

Enhance**Able**

Annual Report

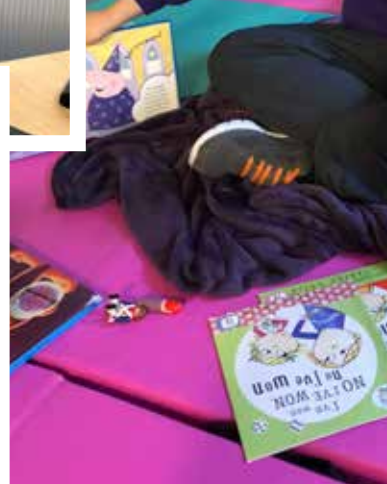
2018-2019





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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 66 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 2018–2019 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
- **Fantastic Friday** at **Yorda Playhouse** and **NXGeneration**
- We also have two charity shops.

A picture tells a thousand stories; here are some of this year's pictures.

Looking Forward



Julie Hagarty
Chief Executive

As I look forward to the year from April 2019 to March 2020, I am astonished to find myself in the midst of my 19th year with EnhanceAble, over 10 of those as CEO. This led me to reflect upon how after so many years, I still feel motivated, happy and passionate about my job here.

EnhanceAble has always been a charity where I can make a real difference to people's lives in new & creative ways. This year has been particularly exciting, as the Autumn and Winter were spent preparing for the new Space house to open in Ewell. The day the house opened was so exciting; it is a great testament to the staff and people who use EnhanceAble Space that every person transitioned in the new house without difficulties. The people who use our service were amazing and welcomed being in the new house seamlessly.

One of the early projects I was able to initiate as CEO was the establishment of after school clubs for local children with disabilities. To my great joy, after a brief pause, Achieving for Children began to fund us again in November and the Kites, Ribbons and Flyers groups are once more happening at Geneva Road. In the coming year we are looking for new members to join these fabulous groups.

Recruitment continues to be a difficulty in the social care sector. We need intelligent, motivated and trained staff to do a highly skilled job, but due to funding constraints we are unable to pay them what, in my view, is a salary that recognises those talents. EnhanceAble's HR Manager,

Hannah Brice, works hard to recruit and retain staff, but we are always looking for more people to join us. This constraint has limited the growth of EnhanceAble Living, where not only do people need to have all the skills above but also need to be able to drive. We are always reviewing our advertising, offer an incentive to staff, offer lots of training and promotion opportunities and work hard to show our staff how much we value them.

The year ahead is bringing new challenges. All our services are struggling to breakeven financially. The reductions in social care budgets has necessitated us to make efficiency savings in all parts of the organisation. One measure we have been taking to assist with this is using professional fundraisers to work towards specific projects. This has been somewhat successful, but it does not solve the financial conundrum across our core existing services.

My job in the coming year is to work with our trustees to find creative and viable ways to help EnhanceAble continue to serve the local community. Toward this end, I now have a Deputy CEO, David Fox. David's post has been specially created to help EnhanceAble work harder on its planning and funding.

I must, as always, finish by thanking EnhanceAble's trustees and the wonderful staff that I have the privilege to work alongside. EnhanceAble is all about its people, the staff and people who use our services, and I feel very lucky to be surrounded by them.

Chairman's Report for Year Ending March 2019



Nick Ainley
Chairman

The year ending March 2019 was a difficult year. For the first time for many years EnhanceAble was in deficit for the year. Full accounts are available on the web site at www.enhanceable.org along with the trustee report.

The reasons for our deficit are many, but in summary:

- We have not been able to significantly increase our charges for many years – the funding pressures on local councils are well reported and these difficulties have been progressively feeding through to those of us that provide the services.
- Our costs have been increasing. In spite of funding difficulties, we have been required to increase salaries and pensions to support our staff. We have been more than happy to do this because we believe they truly deserve better, however, that has contributed to our deficit.
- We have had to increase our investment in indirect services to both support staff and to meet the challenges of statutory and operational requirements.

Our individual services have continued to be a valued contributor to the needs of the local community that we exist to support. Service User approval ratings continue to be high and the majority of our service users remain happy with the support they receive.

However, during the last year we did experience a number of issues. As a result of extensive work, we have changed some

of our operating procedures and increased management resources provided to support service delivery. It is vital to our development as an organisation that we are able to view these as learning opportunities.

These situations are very difficult for everyone concerned, and I would like to thank the staff who while involved, continued to provide the support and services that we are generally recognised for.

On a brighter note, during this last year we purchased and opened a replacement location for our EnhanceAble Space service, no mean achievement. This service is now based in 47 The Drive and has been well received by service users and staff.

In spite of the financial pressures, the trustees and management of EnhanceAble continue to be focussed on maintaining quality services and looking for innovative ways to both provide them and fund them.

I would like to thank our service users, managers and staff for their support. Finally thank you to our trustees, who each year contribute more of their time and expertise and have never failed to do so with enthusiasm and without complaint.

Without all of these people my role, as Chair of EnhanceAble would have been quite impossible – thank you all.

Treasurer Report

EnhanceAble spent **£2,079,164** this year.



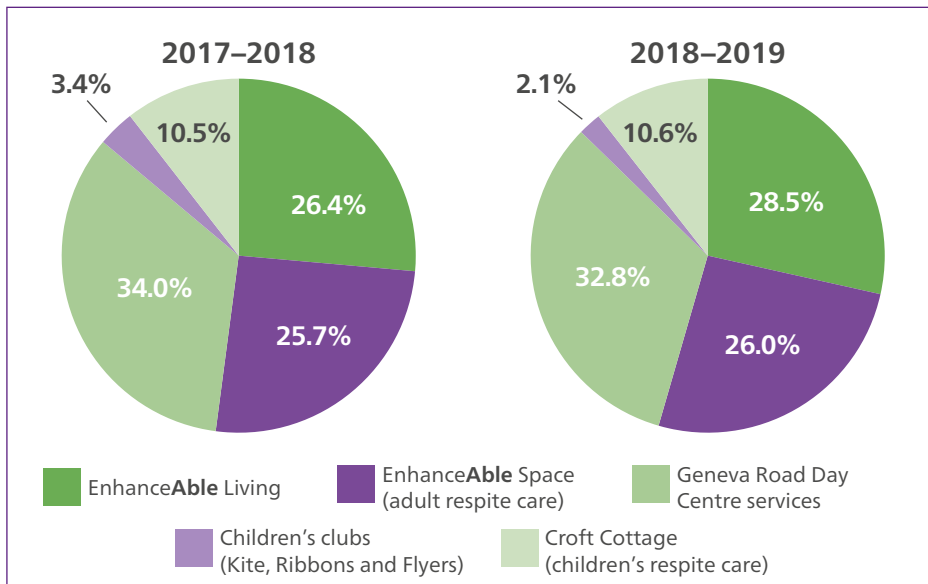
Mike Kemsley
Treasurer

In 2018–19, charitable income reduced by £10,548 but charitable expenditure increased by £188,443. Net income from voluntary donations, shops and investments increased by £59,735 and the overall result was a deficit of £96,145, compared with a surplus of £43,111 in 2017/18.

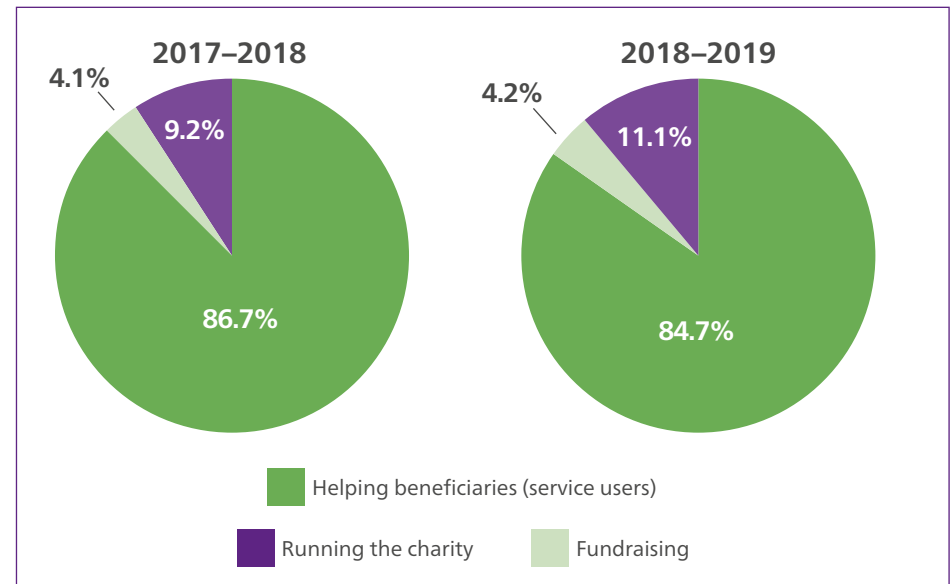
The generous support of our donors increased voluntary income by £62,789 all of which was used to help fund accessibility refurbishment at new Space. The new home cost £755,000 and was funded via cash reserves and the benefit of a £450,000 mortgage, which is repayable over 15 years.

2019–18 was a tough year but we believe that EnhanceAble is now well placed to make a bigger contribution to the local community and its social care economy but these ambitions need to be matched with increased funds. We are fortunate to have a loyal and committed employee and volunteer base, but need to explore new ways of working, mount high-profile campaigns and develop new sources of income.

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



EnhanceAble's range of services in 2017–2018 and in 2018–2019



How EnhanceAble spent its income in 2017–2018 and in 2018–2019

Setting up new Space



Thea Shephard
Executive Assistant

This year saw an exciting change for EnhanceAble. The charity relocated its respite service, EnhanceAble Space, from New Malden to Ewell.

We took the decision to buy a house for the service, rather than continuing to use rented property. After lots of searching we went to visit a lovely home in Stoneleigh and knew, almost as soon as we walked through the door, that this was the place for Space.

We needed to contract services from an architect and from a planning company to ensure we submitted a strong change of use application to the council. We also sought for permission to build a new sensory cabin in the garden.

Once we had gained planning permission and purchased the building, we had lots of building work to do and preparation for Care Quality Commission registration. This was a tense time as our plans started to come together and we also dealt with all the unexpected things that happen in a building project.

This was an expensive project and an investment for the future of EnhanceAble and local disabled people. We were successful in using a company of professional fundraisers to raise £41,500 towards our costs.

The house opened in May 2019. It is cosy and comfortable. The service users and staff settled in brilliantly and the house is a wonderful base for EnhanceAble people using our respite services.

It cost **£112,000** to make the additions to the house, that's the same as **6%** of EnhanceAble's turnover.

Since we opened in May we have provided **7,526.5 hours** of support and counting...

24 hours at Croft Cottage



Chloe Moss
Manager, Croft Cottage

I am the registered manager of Croft Cottage, a small respite house for children in Richmond. We are registered by Ofsted.

Today is Friday so I have been in the office getting paperwork done. Staff arrive at 3pm on Friday to get everything ready for the children when they arrive after school: making the beds, putting away the shopping and getting activities ready for the children when they arrive. The children usually arrive from their school transport at 4pm and are greeted by EnhanceAble staff.

The children settle in to the cottage and put their shoes, coats and school bags in their bedrooms and some help unpack their suitcases. There is time to have some fun before dinner; this can be going to the park, going for a walk, having sensory or musical play, playing board games or puzzles or just relaxing in the lounge and watching films.

Once dinner is ready everyone sits in the kitchen and has dinner together, chatting. After dinner the children have some more time to play and then start their evening routine. For those that like to, they can play in the bath

or in the shower before PJ time. The children then settle in to bed for the night. Our night staff arrive at 9pm to check on the children regularly throughout the night and one of the daytime staff sleeps at the cottage too.

The children wake up any time from 6:30am to 9am and we help the children to get up at whatever time is good for them. The day staff will also be arriving throughout this time. Once both children are up and ready for the day, we make sure our day bag and lunch are packed and we set off for a day trip. We go out to places like swimming pools, cinemas, London Zoo, theme parks, walks in local parks, trampoline parks, farms, different beaches, bowling alleys and many more.

We get back late in the afternoon and some staff write notes of the day, while others support the children. Staff also write a handover to parents which is printed and sent home so parents know exactly what their child has done throughout their time at Croft Cottage.

At about 4pm parents arrive to pick the children up and the next few children arrive.

EnhanceAble's Bunny Girl



EnhanceAble has two local charity shops in **Berrylands** and **Tolworth**. We use the money raised to make a positive difference to local disabled people's lives.

At the Tolworth shop one of our volunteers is the glamorous Margo. Margo has had a rich and varied life. She has worked as a Bunny Girl, a model, a croupier and now brings sparkle to EnhanceAble. Margo is wonderful with our customers and gives excellent advice about creating outfits from our stock.

Margo volunteers to be part of the local community and be part of our shop community. She enjoys the company of other volunteers and loves her time in the shop. Margo donates her time on Wednesday, Thursdays and some Fridays.

We have 27 volunteers in our shops, giving a total of over 170 hours of support per week. Together last year they raised £88,759.

If you would like to volunteer at our shops please call Thea Shephard on 07930 734552. You can also support EnhanceAble by donating good quality goods to us.

Volunteers in our shops gave over **8,840 hours** of support; and raised **£88,759** last year.

The EnhanceAble Questionnaire



Carrie Milne
Assistant Manager

What is your idea of perfect happiness?

Being with my friends listening to and jumping around to great music!

What is your greatest fear?

Falling off the edge of things. I am one of those people who stand miles away from the yellow line at train stations just in case!

Which living person do you most admire?

Sylvia Lancaster; Sylvia set up the charity S.O.P.H.I.E after her daughter was murdered, to encourage people to accept people's differences.

What is the trait you most deplore in yourself?

Laziness – I find it all too easy to do nothing, then regret it.

What is the trait you most deplore in others?

Failing to try. Who knows what others could do if they just gave things a try?

What has been your most embarrassing moment?

Falling into a bush after tripping over my own feet, I was stuck like a turtle on its back!

What vehicles do you own?

None! Not even a bicycle!

What is your greatest extravagance?

Shopping! I always buy too much of everything!

What objects do you always carry with you?

My mobile, my keys, my money and a hairband on my wrist.

What is your most unappealing habit?

Smoking!

What is your earliest memory?

Making mud pies and a giant mess in my garden at home as a child with my friends.

What do you consider the most underrated virtue?

Good manners, a please and thank you is free and can change a whole persons day.

What single thing would improve the quality of your life?

Time.

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

Enjoy it! Treat others as you would want to be treated yourself.

Being a volunteer at Geneva Road

My name is Zahrah Gouhar and I am 18 years old. I work two days a week at EnhanceAble, as a volunteer, which I love.

I knew I would enjoy working here as I also loved going to their after school club called Kite; everyone, especially Chloe, was so kind and helpful to me, I could be myself and felt my confidence grow. I made lots of friends which was something I found difficult to do in school.

I have been in Kingston College for the last two years on a Life and Work Skills course which I enjoyed so much, and acted in four drama productions: Cinderella, Snow White, Grease and Mary Poppins, which has increased my confidence yet again. It was such fun. During this time I needed to find work experience, I always like helping people so I asked Chloe and she kindly pointed me in the right direction and was told I was welcome at EnhanceAble.

I have learnt so much here, and the staff are so kind and understanding. I love seeing the service users when I arrive and then helping them to exercise, dance, bake, play games and so much more as well as helping to keep areas safe, clean and tidy.

Working at EnhanceAble makes me happy especially when I see everyone working so hard to make everyone smile. It has confirmed to me that my dream of working more with the disabled is the right one, and this job has given me inspiration to work harder to achieve this.

Dream big and think positive!



Zahrah Gouhar
Volunteer at Geneva Road

The Geneva Road service has provided people with **8,885** days of support this year.

How EnhanceAble supports me

EnhanceAble Space gives my son Glenn a home-away-from-home where he is supported in a warm and caring environment; where he can relax, see his friends, get out and about, and enjoy being independent of me, allowing him to strengthen his communication and independent skills. The homely, comfortable atmosphere and friendly welcome is a guarantee each visit.

It is an absolute joy to see Glenn's excitement every Tuesday when he signs "please can I see friends and have overnight at Space?", with his shoes and coat in his hand ready to go.

EnhanceAble Space gives me the time away from being a carer to recharge my batteries, knowing Glenn is having a great time and being cared for so well. I can relax knowing all Glenn's needs are being completely taken care of.

Both Glenn and I would be lost without the support of everyone at EnhanceAble Space.



Kym and Glenn O'Donovan

A Fond Farewell



Nick Ainley
Chairman

Sadly, I am writing to say that I am standing down as the Chair of Enhance**Able** at the next AGM. I have been the Chair for twelve years and have been privileged to be involved with this great organisation.

The changes that have taken place during this time have been immense. When I started we did not have either Enhance**Able** Space or Enhance**Able** Living and we owned no property. We now have both services and as you know, have purchased the property for our Space service. Additionally, we have started and continue to run the 'kids clubs' while ceasing to operate the council's statutory advisory service for parents.

We have faced unprecedented financial pressure since the 2008 banking problems. Local Authorities have had tight budgets, these have fed through to our services – witness last year's results.

Many service users have transferred to personal budgets, in principle this is a good idea but, in the name of personal choice it certainly feels like savings are being made through the system. Consequently, our service users have borne the brunt of many of these financial strictures, and we have used our well-husbanded financial reserves, to try to support them all.

I have decided that after all this time we should have a new Chair, someone who will look at all these challenges

through a new set of eyes, and who is able to commit both their expertise and time to Enhance**Able**. As some of you may know, I no longer live locally, and I feel that this role should be done by a local person, who can be the public face of the organisation. For that reason, I shall not be standing for the post of Chair at the 2019 AGM in November. I will, of course, do whatever I can to support my successor in whatever way they ask.

It has been a pleasure, and a privilege, to serve as the Chair of Enhance**Able**. When I started as a trustee I had no idea what it was like to live in our society, with some of the issues that our service users and their carers face daily. While I have contributed, whenever I have been able to, I have no doubt, I have gained more by my time with Enhance**Able**, than ever I have been able to contribute. For this I thank the service users, their carers, the staff and management team and particularly our CEO Julie Hagarty.

Finally, I must thank my fellow trustees. Many of you may not know who they are, or what they do. This is largely because they are all volunteers, they give their time and expertise freely and largely anonymously. Some still work full time, and some have other commitments. Because you cannot see what they do, do not underestimate their contribution. I can truly say, the Chair and the CEO could not do their jobs without this strong and mainly invisible and unwavering support – thank you all.

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.



Registered Charity 1053246

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