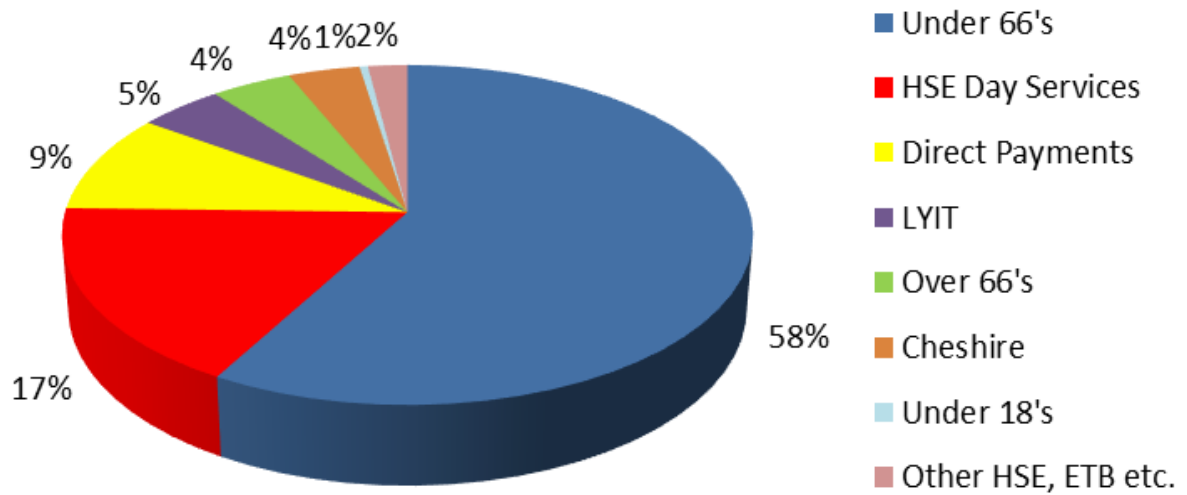
Services	2021	2020	Overall DCIL Income
Under 66's	915	936	58%
HSE Day Services	271	210	17%
Direct Payments	148	143	9%
LYIT	71	71	5%
Over 66's	68	67	4%
Cheshire	60	61	4%
Under 18's	7	7	0%
Other HSE, ETB etc.	33	1	2%
Totals:	1,573	1,496	100%
	77		5%



Weekly Hours 2021 v 2020



Percentage of Hours 2021



DCIL Personal Assistant Services

The Personal Assistant Service remains the cornerstone in achieving independent living for people with physical or sensory disabilities. Donegal Centre Independent Living (DCIL) provide a top-level service to over to a 100 Leaders and employing 109 people as Personal Assistants (PAs) throughout Donegal.

1573 PA hours per week were provided to Leaders across Donegal in 2021. This is a small increase of 5% compared to 2020 figures. Activities continued to be affected by the global COVID 19 Pandemic. Services to Leaders endured disruption, particularly those facilitated in LYIT, with on-site learning only resuming in September 2021.

DCIL maintains PA services to Under 18s (1 Leader), the HSE Physical and Sensory Service (73 leaders), HSE Older People Services (8 Leaders), Direct Payment Leaders (3 Leaders), Personalised Budget Project (4 Leaders), The School Leavers project, DCITS and the SOAR programme.

DCIL continue to face challenges with a decline in new Leader services, Leader's over 66's cuts and a number of PA's leaving to secure blocks of hours elsewhere causing ongoing recruitment.

DCIL will continue to highlight the issues of limited social support hours and absence of comparative funding with National Organisations on behalf of our Leaders and continue to advocate for greater investment in Personal Assistant Services.

Educational Support Worker Services ATU

LYIT along with GMIT and IT Sligo have now amalgamated into Ireland's newest technological university - Atlantic Technological University (ATU)

DCIL has been providing Educational Support Workers (ESW) services to the Letterkenny Institute of Technology (LYIT) for the past 16 years.

In July of this year, 2022 DCIL went through a detailed EU procurement process and were successful in securing the new ESW contract for 3 years (academic year 22/23 to academic year 24/25). DCIL are delighted to continue this service which will help support young people with disabilities to participate fully in student life.

Due to the Covid-19 pandemic academic years 2019/20 & 2020/21 in LYIT were greatly disrupted. At the start of 2021 classes were fully suspended, with alternative methods of assessments put in place. The reduction in DCIL

ESW support was offset by blended learning support (online/on-site), to meet each student's course requirements. 3703 support hours were supplied in 2021 compared to a pre pandemic number of 6231 support hours. Consultations between DCIL & ATU will now begin to ensure that current DCIL ESW staff are supported and suitably trained for the new group of students, courses and evolving educational support demands.



2021 seen the introduction of The Independent Living Scholarship introduced as part of a project to support students with a disability by means of a financial bursary. The award is currently € 750.00 per academic year per Student, awarded each year over the span of their chosen course to enable the student to achieve greater independence and empowerment through participation in college life and to enhance their confidence to live independently.

The first two recipients of the scholarship were Brigid McGinley and Odhran McGuinness:



Brigid McGinley from Letterkenny is completing a degree in Business



Odhran McGuinness from Killybegs is completing a degree in Agriculture.

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.

DCIL provides 76 PA hours per week to the project, which is being fulfilled by 8 staff members.

The 2021 year in SOAR was heavily impacted by Covid-19, with restrictions on Day Service providers and congregated settings. 1451 hours of support were provided compared to pre pandemic 2649 hours in 2019. The 2022 year is now back to near full capacity.

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.

Currently we have 7 staff members working on DCITS services including a Schools Leaver Programme, Covid-19 Compliance, Project Workers and E-Health Promotion projects. In 2021 DCIL provided 11,526 support hours to DCITS, in comparison to 8189 in 2020.

One of the core principles of New Directions is Community Inclusion and Independent Living and this very much ties 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.

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.

Since the Covid-19 pandemic, most of the participants have returned to work in the office. DCIL management and Core staff are grateful for the participants and their hard work throughout the year, we greatly appreciate their commitment to the organisation.

DCIL Training

The inhouse DCIL Training continued to be negatively affected by Covid-19 in this year. As in the previous year, 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.

We hope to invite our PA's back into the office for practical training very soon.

Up-skilling of Staff

Meadhbh Guiney, our Service Coordinator, completed the Safeguarding course and is now the DCIL designated Safeguarding Officer.

Any safeguarding issues must be reported to the designated officer as soon as possible.

The QQI Level 5 Health Care Course through DCIL in conjunction with the Education Training Broad (ETB) has a programme called Recognised Prior Learning, which enables DCIL's long-term employees to use their experience and prior learning to acquire QQI modules and/or attend modules free of charge.

DCIL Accessible Transport

The purchase of a second mobility van at the end of 2021 will allow more Leaders to avail of this service which helps to promote independence through the provision of wheelchair accessible vehicles.



Some Leaders use the service for necessary medical appointments in Dublin, Galway and locally, or just for a day out. Both vehicles are maintained by Kevin Reilly who does a wonderful job. 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, 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. DCIL would like to thank CE Participant Laura Sweeney who has been keeping our social media pages up to date and active throughout the year.

DCIL Human Resource and Administration

As a local Organisation, grown from our Donegal roots which are steeped in our core values of enabling people with disabilities lead their lives how they wish and not a prescriptive response determined by others. This can be a challenge, but it also sets us apart from other organisations and is something we instil in our PAs through our Independent Living Training workshops.

We give our PAs an awareness of disability and independent living which is unique and gives them a perspective they most likely won't have had previously or get elsewhere. In turn, this enhances their work as PAs with our Leaders which has a win-win outcome for all concerned. Perhaps this is something we need to highlight more because what makes us different is unique to DCIL.

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.

As always, we would like to take this time to remind all DCIL employees about our SPECTRUM LIFE Employee Assistance Programme which operates 24/7, 365 days of the year. It provides 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 logo for Spectrum Life features the word "spectrum" in a light blue, lowercase, sans-serif font. Below it, ".life" is written in a white, lowercase, sans-serif font, with a small light blue heart icon to the right of the period. The background is a dark purple gradient with abstract light blue and white geometric shapes, including a large heart and a plus sign.

Administration

It was a time of change of DCIL Administration. We said goodbye to two service coordinators: Donnacha Gallagher and Shane Bradley. While Donnacha was with us for a short time, he was a great asset to the organisation as a good team player fostering communication and relationships. Shane started work as a PA for DCIL back in 2008. We know that the many Leaders and PA's whom Shane has supported over the years will find it strange for a while going forward and like us, will miss him.



We also said goodbye to another long serving employee, Bernie Walsh, our HR lady. Bernie's wealth of knowledge and experience was undoubtedly appreciated over the years.



All three were very much a part of the DCIL family. We thank them for the service they gave and wish them well in their next adventure.

DCIL Activities and Events

International Women's Day

DCIL had a wonderful afternoon for International Women's Day. We would like to thank all that came along for an afternoon of pampering, music and refreshments. Especially the lovely ladies from Saffron hair and beauty who did a fantastic job on hair and makeup, the stunning music from Karen Kelly and Carol Wilson. Thank you to Tracy Marie for the pictures that captured the essence of what the day was about.



World Health Day

The DCIL staff took some time out to enjoy a walk in Ballymacool woods to celebrate World Health Day and deliver flowers as recognition gestures to some of the Personal Assistants that continually go that extra mile in delivering our services throughout the county during challenging times.



Opportunity Fund

2021 seen the introduction of the Opportunity Fund for our members, to help meet some of the unmet need amongst our membership. The availability of the Opportunity Fund is to enable our members to achieve greater independence and empowerment through participation in events/activities that enhance their confidence to live independently but would normally be out of reach financially. To date, this Fund has been wildly popular with our members, and we are now seeking funding/donations to maintain the fund to enable us to financially support future Opportunities for more people. Recipients to date include:



Jennifer Doherty – Trek to Everest Base Camp

Flying out to Kathmandu, Nepal, Jennifer joined the trek to Mt Everest basecamp. The trek was led by our Board member Jason Black, so we knew she was in safe hands.



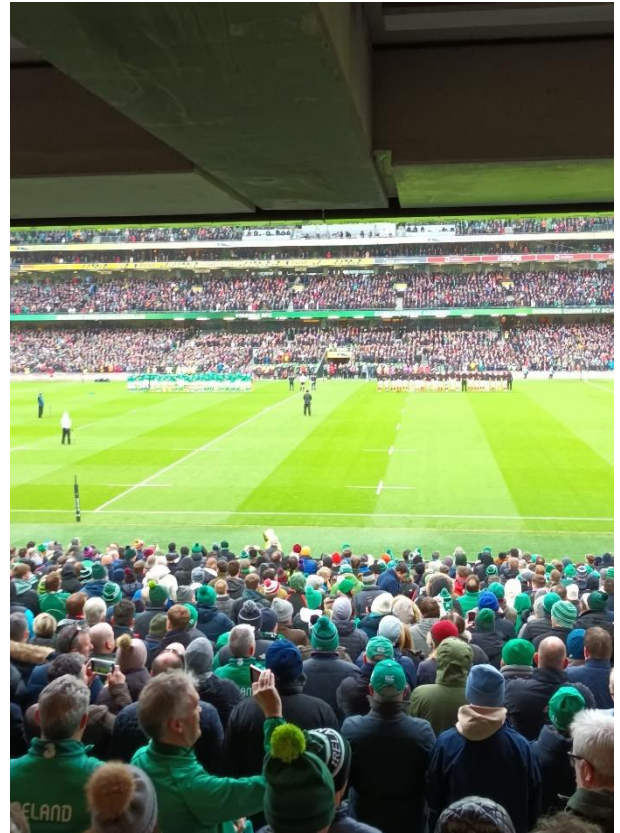


Jennifer at her DCIL 'Welcome Home Tea', celebrating her achievement.



James McGinley - Went to see rugby international match.

One of the first recipients of the Opportunity fund was James, seen here with his PA, Chris Frize at the Aviva Stadium; Ireland V Wales



Emmet Walsh – Used the driving simulator in Dundalk.

Emmet is currently preparing to sit his driver theory test and used the simulator experience to gain confidence for his future driving lessons

DCIL Opportunity Fund
#MakingThingsHappen



The DCIL logo is a circular emblem with a yellow sunburst in the center containing the letters 'DCIL'. The text 'rights empowerment independence options' is written around the perimeter of the circle. Below the logo are three circular images showing individuals using a driving simulator. The first image shows a person in a simulator seat with a steering wheel and pedals. The second image shows a person in a simulator seat with a steering wheel and pedals, with another person standing behind them. The third image shows a person in a simulator seat with a steering wheel and pedals, with another person standing behind them.

Paul Dawson - Paramotoring in Dublin .

Paul managed to get a stunning drone video of the flight, which we shared on our Facebook page.



Other Leaders who have won the Opportunity fund include:

- Seamus McGrory, who plans on learning how to surf.
- John Doherty, who is going to a technology exhibition in Leeds all about tech for hearing and visually impaired people.

AGM 2021

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 8th July 2021. 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. The Treasurers report was presented by Marian O'Donnell. 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 Strategic Plan Launch

2021 saw the launch of our 3-year Strategic Plan which had been worked on by the organisation for the previous couple of years but saw delays in its finalism and launch due to Covid restrictions and available staffing resources. We were therefore delighted to finally invite our members and stakeholders to a launch in which the plan was presented and actioned officially.

The plan was presented on the day by our CEO Rosaleen Doherty along with Chairperson Cath Waugh. Various staff members past and present including Shane Bradley, Jonathan McLaughlin and Jennifer Arenhold helped present both the plans methodology as well as showcasing the various objectives set out within organisations strategy for the coming years.

Jason Black was the Guest Speaker who addressed the gathering on the day,



You are invited to the
Strategic Plan Launch
-
2021-2024

When? 27/01/2021 @ 12PM-1.30PM
Where? DCIL, Ballymacool House
with Online Zoom Access ensuring accessibility to all. See button below.

Refreshments will be provided for those present.

RSVP:
E: jennifer.arenhold@donegalcil.com
T: 074 91 28945

[Watch via Zoom](#)

expressed his admiration of the commitment, dedication, and vision of this organisation within his own county. He used the opportunity to relay his own story and share with us how determination and belief has overcome the many obstacles he has encountered in his life and that DCIL's leadership over the years has been driven by similar belief and passion.

Although the event itself had to be live streamed due to continuing covid restrictions, it was well attended and received by everyone participating and we have been actively rolling out the plan to-date.

The Plan centres around five Strategic Priorities

Support our people

The cornerstone of the organisation is our people therefore we will continue to ensure our Leaders receive the highest standard of service and that we are the employer of choice to Personal Assistants



Expand our Service offering

The aim is to Grow our service offering, expanding existing premises, to meet the gaps in training and supports currently required by people with disabilities in Donegal

Promotion & Engagement

So that the public have a greater awareness of our vision and values and the services we provide. We will also actively engage with our partners within the Independent Living Network Ireland to promote a rights based social model of disability, working towards

an inclusive Irish Society

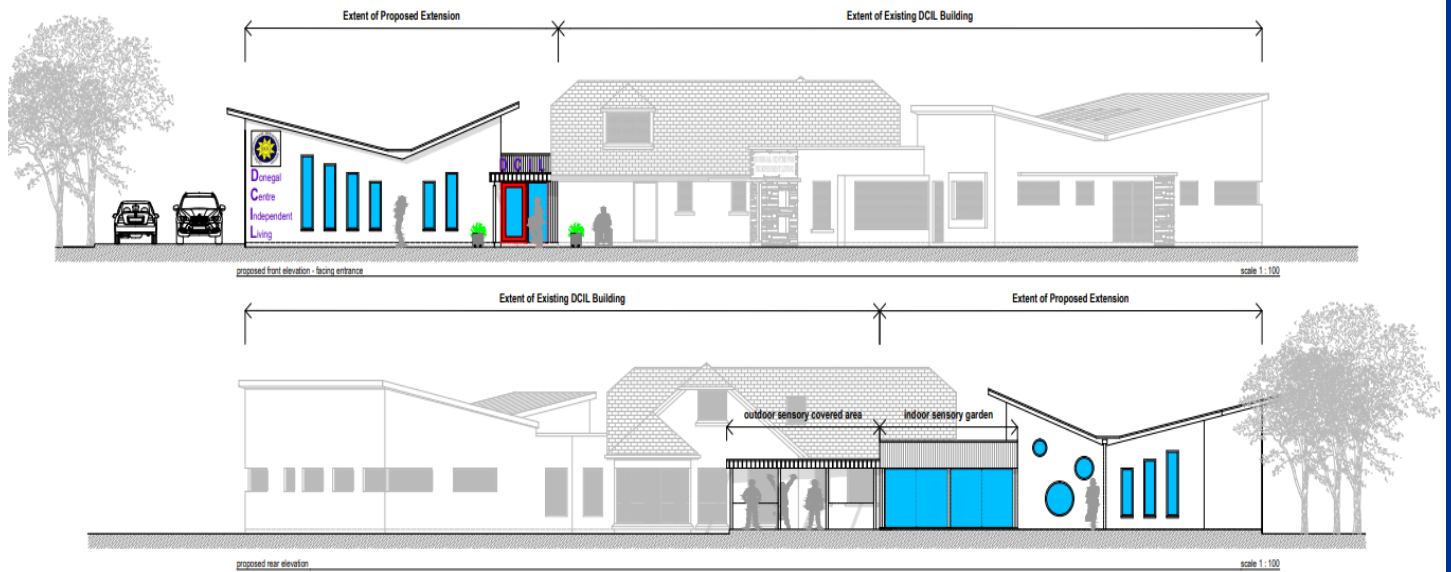
Accountability and Transparency

To our members and funders, also DCIL wish to advance our corporate governance standards to the highest level

Infrastructure & Resources

To invest in new technologies, infrastructure. Also to improve our communications with our members and increase the efficiency of our services. We also aim to invest in our premises to improve our overall service offering





Elevation drawing of the proposed extension



Rosaleen Doherty, CEO, Marian O'Donnell, Treasurer & Roisin Kavanagh, Company Secretary



Shane Bradley



Jason Black with Cath Waugh



Jason Black with Roisin Kavanagh

2021 Financial Report

Income and Expenditure for 2021 and 2020

Donegal Centre for Independent Living CLG
(A Company Limited by Guarantee and not having Share Capital)

Detailed profit and loss account
Financial year ended 31/12/21

	2021	2020
	€	€
Income		
HSE Income	1,599,009	1,463,647
Direct Payments	194,416	170,796
LYIT Income	69,430	68,738
Fundraising & Events a/c	100	100
Other Grant Funding	5,000	-
Transport Income	822	1,580
Social Welfare Maternity & Sick Pay Refunds	661	2,064
Room Hire & Photocopying	150	1,230
Office Rental	9,880	9,620
Other PA Services	1,780	680
	<u>1,881,248</u>	<u>1,718,455</u>
Administrative expenses		
Personal Assistants - Wages and salaries	1,232,309	1,140,264
Core Staff - Wages and Salaries	271,490	251,603
Project Staff - Wages and Salaries	71,841	43,196
Employer's PRSI - Personal Assistants	117,331	108,237
Employer PRSI - Core Staff	30,162	26,583
Employer PRSI - Project Staff	7,819	4,733
Staff pension costs - defined contribution	8,691	8,508
Course fees & training costs	6,890	127
Rates	(784)	843
Insurance	26,901	15,885
Light and heat	6,244	5,767
Security and maintenance	2,706	5,139
Protective Clothing	266	4,826
Printing, postage and stationery	4,766	3,005
Advertising	1,197	1,148
Telephone	4,989	3,605
Computer & Database costs	9,941	11,857
Motor Van Expenses	2,341	1,966
Employee Travel expenses	2,265	4,595
Directors Travel Expenses	689	516
Fundraising & Events Expenses	-	80
Consultancy fees	3,011	5,826
Auditors remuneration	5,053	4,810
Bank charges	293	339
General expenses	2,260	17,837
Project Co-ordination Expenses	41,904	7,625
Amortisation of Grants	(4,539)	(2,000)
Depreciation of tangible assets	33,746	30,049
	<u>1,889,782</u>	<u>1,706,969</u>
Operating (surplus)/deficit	(8,534)	11,486

DCIL Annual Plan 2022 – 2023

1. Continue to award The Independent Living Scholarship and the Opportunity Fund and to embark on fundraising campaigns to prolong the lifetime of these funds.
2. DCIL will provide appropriate training to Personal Assistants to include all legislative training requirements that are appropriate and avail of the online training resources where applicable to ensure staff are trained to the highest level.
3. Create a dedicated practical independent living skills programme to use in our planned purpose-built independent living rooms and training area.
4. DCIL will endeavour to re-establish the social/recreational activities/workshops provided previously and identify further locations to facilitate the geographical barriers to participation within Donegal.
5. Further develop our Direct Payment Leader Service and Individualised budgeting service. Assist People to experience Seamless Transitions between Supports provided by specialist and mainstream services and create new experiences.
6. DCIL will commence work on the extension of our building that will facilitate the further service and training offering of DCIL
7. Increase our public awareness through increasing our presence on social media and making improvements to our website.
8. 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.
9. DCIL will ensure our policies and procedures are operational, complying with current legislation and that clinical governance requirements are adhered to.
10. Obtain an independent Quality Assurance accreditation for corporate governance from the Improving Quality (IQ) accreditation

11.DCIL will continue to provide and support high quality Personal Assistants to people with disabilities throughout the county.

12.DCIL will continue in the provision of various staff to the training centres and colleges that we currently provide.

Organisational Chart

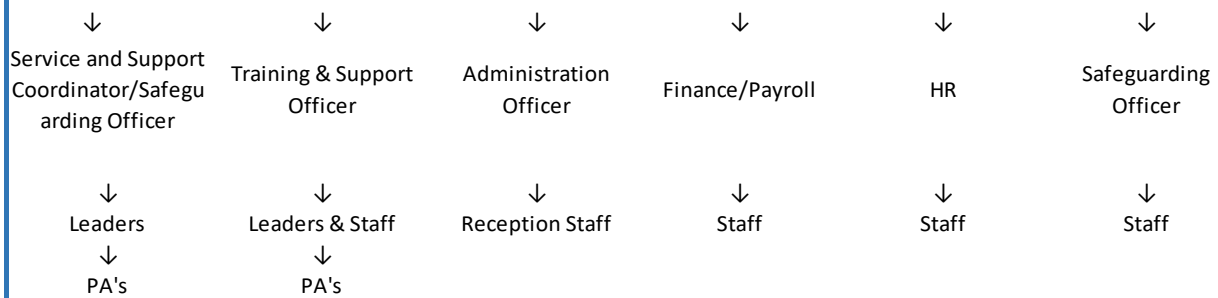


Donegal Centre for Independent Living CLG
Ballymacool House, Ballymacool, Letterkenny, Co. Donegal



Telephone number: 074 91 28945 E-mail: dcil@donegalcil.com Web Address: www.donegalcil.com

DCIL Board of Directors
↓
CEO
↓
Finance and Operations Manager
↓



Name	Job Title	E-Mail
Rosaleen Doherty	CEO	rosaleen.bradley@donegalcil.com
To be filled	Training & Support Officer /Safeguarding Officer	
Meadhbh Guiney	Service and Support Coordinator/Safeguarding Officer	meadhbh.guiney@donegalcil.com
Jennifer Arenhold	Finance and Operations Manager	jennifer.arenhold@donegalcil.com
Michelle Murphy/Fiona Farren	Payroll & Finance	michelle.murphy@donegalcil.com fiona.farren@donegalcil.com
Susan Wasson	Administrator	susan.wasson@donegalcil.com

CONCLUSION

The AGM and Annual report is an important time of reflection, a time to recognise the wonderful services and opportunities that we provide throughout Donegal whilst also analysing issues - remembering always 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, to speak to staff if they have a query, we are 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.

We thank our outgoing Chairperson, Cath Waugh, for her work, time, contribution and commitment to the organisation over the past three years as well as all the Board of Directors for their support and commitment provided over the year.

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 over the next year, 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.

As always, we extend our thanks for your commitment and interest in DCIL and look forward to your continued support in the coming years, we hope you found the report to be a true reflection of our work throughout the year.

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.

This year has seen many changes and challenges within the organisation as stated by our Chairperson in her opening address but we believe we have the capacity to not only face them but also embrace them. Change can be good.

Here's to another successful year for DCIL !