

Enhance**Able**

Annual Report

2017-2018





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EnhanceAble provided a total of
111,811 hours of support to our
users during the year.

What is EnhanceAble?

EnhanceAble is a registered charity overseen by a Board of trustees and run by our Chief Executive, Julie. The charity was formed in 1953, so is 65 years old. We have a turnover of just under £2 million pounds a year and employ around eighty people.

EnhanceAble is all about the people: the people who use our services; the people who work for the charity; the people we work in partnership with; and our friends and supporters.

Our values are all about how we work with people: we are flexible with our responses; we encourage diversity; we learn from our mistakes; we understand everyone is unique; we work hard to build relationships of trust and loyalty. Most of all we put people first and treat people with dignity, respect and kindness.

EnhanceAble in 2017–2018 consists of:

- The **Geneva Road** Day Service
- **Space**, our respite house
- **Living**, the outreach service
- **Croft Cottage**, a respite service for children, and
- **Kite, Ribbons** and **Flyers**, the children's groups
- We also have two charity shops.

Chairman's Report



Nick Ainley
Chairman

This year Enhance**Able** lost our Life President, Norman Burman. Norman passed away this year at the age of 101. Norman was a founding member of Enhance**Able** and supported us for over 60 years, as Chairman, President, volunteer and mentor. He will be missed and remembered.

The year ending March 2018 was another challenging year. While our financial results remain sound, the pressure has been increasing.

Our staff have continued to deliver high quality services that are valued by people and their families. However, we have been under two significant pressures during this financial year. Firstly, we have struggled with increasing costs while our funders, primarily local councils, have not been able to pay proportionally higher fees. Secondly, we have been finding it difficult to recruit good staff to work for us.

It has been frustrating to have our growth restricted by staff shortages and this is particularly so at Enhance**Able** Living, where we need staff who can drive.

In response to the continuing growth of personal budgets, and the purchase of services by the local councils, we are succeeding in delivering services that are individually tailored to each person's needs, but as with all social services care packages, the budgets are tight.

Experienced, well trained care staff are key to us providing high quality support to our clients. We have responded to the UK-wide shortage of experienced staff, by increasing wages, paying higher pension contributions and continuing to provide great training.

We believe that our staff are worth it, and the feedback from our service users endorses this view.

In addition to this the things we are buying, like fuel, food, and equipment are becoming more expensive. At the same time, the government is giving local social services offices less money, which means they have less to spend.

The years ahead will continue to test us, but we are committed to giving the best service we can and to being a value for money provider.

As always, I would like to thank our staff, volunteers and service users for their continued support to Enhance**Able**.

Finally, I would like to thank our trustees, who each year, are called upon to contribute more of their time and expertise and have never failed to do so.

Without all of these people my role, as Chair of Enhance**Able** would be quite impossible – thank you all.

Treasurer's Report



Mike Kemsley
Treasurer

I have been a trustee and Hon. Treasurer of EnhanceAble since 1st November 2008.

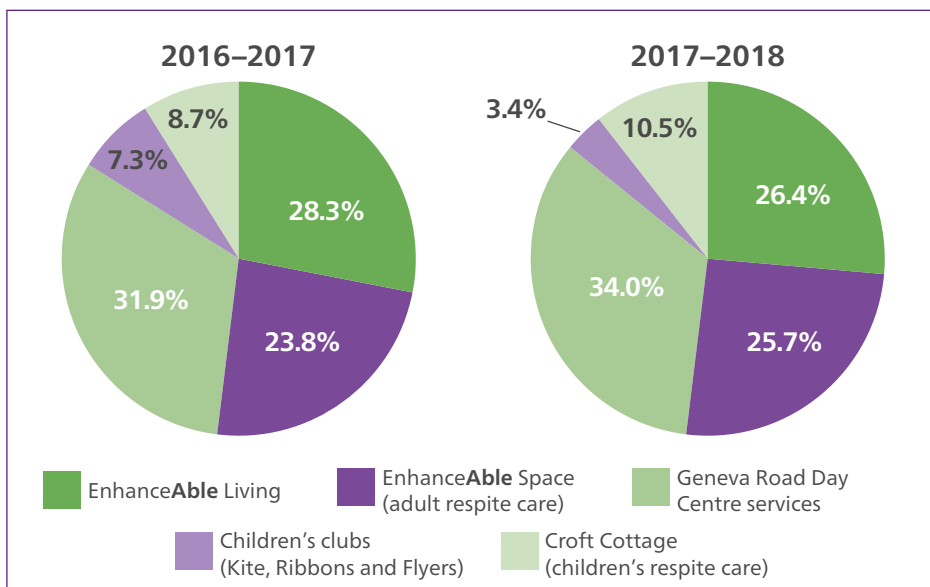
It's my job to provide advice, information and comfort to the other trustees on their stewardship responsibilities, which includes safeguarding EnhanceAble's financial assets.

I also act as the link between trustees and management on financial matters, oversee financial planning, prepare quarterly management accounts and provide support and advice to the Finance Officer and Finance Committee.

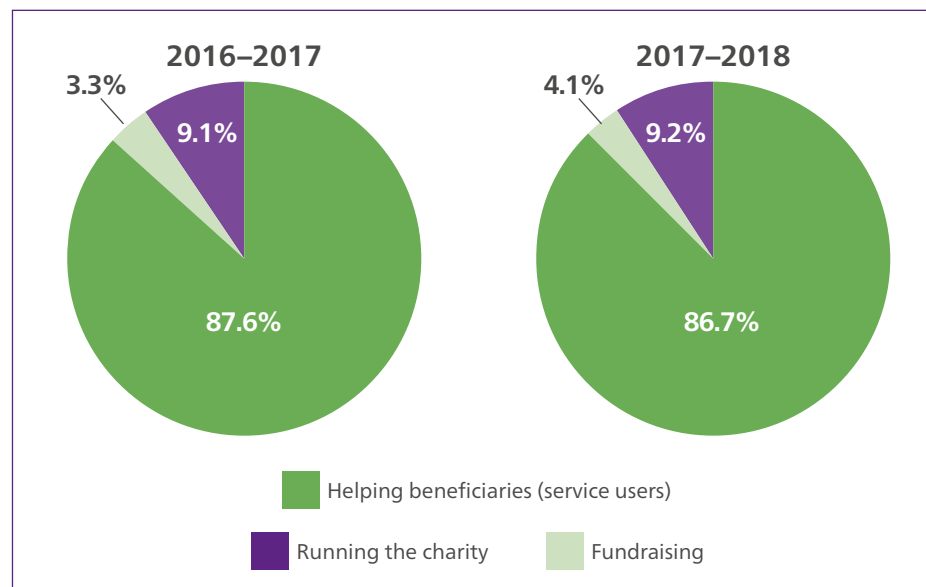
The charity's accounts are audited and appear on our website. They are also filed at Companies House and with the Charity Commission and I present them to members at the Annual General Meeting.

The pie charts below show you how EnhanceAble has spent its money and how much the different services cost.

EnhanceAble spent **£35,000** on training staff.



EnhanceAble's range of services in 2016–2017 and in 2017–2018



How EnhanceAble spent its income in 2016–2017 and in 2017–2018

Looking Forward



Julie Hagarty
Chief Executive

EnhanceAble
Geneva Road
held **1,200**
group sessions
this year.

Nick, our Chair, has told you a bit about what has happened during the year that this report covers. I am going to tell you about our plans for the future.

One of the best things about working for EnhanceAble is that the trustees understand a charity needs to change and develop to stay alive. The staff and the managers work with me to create new opportunities and to improve our service.

Our biggest job for 2018–19 is to try to find a new home for EnhanceAble Space, our respite home for younger adults. The house we use is not going to be available soon. We know that Space is an important service for lots of people and their parents, so we are trying to save it by looking for another house to be Space.

Recruitment is a job we are doing all the time. It is very difficult to find good staff to work for us. Hannah Brice, HR Manager, spends lots of time looking for new staff. She does this in lots of ways: advertising on the Internet, speaking to recruitment agencies, offering bonuses to staff who introduce someone new to us, using social media.

We always want new staff and we can offer them lots of things: an organisation that cares about them, a good pension, staff days, an optional uniform, fantastic training, brilliant career development.

Next Generation is a new group that is starting at EnhanceAble in 2018. This group used to be run by a different organisation, but we are starting to run it in the summer of 2018. Anyone with a disability who is over 18 is very welcome to come along on a Friday evening. For more information about Next Generation, call me.

In 2018, we started to use professional fundraisers for the first time. This is an important move for EnhanceAble.

As public money becomes tighter and social services struggle to fund things, we are trying to access other money by applying for grants from other private organisations.

Our first bid is for money to train staff to run wheelchair dance sessions at Geneva Road and we plan to do other bids towards things like: Next Generation; more physiotherapy provision; art therapy; specialist equipment; and more. We hope that this type of fundraising will become an important part of our income.

I am very excited about the year moving forward and the continued opportunity to share my time with so many wonderful people.

The life of a volunteer at EnhanceAble

My name is Kai Rollinson; I was 21 not so long ago. I first heard about EnhanceAble when Julie came to visit my house and talk to my mum. I was ten years old, coming up for eleven. My first relationship with EnhanceAble was as a Kite. Kite is an after school club for people with Asperger's.

We had lots of fun; we went out on trips, did things like cooking, and people would come and give talks. I had to leave Kite when I was 18 as I was too old and I was gutted about this. I lost touch with EnhanceAble for a few years when I left and went to college but about a year and a half ago I came back to the day centre for a Christmas lunch.

I told Julie that I was getting quite bored and miserable being at home all the time and she suggested I came in for an interview. The manager of the day centre and Julie asked me lots of questions and I got the job of a volunteer receptionist at the day centre.

I have a list of tasks to complete throughout the day as part of my role, including distributing post, answering the phone and greeting people, which I really enjoy.

EnhanceAble has made a big difference to my life. It is nice to come back as I really missed it. I am

much less miserable and I have lots to do here. I really love being here and feeling like part of the team. I love helping people, we have a background of care in my family and I really enjoy being in the social care environment.

Kai said we could talk to his mum, Michelle about his position with EnhanceAble and she said:

“

“Kite was the only place Kai had like-minded friends, there was no other socialising. Kite taught him about relationships. Before, he didn't know how to make friends.

“Kite was his club, he could be himself and was really happy there. I also got to meet parents in a similar position to me. Since he started as a receptionist, he has gained a lot more maturity and responsibility.

“Other jobs he has had haven't been as well-structured, whereas EnhanceAble is a proper experience and he has become really accomplished, learning lots of new skills.

He eagerly reminds us at home that he is a '21-year-old working man' – a confidence that I am really proud of. I love the fact that he feels confident and adult now, I'm really proud of him, he's doing everything a normal 21-year-old would do.”



Kai Rollinson
Volunteer & Support Worker

EnhanceAble Geneva Road provided some **49,000** hours of shared support.

The EnhanceAble Questionnaire



Hannah Brice
HR Manager

What is your idea of perfect happiness?

Probably frolicking around a sunny garden or a cosy movie night in. As long as there's good food, good people and my dog. Knowing everybody is safe, full and happy.

What is your greatest fear?

Earthworms... a bathtub full of earthworms.

Which living person do you most admire?

No one in particular. I'm not really interested in famous people either... anyone who is genuinely kind.

What is the trait you most deplore in yourself?

Procrastination. I convince myself I've got to tidy and feel like everything is in order before I settle down to get on with something.

What is the trait you most deplore in others?

Impatience/selfishness.

What has been your most embarrassing moment?

I can't say, it's too embarrassing... To give you an idea, things falling out my bag, things being attached to me that shouldn't be.

What vehicles do you own?

Ford Fiesta (on finance).

What is your greatest extravagance?

Asos Premier.

What objects do you always carry with you?

Lip balm. If I haven't got lip balm with me then I'll think my lips are cracked and I'll think about it all day. If I do have it, I won't actually use it at all.

What is your most unappealing habit?

Biting my cheeks, making accidental fish faces.

What is your earliest memory?

Probably collecting snails in the garden and making a 'snail hotel' and a 'snail harbour' with the top of a sandpit for them.

What do you consider the most overrated virtue?

They're all overrated... everything in moderation!

What single thing would improve the quality of your life?

Living more rurally and having a pygmy goat.

What's the most important lesson life has taught you?

Communicate. Things often go so wrong when people don't talk to each other.

A day in the life of an EnhanceAble support worker at Geneva Road

A typical day as a support worker consists of many different jobs and every day is different.

To start the day at Geneva Road we have a morning meeting, we go through the plans of the day and the transport, also what's happened the previous day or if any issues need to be raised.

Here we go...

The start of people's journey is the buses, where we make sure people are safe in the bus. We collect up to four people in wheelchairs and up to two others.

Most people start their day off at Geneva Road with a cup of tea, and maybe a biscuit or two. I run a group with another member of staff called Juke Box Classics every Wednesday. We pick a musician or band every week and go through their biography, quick facts, music and we have a quiz at the end.

Throughout the day people pop in from EnhanceAble's other services to use the facilities and join the groups.

We have lots of different groups at Geneva Road, but today is our weekly disco. We dance and sing to our heart's content for an hour, giving each other our best air guitar moves and Elvis impressions. We get hot and sweaty but have such a good time, and it's a great end to people's day.

During the day, while I have been doing my job, other people have been carrying out a variety of other jobs, helping our physiotherapist to support people, and running other groups.

Just after three we support people on to our transport and I drive some people home. We take out four or five vehicles. Other people stay at the centre to clean up and support people who go home a bit later.



Ciara McDonagh EnhanceAble support worker

We drove our users more than **156,165** miles, equal to driving **1,135** times round the M25.

First impressions as a trustee



Brian Garcia
Trustee

My first impressions of EnhanceAble are that here is a great team of dedicated people who are changing people's lives for the better, on a shoestring budget.

When I applied to join as a trustee, I felt this role would bring an opportunity to combine some of the things I feel passionate about: empowering people with disabilities, and working for a charity where I might add a bit of value (my own experience is as an economist working in the City and central Government).

I had a good feeling about EnhanceAble when looking at the website – clear, friendly and inviting. This was reinforced by a first meeting with trustees. Here, I felt, was an organisation that was all about what its name implied – not stuffy or self-important, but getting things done. So it was a bit daunting to get a huge training pack spelling out what EnhanceAble does, the responsibilities that trusteeship entails, and the risks and liabilities to watch out for.

More daunting still, humbling even, was meeting staff and clients and seeing for the first time the extent of the difficulties they're surmounting, and the hard work, training and passion that managers and staff bring to the task. It is what makes EnhanceAble a fun and productive environment to be in.

I was given a warm welcome by the other trustees, CEO and staff, and as I have got to know some of them better, I can see how they work together so that the organisation is greater than the sum of its parts. I look forward to being able to play an active role in steering and supporting the organisation in the challenging days ahead.

During the year,
EnhanceAble Space
provided more than
1,000 overnight stays
and more than **18,000**
hours of daytime support.

Interview with an EnhanceAble Space parent

Dulcie and I were introduced to EnhanceAble when Dulcie was about 17 years old and transitioning from children’s to adult’s services.

I must confess that I was really apprehensive and worried about Dulcie moving in to Adult Social Care services. Adult social services gets bad press and I was beginning to see why after visiting some respite homes that were totally unsuitable to Dulcie’s needs.

And then EnhanceAble came into our lives. If only I knew then what I know now. EnhanceAble have literally turned mine and Dulcie’s lives around. They do – as their name says – enhance people’s quality of life immeasurably. The charity has definitely enhanced both mine and Dulcie’s lives.

Dulcie initially had her care shared between EnhanceAble Living and EnhanceAble Space. She now has all her care based completely at EnhanceAble Space. And once she finishes college, from next year, Dulcie will be attending EnhanceAble day services at Geneva Road.

I took Dulcie along to see Space in October, before her 18th birthday, and she loved it, as

did I, from first sight. She loved playing in the garden on the trampoline and she also enjoyed the sensory room, especially the ball pond.

Dulcie also thrives from the independence and the social outlet that Space gives her. Fast forward three years and all the carers now know Dulcie so well. They are sensitive to her wants and to her complex medical needs. She simply loves going to Space for her tea visits and for respite.

To begin with I was very nervous about leaving Dulcie overnight, as she had not had many overnight stays whilst in Children’s Services. However, I needn’t have worried for a minute. Each time we leave Dulcie at Space she seems to return home happier and reinvigorated. Respite gives me a much needed break, which then gives me the strength I need to continue to care for Dulcie when she is back home.

With Dulcie so happy and settled in the capable hands of the care team at EnhanceAble, I was able to return to work; a completely life-changing moment for me, as I had become isolated after having to give up work in order to care for Dulcie.



Nadine (& Dulcie) Tuffin Space parent

I feel very lucky and fortunate that Dulcie and I are able to receive our support from EnhanceAble. This is such a wonderful, compassionate and caring charity who have a really good ethos and who really understand the individual Special Needs adults and their families, who they are supporting and caring for. I hope that our relationship with EnhanceAble will continue in the future for many happy years to come.

How EnhanceAble supports me

Gareth Rynn has been accessing the EnhanceAble Living service for many years now, we asked one of his support workers, Darren, to catch up with him to find out exactly how EnhanceAble Living supports him.

How does EnhanceAble support you?

Support staff at EnhanceAble help me in many ways; from sleepovers and checking my medication is up to date, to helping me with money and driving me to and from events and days out.

I'm also supported with cooking and day-to-day household chores, such as washing clothes and changing bedding.

How is your relationship with support staff?

I get on with all staff members, and have built a good relationship of trust with many of my support staff.

What activities do you engage in with Living staff?

It's very varied with activities. Some days we head to London for a day at the museum, other days we may go to the cinema or I walk in the local parks. We also do a lot of dog walks.

How does EnhanceAble support you on a personal level?

I have found that support from EnhanceAble Living has boosted my confidence levels and has given me a sense of openness that I didn't think I had.

During the year
EnhanceAble Living
provided around
22,800 hours of support.



Gareth Rynn Living client

Enhance**Able** would like to thank the staff and
people who use Enhance**Able** for the joy, challenges
and richness that you bring to the charity.

Without you we are nothing.



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