



# Annual Report 2021

Your Life, Your Way

# Acknowledgements

**We wish to say thank you to the following people and groups for their help and support during the year:**

- People we support
- Chief Officer and Staff, Cork Kerry Community Healthcare HSE
- Chief Executive and Staff, HSE
- Department of the Environment, Community and Local Government
- Minister and Officials, Department of Health
- Minister for Disabilities
- Minister and Officials, Department of Education and Skills
- CEO City Manager and Staff, Cork City Council
- Chief Executive and Staff, Cork County Council
- Cork Chamber of Commerce
- Secretariat, National Federation of Voluntary Service Providers
- Munster Technological University
- University College Cork
- Chief Inspector and Staff, Health Information & Quality Authority (HIQA)

## **Retired Staff**

We would like to thank all retired staff members for their dedication and commitment throughout their working lives and send them our best wishes for a continuing happy retirement.

## **Expressions Of Sympathy**

We would like to express our sympathy to those families and friends of people we support and staff who passed away during 2021.

## **Volunteers**

We would like to thank the many hundreds of volunteers around Cork city and county who offer their services in a variety of ways such as fundraising, helping at sporting, leisure and recreation occasions and much more. We really appreciate each and every one of you.

## **Easy to read**

Most parts of our Annual Report are available in easy to read format.

If you would like to receive easy to read versions of any part of the Annual Report, get in touch with our Communications and Fundraising Department.



E-mail  
**communications@  
cope-foundation.ie**



or telephone **021 4643326**

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# Our Values, Vision and Mission

**Person-centred**

**Creative**

**Kind**

**Honest**

## **Our Vision**

Our Vision is all about what we want Cope Foundation to do and achieve.

### **Vision:** Your Life, Your Way

To enhance the lives of people with an intellectual disability and/or autism; working in partnership with them, their families and local communities, to provide a range of person-centred services and supports. This will enable each person to live life to the full, influence the decisions that affect them, and actively participate in their community.

## **Our Mission**

The mission of Cope Foundation tells us more about our vision and how we are going to make our vision real in the work we do every day.

**Mission:** Supporting people with an intellectual disability and/or autism to live a life of their choosing, connected and participating in their communities.

### **Honest:**

We have respect for each other so we will always give each other the full and truthful picture.

We deliver on promises.

### **Person-centred:**

We believe the people we support can live extraordinary lives.

We put people we support first in everything we do.

We treat people as individuals and respect their choices.

### **Kind:**

We will be kind and respectful in all that we do.

### **Creative:**

We don't just accept what it is, we explore what it could be.

We are inspired by challenges and we find new ways of doing things.

We are constantly learning and striving to do things better.



# Strategic Priorities

**Throughout 2021 we worked on developing a new strategic plan for our organisation.**

Our new strategic plan will reflect and be committed to ambitious and transformational change across all aspects of our organisation's work. The plan recognises the need to respond to ongoing and emerging changes in the sector and during its lifetime we want to deliver and witness an extraordinary change as a result of the actions we will take.

In 2021, we worked with our stakeholders to understand more about their concerns and needs. We carried out an engagement process with staff, people we support, and families. The feedback that we received was hugely helpful and has played an important part in developing our new strategic plan.

By engaging with people we support, their families and our staff, we have a great understanding of the kinds of services and supports people want; what is most important to people; and what concerns people about the future.

At the heart and running through the strategic plan will be a focus on the individual and their support needs. We are also truly focussed on the standard of service that we provide and the quality of support we can offer people.

Change is certainly on the horizon for our organisation and we look forward to launching our new Strategic Plan in 2022.

# Chairperson's Statement



**Dear Friends,**

**I am pleased to present to you on behalf of the Board of Cope Foundation our Annual Report for 2021. It was certainly a year which brought the best out of everyone, as we endeavoured to maintain our services in a safe and caring manner.**

The Covid-19 pandemic continued to challenge our country, Cope Foundation and the wider health and social care system in a way never previously experienced. Sadly, we lost two people we support, from the disease, and on behalf of us all in Cope Foundation, I extend my sincere sympathies to their families and friends.

Our values were truly put to the test and I acknowledge the work of our colleagues, who demonstrated everyday throughout the crisis, honesty, kindness and creativity so that we put the people we support first, through an adjusted delivery of our usual services. Our model of support had to transform rapidly to ensure our range of specialist services for people could continue with our multidisciplinary teams.

As a Board, we have prioritised the full return of our services, to re-enable a fulfilling way of life for the people we support, while adapting, like all of society, to living with Covid.

Cope Foundation is a not for profit organisation and was founded over 65 years ago. Today we provide an extensive range of specialist services and community-based supports to 2,800 people with an intellectual disability and/or autism across 70 locations in the Cork and Kerry community health area. We work in partnership with and are guided by the people we support, their families and local communities, to create life enhancing opportunities and environments that people need now and in the future, as informed by Government policy.

Our current strategic plan to 2021 "Enhancing People's Lives" has as its aim, to provide supports and services that are individualised in line with the principles of person-centred thinking, choice and self-direction. Significant progress was achieved in the goals set and it is timely now that we formulate our plan that will chart a new ambition, underpinned by current policy provisions, specifically, day services (New

Directions), congregated settings (A time to Move on) and progressing disability services for children and young people and the transforming lives programme.

Since Ireland ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), Cope Foundation continues its work to advocate and support inclusive communities where diversity is embraced and everyone is equal.

The Board share an ongoing concern with the levels of demand for autism supports, home supports, therapies and short breaks along with the changing needs of our ageing population. Securing various professional disciplines to work in our service will need to be reviewed so that we can best meet the current and future requirements of the people who need our support urgently. We understand that parents and families are finding it difficult and frustrating at times with the degree of support offered and we are determined to do the best we can to make real improvements.

Our funders and the people we support can once again be assured that Cope Foundation allocates its resources and capital as efficiently as possible to serve as many people as possible without running financial deficits.

However, as a vital provider of services in Cork city and county, we believe further investment by our funders is needed now and over the coming years so that we can target more resources and service provision to specific areas of peoples' need, that is not been adequately addressed.

The Board is steadfast in our focus that each residential location reaches the highest standards as set out by regulation and assessed by HIQA. Thank you to all the people we support who welcomed HIQA into your homes, the families who met the inspectors and staff who

worked hard in preparing for new registrations and evaluations.

I am delighted that some key initiatives were delivered this year despite the ongoing disruption namely the expansion of our network of community hubs and de-congregation of the people we support to a new home and life as part of a vibrant and participative neighbourhood. The roll out of assistive technologies to better serve is a key factor in our quest for the people we support to stay connected with our teams at all times. The Ability@Work programme is doing an amazing job in offering practical support to help people prepare for and access employment opportunities.

The Board and staff wish to express our sympathies to the families of staff member Graham Kelly, member Mary O Mahony, former Director Derek Nolan and former Chairperson and Chief Executive Jerry Buttimer Snr who passed away in the last year. Ar dheis Dé go raibh siad.

Finally, I wish to say thank you to our staff, Chief Executive and Leadership Team, the Board of Directors and the Health Service Executive for your advice, effort and commitment. We are grateful for the support of our fundraisers, volunteers and the generosity of our donors, all of whom make a big difference in helping us to do exceptional things.

We feel privileged to be part of the lives of the people we support and look forward in continuing to play our part in helping you to live "Your Life, Your way".

**Gearóid Gilley**  
Chairperson of Board of Directors

# Chief Executive Statement



It feels almost impossible to condense the challenges that 2021 presented into a short report such as this. It was a tough year for all of us, but it has been especially difficult for the people we support and their families.

Despite the challenge and difficulty that the year brought, good things continued to happen. Some of these successes will be described in this year's report by the people themselves, please take the time to read and enjoy them.

It continued to be a year of profound difficulty, dashed hopes and change for everyone. Services were curtailed and many people we support and their families struggled to cope with the new reality of stop start service reductions as infections rates rose and fell and resulted in staff shortages across multiple locations.

However, for me it has been the times where we have fallen short of expectations that have proven to be some of the most defining moments of the last year. Despite our best efforts we always tried to deliver to the values and outcomes we aspire to, but we do at times fall short and we acknowledge the disappointing impact these instances can have on the people involved.

These staff shortages resulted in the closure of day services for significant periods, respite, home support and other services were curtailed, and staff were again re-deployed to deliver supports to those living in residential services.

This has prompted a renewed focus on both the "why" we are here and the direction we need to take going forward, to ensure that (a) we do deliver on our espoused values and mission and (b) will serve as the basis for strengthening the foundations for ongoing improvement.

Right across the Foundation staff worked with families to find ways to deliver supports safely and often remotely. Social distancing, hand washing and mask wearing became the norm. Lockdowns came and went and came again and the hope that vaccinations and booster programmes brought gave us all hope that we were near the end. Covid-19 touched us all and has left an indelible imprint on our lives.

As a result, and despite the uncertainty of the past year, we have looked forward and are progressing with our new Strategic Plan. This will be the roadmap for the next few years and will provide us with a worthy challenge in our efforts to realise positive change to meet the significant and sustained increase in demand being placed on our services.





**The lasting impact of the Covid-19 pandemic will only become clear in the years ahead but the current capacity of the Foundation's services to respond to demand is undoubtedly challenged, and the focus of our plan going forward will be on doing more and doing it better. Working intensely to reconfigure and develop services and supports to maximise access, intervention and support.**

I have absolute belief that we have not, and will not, shy away from being brave, and we have and will continue to put the people we support and their families at the heart of all we do. 2021 was a year of challenge and change but it was also a year of resilience, innovation, and humanity. We have learned a lot and my hope is that we will use what we learned to make things better in the years to come.

I cannot express how exceptionally proud I am of my colleagues who strive daily to provide high-quality care to the people we support. Every role in our organisation has played a part in getting us through the past year and continues to play a part in supporting people to live a life of their choosing. I would like to acknowledge and thank each and every one of them for their courage and resilience during 2021 and for their monumental work in keeping everyone as safe as possible. It is this that epitomises what makes Cope Foundation such a special place.

I believe that the passion and resilience we have seen across the Foundation over the last twelve months has lit a fire in all of us. We have so much more work to do, but we are more ready than ever to do it, and I look forward to making great things happen over the coming years.

Finally, I would like to thank:

- Our Chairperson Gearóid Gilley and the entire Board of Directors for giving their time, expertise, and unwavering support so generously.
- Health Service Executive and Cork Kerry Community Healthcare colleagues both locally and nationally for their continued collaboration and support for the work that we do.
- Most importantly, the people we support and their carers and families for allowing us into their lives and for their understanding and patience during this year.

**Sean Abbott**

Chief Executive Cope Foundation



# Advocacy in Cope Foundation

**Advocacy is about speaking up for yourself and raising awareness about issues. There are many different types of advocacy. In 2021, the Ability Board, which is made up of participants on Cope Foundation's Ability@Work programme, did some important advocacy work at a regional, national and international level.**

At the beginning of 2021, the Ability Board was chosen to be part of the Disability Participation and Consultation Network Ireland. The DPCN is part of Ireland's plan to implement the UN Convention on the Rights of Persons with Disabilities (UNCRPD). This newly established network enables people with a disability to be involved in the development of policy and legislation.

In February, Craig Kelly, the President of the Ability Board, together with Marian Hennessy, the Ability@Work Coordinator spoke, at #ZeroCon21. This international conference celebrates the Zero Project 2021 winners and shares solutions that improve the daily lives of people with different abilities. Unfortunately, due to Covid-19 this worldwide conference was aired online instead of the United Nations Office in Vienna! Craig and Marian never got the chance to dust off their passports on this occasion.

Following on from many workshops, the Ability Board began a nationwide campaign with AONTAS, advocating for the rights of people with different abilities to be included in education and employment. The 'Nothing about us Without us' campaign ran for the full week of the Adult Learner Festival 2021 in March. Two board members and an Ability@Work Job Coach were given the honour of speaking at the opening event of the festival.

Following a successful application and interview, the Ability Board were accepted on Social Impact Ireland's 'Business for Social Impact' Spring Incubator Programme 2021. This 4-month programme is designed specifically to create and develop sustainable businesses that make positive social impact.

Jamie Murray and Craig Kelly represented the Ability Board on this programme. The graduation ceremony was in the form of an online showcase

event, celebrating all the Social Enterprises in the Spring Incubator Programme 2021.

The Ability Board is all about being diverse, which is why members were quick to realise that there was a gender imbalance in the group! To celebrate International Women's Day 2021, a mini campaign trail took place with 8 female Ability@Work participants competing for a place on the Ability Board. On the 8th of March, Estelle Kelly and Amy Mulroy were voted by their peers via a virtual election and became official members of the Ability Board. Welcome Estelle and Amy! The event consisted of activities and speeches, as well as an awards ceremony for all of the participants' achievements during lockdown.

During the summer of 2021, the Ability Board was asked to consult with Visit Cork, the official tourism body for the Cork region. Members met with the staff at Visit Cork to advise them on ways to make Cork more accessible and inclusive.

In October, Local Enterprise Office offered the Ability Board 1:1 mentoring sessions to support the Board in progressing to a social enterprise. A social enterprise is a business that works primarily to improve the lives of people. Its core objective is to achieve a social, societal, or environmental

impact. Local Enterprise Office provided support and advice on all aspects of the Ability Board's business model.

The Board members continuously strive to better themselves. Some of the courses they completed in 2021 included; Advocacy, Interview Panel Training and Virtual Presentation Skills.

2021 brought some successful funding applications for the Ability Board. The Board was awarded funding from 2 separate streams: Solas, 'Mitigating Against Educational Disadvantage' Fund (MAED); and 'Social Enterprise Capital Grants Scheme'. The funding from both of these sources is actively supporting the establishment of the Ability Board as a social enterprise.

The end of the year also brought some positive news for the members of the Ability Board. In December they were contacted by Social Impact Ireland about hiring the Ability Board members as 'Inclusion Consultants' to make recommendations and implement 'Easy to Read' around materials used in Social Impact Ireland Programmes. This work will begin in 2022 and is wonderful recognition of the skills and expertise of the Ability Board.

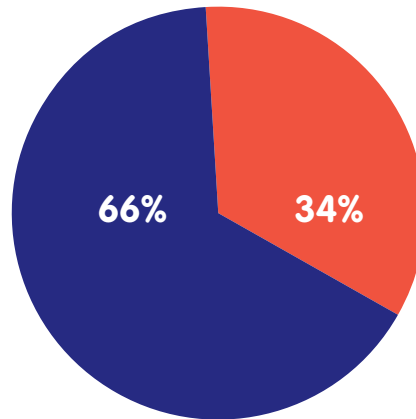


# 2021 at a Glance



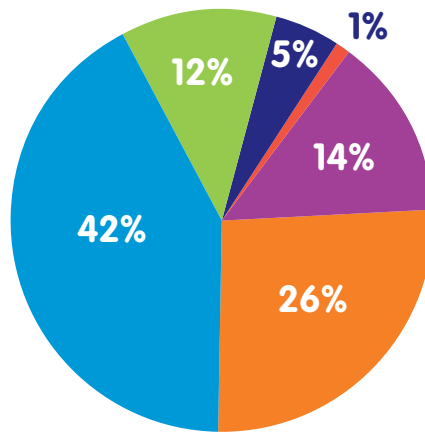
# Facts and Statistics

Breakdown of people attending day services / living in residential services



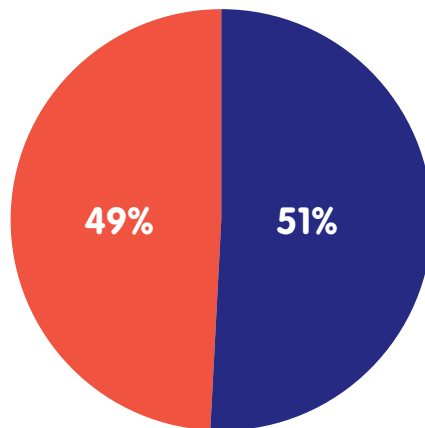
- Day
- Residential

Breakdown of people supported full-time by age



- 0 yrs - 5 yrs
- 6 yrs - 17 yrs
- 18 yrs - 24 yrs
- 25 yrs - 39 yrs
- 40 yrs - 59 yrs
- 60+ yrs

Breakdown of people supported full-time by Male / Female



- Male
- Female

Cope Foundation is the lead agency for three Children Disability Network Teams providing services under the Progressing Disability Services model to approximately 1,500 children across 3 networks covering Cork City and County areas.

# Honorary Directors of Cope Foundation



**Gearóid Gilley –  
Chairperson**



**John Higgins**



**Geni D'Arcy**



**Donna Roche –  
Vice Chairperson**



**James Eivers**



**Simon Healy**



**Isobel O'Regan**



**Kieran Moran**



**John R Punch**



**Katherine O'Leary**

**Dated 23 March 2021**

# Attendance Record and Committees

## Board Directors

### Board Meeting Attendance Records – 2021

Directors Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Geni D’Arcy	P	A	P	P	P	A	P	P	P	P	P	P
James Eivers	P	P	A	P	P	P	P	P	P	P	P	P
Gearóid Gilley	P	P	P	P	P	P	P	P	P	P	P	P
Simon Healy	P	P	P	P	P	P	P	P	P	P	P	P
John Higgins	P	A	P	P	P	P	A	A	P	P	P	P
Kieran Moran	P	P	A	P	A	A	A	A	A	A	P	A
Katherine O’Leary	P	P	P	P	P	P	A	P	P	P	P	P
Isobel O’Regan	P	P	P	P	P	P	P	P	P	P	P	P
John Punch	P	P	P	P	P	P	P	P	P	P	P	P
Donna Roche	P	P	P	P	P	P	P	A	P	P	P	P

Key: Present ●  
Absent ●

Gearóid Gilley appointed Chairperson on 20<sup>th</sup> May 2021

Donna Roche appointed as Vice Chairperson on 20<sup>th</sup> May 2021

## Board Sub Committee Structure 2021

### Audit and Risk Management Committee

John Higgins - Chairman  
Jerry Corkery  
Gearóid Gilley  
Kieran Moran  
John Punch

### Quality and Safety Governance Committee

Katherine O’Leary - Chairperson  
David Donegan  
Catherine Field  
Donna Roche  
Anna Broderick

### Property & Assets Committee

Isobel O’ Regan - Chairperson  
John Higgins  
Stephen McCarthy  
Mark C Nolan  
Jim Fleming

### Remuneration & Nominations Committee

Gearóid Gilley - Chairman  
John Punch  
Geni D’Arcy

### Pension Trustees Committee

William Cuddy - Chairman  
Anthony Dinan  
John Punch  
John Murphy

### I.T. and Systems Committee

James Eivers - Chairman  
Geni D’Arcy  
Marguerite O’Brien  
Brian Marshall

# Quality and Compliance

## HIQA in 2021

**What is HIQA?** HIQA is the Health Information and Quality Authority. HIQA aims to promote safety and quality in health and social care services in Ireland for people with disabilities living in residential centres.

In 2021, Cope Foundation was responsible for 44 residential centres for adults.

Of these, 2 centres used to facilitate short-breaks were re-designated as Covid-19 Enhanced Care Support Centre for Adults. The main role of these centres was to provide a residential option for people who could not self-isolate in their residential centre if they were confirmed with Covid-19. We also took responsibility for a centre in Cork that the HSE had operated.

## HIQA Inspections and Registrations

The role of the HIQA inspection team is to ensure Cope Foundation operates and manages the designated centres in compliance with the Health Act 2007.

The HIQA renewal process has a three-year cycle. In 2021, a total of 9 Cope Foundation centres applied to renew their HIQA Registration. Of these 9 centres, 7 centres have already received their new certificates.

In 2021, 35 Cope Foundation centres had HIQA inspections. Reflecting on this challenging year, we are pleased to highlight the following observations by HIQA Inspectors:

*Some of the photographs showed the residents smiling while in others the residents were wearing their face masks, but there was an element of fun and enjoyment to be seen even in these photographs.*

*The resident spoke with the inspector while proudly showing their bedroom which was personalised with cherished items and photographs.*

*[Residents] found the staff team to be very supportive and felt that they were listened to and said that their rights were respected and feel part of Cope.*

*...the house was warm, clean and reflected the personalities of the residents in the house which included a large display titled Welcome to our home.*

*Another resident was smiling as they told the inspector how they were enjoying their time in the designated centre. They spoke about some of the activities they participated in which included music, walks and visits to places of interest in the local area.*

In 2021, HIQA published 28 reports on Cope Foundation centres on their website: [www.hiqa.ie](http://www.hiqa.ie)

## Internal Audit

Cope Foundation's Internal Auditors are Crowleys DFK Chartered Accountants, who provide independent assurance to the Board and the Audit and Risk Committee that the procedures and controls employed by the organisation to monitor and manage financial and other functions are operating effectively and in accordance with best practice and internal policies and procedures.

Some of the areas which are reviewed by the internal auditors include:

- procurement of goods and services
- payroll
- income and funding



- information systems and technology
- human resources
- risk management
- corporate governance
- HIQA compliance

The Audit and Risk Committee agree an internal audit programme to be undertaken each year, including the scope of each audit and the areas to be reviewed each quarter.

As part of their audit process, the internal auditors undertake a detailed review involving a critical evaluation of documented and adopted policies, benchmarking of policies against best practice in the sector, and provide an overall opinion level on the adequacy and operating effectiveness of the systems, activities and controls in place.

The main findings or suggested areas for improvement are ranked as high, medium or low and are dealt with in order of priority. In 2021, the Internal Auditors reported their findings and recommendations to the Audit and Risk committee each quarter, and also provided an update on the status of progress made by management in relation to implementing recommendations made in previous audits reports.

## Freedom of Information (FOI) and Data Protection

The right of access to data and the privacy rights of people we support are now firmly on the agenda. In 2021, access to data through both Data Protection and Freedom of Information (FOI) Requests increased. Requests come predominantly from family members of the people we support.

The Data Protection Office (DPO) has continued to consult the people we support in all cases where they have capacity to consent or to decline release or sharing of their personal data.

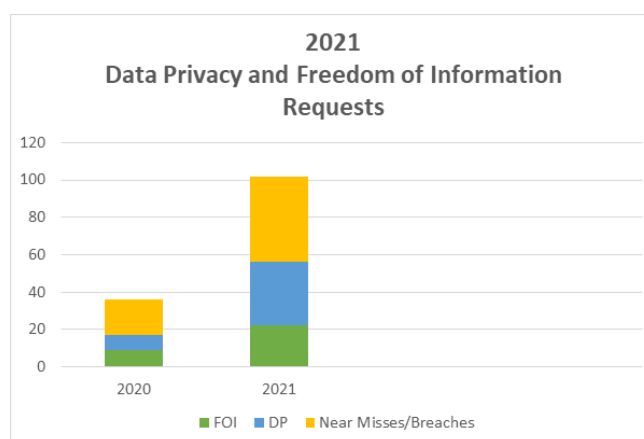
Colleagues consulted the DPO on a wide range of privacy issues in 2021; Significant data protection support was given to the Progressing Disabilities Services project and to the roll out of smart technology to support video calling with families during the pandemic.

The complexity of some enquiries to the DPO show that General Data Protection Regulation (GDPR) risks and measures to manage risk continue to be better understood by Cope Foundation staff.

The Data Protection Officer supported colleagues to complete privacy impact assessments, risk assessments and relevant data sharing agreements. This work will continue in 2022.

Cope Foundation continues to log both actual data breaches and near miss data breaches and to learn from them. The number of reported events has risen which is indicative of greater use of email during the pandemic and, we believe, greater awareness of the duty to report and rectify breaches. Most events were near misses involving emails sent to the wrong (internal) address.

No events met the threshold for reporting to the Office of the Data Protection Commissioner. Four events warranted the data subjects being notified of breaches involving their data; these events were concluded to the satisfaction of those involved.



# Quality and Compliance

## Feedback and Complaints

Cope Foundation welcomes complaints. Information in this regard is available in all services. All Centres retain a site-specific complaints log.

Where possible all endeavours are made to deal with minor complaints informally locally. Minor complaints unable to be dealt with by frontline staff locally within 48 hours or complaints of a serious nature are escalated to a Manager/ Regional Manager, as appropriate.

All formal written complaints and compliments received by the organisation are logged centrally. Cope Foundation's Internal Complaints Log is used to record and manage such complaints, overall processes for review, improvements and shared learning.

Reports on formal complaints and compliments received in the organisation are sent to the National Complaints Governance and Learning Team (NCGLT) in the HSE on a quarterly basis.

A total of 97 complaints were received during 2021, which is higher than the 74 received in 2020. Of these 97 complaints 70% have been resolved. The remaining are under review.

## Complaints by Category of Concern

Complaints made in 2021 come under a number of categories\*, these include:

- Access
- Accountability
- Safe and Effective Care
- Dignity and Respect
- Communication and Information
- Trust in care
- Safeguarding
- Improving Health

\*Some complaints came in under more than one category.

## Health and Safety

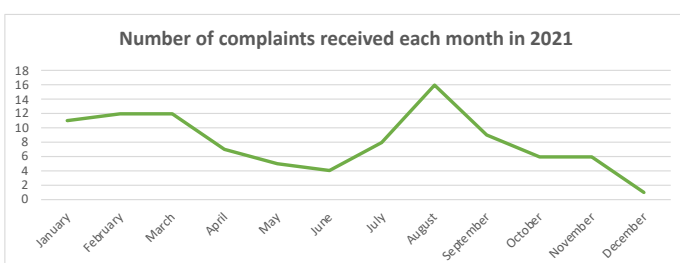
Cope Foundation endeavours to abide by the provisions of the Safety, Health & Welfare at Work Act 2005 in providing a safe and healthy work environment for staff/ volunteers and others.

## Incidents and Near-Miss Reporting

Statistics for all reported incidents and near-miss events are collated by the Safety Officer. Reports and trends were provided on a monthly basis to the Chief Executive, the Leadership Team and the Board of Directors.

Incident and near miss data reports for events recorded on the National Incident Management System (NIMS) were generated monthly and distributed internally to each Regional Manager.

Cope Foundation reports all incidents directly to the State Claims Agency via NIMS. Our direct entry incident reporting management system continued in 2021. In 2021 the Safety Officer continued to work collaboratively with the IT Department to support



progressive set up of Cope Foundation services for direct entry to the NIMS site.

In 2021, 10 additional staff at the following service areas successfully completed relevant hseland.ie Irish Health Service's national online learning and development portal) Virtual NIMS Training:

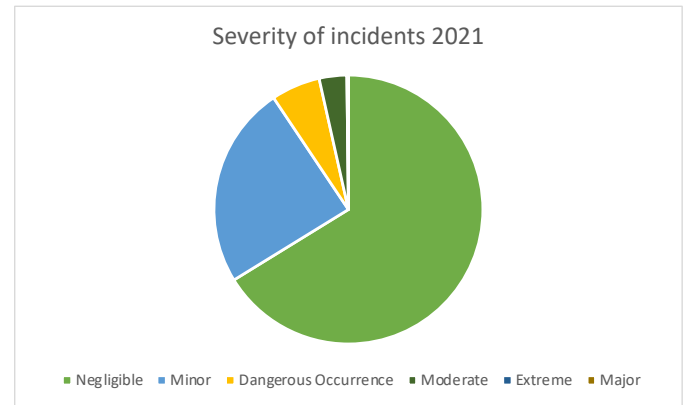
- Ard Dara
- St. Vincent's Centre
- Murmount Avenue
- Silverheights Drive
- Downview
- An Tuath Nua
- Le Chéile
- Ennismore Lodge
- St. Francis Gardens

This staff training has increased the number of authorised NIMS users within Cope Foundation to 73.

### Number of incidents

- Number of incidents reported on National Incident Management System (NIMS) to the State Claims Agency in 2021 = 2682
- Total No. of incidents reported to the Health and Safety Authority in 2021 = 156
- Notifications reporting occupational injury = 33
- Notifications of Occupational Exposure to a Biological Agent = 123

### Severity of incidents



### Charities Governance Code



The Charities Governance Code sets out the mandatory minimum standards every charity should meet to ensure the charity achieves its charitable objectives with integrity and is managed in an effective, efficient, accountable and transparent way.

#### Charities Governance Code - The Timeline

2018: Charities Governance Code was launched  
2019: year of learning and preparation for charities  
2020: first year that we were expected to comply with the Charities Governance Code  
2021: first year that we reported our compliance with the Charities Governance Code

This Code specifically aims to help charity trustees to put good governance systems and processes in

place, which will assist them in meeting their legal duties under charity law.

There are six principles of charity governance addressed by the Code. Under each principle, the Code provides a set of core standards that all registered charities are expected to apply. As well as this, complex charities, such as Cope Foundation, are expected to apply a set of additional standards.

In 2021 Cope Foundation reported to the regulator that the organisation is compliant with the Charities Governance Code.

## The Six Principles of the Charities Governance Code



More information about the Charities Governance Code can be found online at [www.charitiesregulator.ie](http://www.charitiesregulator.ie)

## Facilities

In 2021, Cope Foundation successfully completed a significant energy conservation project, in collaboration with SE Systems and Novus Electrical. This involved the replacement of traditional halogen and fluorescent lighting with high efficiency LED lighting in residential settings. In summary, over 2,000 room and street lights were replaced across some 42 houses over a 5-month period.

## Key benefits of the project

- Reduction in electrical energy (kWh) consumption
- Reduction in grammes of CO<sub>2</sub> (gCO<sub>2</sub>) emitted
- Reduction in maintenance costs

The annualised savings in energy consumption and kilogram of CO<sub>2</sub> emitted is anticipated to be in the region of 367,000 kWh and 202,000 kg respectively. The cost of transition to LED lighting is expected to be paid back in just over 2 years with an average return on investment (ROI) of 2.3 years. In addition to these benefits, LED lighting requires less maintenance as halogen bulbs, with fluorescent tubing typically requiring replacement every 2 years when compared to every 5 years for the LED equivalent.

### Interesting to know

According to the Commission for Regulation of Utilities (CRU) the average Irish household uses 4,200 kWh of electricity per year. Therefore, our saving of 367,000 kWh would power 87 homes annually!

# Meet Robert



**My name is Robert Kelly I am 28 years old and I am on the autistic spectrum. I joined the Ability@Work programme in August 2018. I was allocated a Job Coach and we did Job Club to build up my confidence and employability skills. I also went through mock interviews to give me experience in interview situations.**

I always wanted a job but I did not think I would get a job at times. Through Ability@Work I got work experience and volunteer work in a charity shop and in my local library. This improved my confidence and social skills. Since I have joined the programme I have learned how to communicate better with my peers.

During my time with the programme I have upskilled and added to my CV. I completed my manual handling course and HACCP course, I also completed a First Aid course.

In 2020 during the Covid-19 pandemic I began to feel down because of the lockdown. I was no longer able to go to the charity shop or the library.

I then contacted Ability@Work and told them how I felt. Ability@Work put me in contact with the correct supports. I began to receive Ability@Work's friendly phone call from another participant.

I have completed a number of job shadow experiences in VM Ware, NetGear and Lidl. During the lockdown I began weekly online sessions with my Job Coach and a mentor from Arlo Technologies. In these I learned how to program an app for Ability@Work.

During the lockdown I sent out a number of CVs and cover letters with my Job Coach. I did not get many replies. This made me feel disheartened and I did not think I would get a job.

In August 2021 myself and my Job Coach sent my CV to Wisetek. I was invited to come for an interview for a job with Wisetek. This was my first real interview, I felt both nervous and happy.

A few weeks later I was offered a position with Wisetek as a general operator. I was very happy when I accepted the job. My job is to clean the computers and laptops and do testing on refurbished laptops and wipe the drives.

I like working because it is related to my hobbies and interests in IT and electronics. I like working with my colleagues because they are nice to me. I have recently been invited to a social evening for a colleague who is leaving.

**I like earning my own money because it makes me happy and it means more to me than receiving my disability allowance. I can now buy what I want with money I have earned and value money more. I honestly believe I wouldn't be where I am today without my Job Coaches and Ability@Work.**



# Meet Amy

**My name is Amy McDonnell. I am from Friars Walk and I am 36 years old. I live at home with my Mam and Dad. I have two brothers, Stuart and John, and two sisters, Laura and Lisa.**

2021 was a good year for me. I was able to attend my day service in Ennismore.

I do a weekly gossip column about all the news and goings on in Ennismore (so if anyone has any juicy gossip be sure and get in touch... I promise not to keep it a secret!).

I go out for spins with the girls in Ennismore and sometimes we stop to get a coffee along the way.

In Ennismore, I am in charge of emailing Kathy, a girl from America who did some work in Cope Foundation. We like to keep in touch. She came to visit in September and it was great to meet in person again, as I think it was 2019 when we last saw her.

I started in the Next Steps Programme in 2021. This is a programme that supports people who are visually impaired or deaf/hard of hearing onto the pathway of paid employment.

On the Next Steps Programme I am doing a QQI course in career preparation. This is helping me get ready for a job. I also do Job Shadow days, which I really love.

In 2021 I got to work with Elaine and Fiona in the Communications and Fundraising Department. The girls showed me the ropes of working in an office and I got to see them getting the newsletters ready.

I got on really well with the girls that day, and I am looking forward to doing this again.

**During Covid, I couldn't come to Ennismore for 3 months and I was very anxious about that. But I am not anxious anymore because I am back and it is like I never left!**

# Meet Denis



**My name is Denis O’Gorman, I am 54 years old and I live in Fairhill in Cork with my family. I have been working in the Transport Department in Cope Foundation for the last 30 years. As a result of the Covid-19 pandemic, I was unable to work so I had a lot of spare time on my hands.**

I was looking for something to do while I had all this time off, as I like to stay busy. A friend of mine suggested that I start doing marathons, and so I did.

This was something I kept up right into 2021 (and I’m still doing them to this day). From 2020 to 2021 I completed a total of 256 marathons, I even lost 16 stone from all the exercise!

This is something I still keep up, so much so that I now complete a full marathon every two days. 2021 was a big year for me as I became a bit of a celebrity because the local media was interested in all my exercise. I was in the Irish Examiner; I was on radio stations and more.

Overall, I am so proud to have achieved this and it has been so good for my mental health. I feel so much better overall.

During this time, my colleagues in the Transport Department always kept in touch with me to

see how I was getting on and to see how the marathons were going. In October 2021, I was thrilled to start working again in the Transport Department. I work about 25 hours a week; I love my job and I love helping out. I’m still doing my half marathon every day, and I intend to keep going with this.



# Meet Katie



**My name is Katie Smit-White. I live in Rathcormac and I am 22 years old. The start of the year was really tough as we were in lockdown. This meant I couldn't see friends and family in person. I also couldn't access Cope Foundation services in person, so I only spoke to my key worker on the phone or by Zoom.**

I had just started in Wandersford Quay Community Hub when Covid-19 hit the country. I tried to use lockdown time to work on myself. I started to exercise more and look after my mental health. In a way, I started preparing myself for adult life.

Once I was able to return to in-person services in Cope Foundation, I started looking for employment with my key worker. I also went to the gym on a regular basis and started using a personal trainer!

After some time, I was delighted to gain part-time employment in the Clayton Hotel, Silversprings as part of the accommodation team.

I am currently working with my key worker to complete courses for hotel requirements but I am also looking to pursue a career in personal training. Now is a time for exploring my options!

Even though I found Covid-19 quite difficult and I struggled with loneliness at times, especially during the lockdowns, there have been plenty of positives! I have worked on my physical and mental health throughout lockdowns and have continued this path post-lockdowns. I have gained paid employment and have decided on a career path.



# Development of Community Hubs



**Paul Sherlock is one of the Managers of the Community Hubs at Cope Foundation. Paul explains the purpose and ethos of the service and the benefits of the model.**

The Community Hubs purpose is to, where and when necessary, provide support and opportunity for individuals using the service to determine their own journey in their lives.

As a Hub we are guided by a person-centred approach to our work, along with the individual we support, we choose to learn, participate and be an active citizen within our communities.

One of the main focuses within a Hub is goal-setting. This helps us determine our priorities, get organised, make big decisions, and realise our dreams. To achieve these goals, the hubs, have regular key working meetings and frequent person-centred planning meetings.

The person-centred planning (PCP) process involves:

- listening
- problem solving
- coaching
- sharing ideas
- seeking feedback

Key-working is integral to this process. The key worker enables the person we support to awaken their dreams and aspirations supporting the person to reach their personal goals.

We do this by working within our three pillars, which are:

1. personal development
2. active participation
3. citizenship with the aim to support inclusion in society for all.

Over the years the Community Hubs have locations across the city and county with a view that the person supported can access a Hub in their own local area.

The Hub focuses on getting participants out into their community to complete meaningful, life enhancing activities and educational programmes.

To be included means that we all have a voice – having this voice enables the people we support to contribute to an inclusive society.

There are currently 11 Community Hubs in operation across Cork city and county. In 2021, two new Hubs were opened, one in Ballyvolane and one at Nore House (Bessborough).

2022 will see further growth of our Community Hubs network with new Hubs being opened in Ballincollig, Bishopstown and Macroom (managed by Anthony Connolly). A new Hub will also open in Douglas (managed by Paul Ryan) and on South Main Street (managed by Paul Sherlock).



## COVID-19 vaccination programme in Cope Foundation

**In support of the National COVID-19 vaccination programme, a team from Cope Foundation undertook training in December 2021. The team completed vaccination, resuscitation and CoVax system training which was needed to log details of the vaccinations on the national database.**

The team was led by Director of Nursing, Anna Broderick and consisted of 10 vaccinators, 4 administration staff and 2 additional staff members who supported people on their vaccination journey.

A total of 42 clinics ran from 11th March 2021 to 15th July 2021 which facilitated dose one and two in the initial programmes. A combination of AstraZeneca and Pfizer were provided to people we support and family carers. Booster clinics ran in December 2021. Vaccination clinics were held in Heatherlee canteen; John Bermingham Centre; Hollyhill; Mallow and Clonakilty.

This team undertook the vaccination of people from Cope Foundation and 13 other service providers in the Cork city and county area.

Some of the people who attended the clinics initially found the vaccination programme challenging. However, Cope Foundation staff across all areas worked very hard to prepare those attending, with staff employing role play and many other strategies and techniques to ensure people understood and felt comfortable with the process.

A familiar face gave assurance and patience was not an issue at the clinics. The team who ran the clinics gave a unique service due to their extensive knowledge of ID and autism.

The team work between people we support, their carers, families and the vaccination team was truly amazing and rewarding. The great level of experience within the organisation supported people in new and creative ways, such as offering sensory stories and vaccines were given in their own transport, sitting outside or wherever the person felt most secure.

Feedback from everyone involved was very positive and there was a great sense of excitement and relief from those who received their vaccine and from their families. Tears were

more frequent from family members than the person getting a vaccine. Cheers rang out when a reluctant person overcame all to get protection from Covid-19. The success of the programme can be measured by those who were once reluctant and nervous, arriving for the second and booster doses and asking for the team by name.

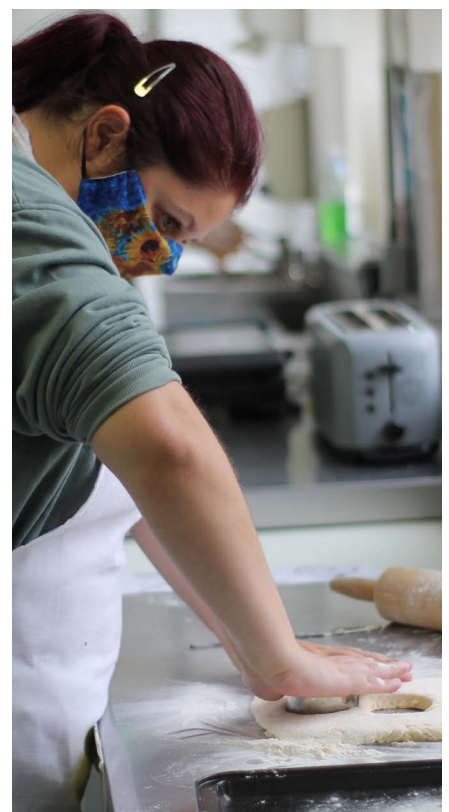
The team received a significant amount of praise for their professionalism and the ease of the experience. Ryan Tubridy gave considerable time on his radio show to read out a lengthy email from the mother of a person vaccinated from another organisation, by the Cope Foundation team. This person detailed the positive vaccination journey, from the welcome to the fond farewell. Professionals from other service providers, the Disability Services commented on the expertise of all involved, the atmosphere, the positivity and fun at the clinics.

All of this took place in and amongst one of the most significant cyber-attacks on the HSE system, which took place in May 2021. As a result, resources were significantly reduced with no access to emails.

Up to December 2021 approximately 6,000 people were vaccinated across Disability Services. It was a very rewarding effort.

Also, a big thank you to Dr Sheila O'Callaghan who was our medical cover for all vaccination clinics.

The Team sincerely wants to thank all who supported the effort; the staff who prepared and enabled those attending; the Transport Department; with special thanks to the catering team who looked after everyone. Most of all for the treats, for some it was the reason they attended.



# Fundraising Highlights

Fundraised income helps our organisation to do more for people we support and to empower them to live 'Your Life, Your Way'. Each year, our Communications and Fundraising Team, along with staff, people we support, families, volunteers, community groups, corporate partners, and committees work hard to raise the funds we need.

**Throughout 2021, we continued to face challenges to our fundraising as a result of the Covid-19 pandemic but we also witnessed incredible creativity and generosity despite these challenges.**

Our 300,000 Steps Challenge kicked off our year with great energy. Thanks to sponsorship from EY, the campaign reached an all-time high in terms of numbers of participants and funds raised. People of all ages stepped out to stay fit throughout the month of February, all while supporting the work of Cope Foundation.



Monkstown Golf Club hosted our annual Golf Classic in August where over 200 golfers joined us to play golf and raise funds to support our work. The ever-popular event, which is sponsored by O'Flynn Exhams Solicitors, involves supporters and sponsors from across the corporate community. This year, we used the event to showcase how inclusive golf can and should be. We were delighted to welcome golfers who are supported by Cope Foundation and golfers from the Northern Ireland Blind Golf Association.



Our 5 Peaks 1 Week Challenge in the springtime focussed on the United Nations Convention on the Rights of Persons with Disabilities. Working with advocates from across our organisation, we combined learning with fundraising for this activity-based challenge and invited participants to hear directly from people about the rights that they expect and need to live ordinary lives, included in their communities.

At Christmas time, we worked with artist Amy Begley to develop a very special Christmas virtual giving campaign called Light Up Cork to shine a light on inclusion in our communities. Amy is supported by Cope Foundation and is an incredibly talented artist. She designed the virtual Cork landscape used on the giving page which included landmarks from some of the towns and areas where Cope Foundation services and supports are available, for example, the Shandon Bells in Cork city; the Kindred Spirits sculpture in Midleton; the Castle Gates in Macroom; St. Colman's Cathedral in Cobh and the Baltimore Beacon in West Cork. Amy's work was recognised by our supporters and she was even invited to have a chat with Ryan Tubridy on RTE Radio One.

# Fundraising Highlights

We were also delighted to be chosen as one of the beneficiaries of the Cork Rotary Tree of Remembrance in 2021. We were in great company with some other really deserving Cork charities and we enjoyed being out and about to meet people who wished to put a ribbon on the Tree of Remembrance on Patrick Street.



Foundation as their charity of choice in 2021 and we are so grateful for their support.

We also worked with our Committees dotted across the county as well as the Cope Foundation Golf Alliance – all of which continued to support our work, despite the challenges Covid-19 presented.

Corporate partnerships in 2021 provided our organisation with some important community inclusion opportunities as well as financial support. Trigon Hotel Group, Munster Rugby, Elevare, and Glennon Brothers all chose Cope

Huge thanks to our wonderful team of volunteers, committees, families, corporate supporters, sponsors, and regular givers who helped to raise €543,040 for Cope Foundation in 2021. Your support and commitment is really appreciated.



# Financial Summary

Cope Foundation is a not for profit organisation, constituted as a company limited by guarantee, not having a share capital, that supports 2,800 children and adults with intellectual disabilities and/or autism across Cork City and County, and is also a registered charity (reference 5288), and is registered with the Charities Regulator (reference 20007584).

In 2021 Cope Foundation had income of €76m approx. received from various sources including the HSE, Government Departments, and Fundraising.

The income for the year was expended on a combination of professional payroll and associated costs of €66m approx. plus €10m approx. on a range of non-pay expenditure including, food, medicines, heating & lighting, maintenance, transport, equipment, insurance, vehicles, and housing. During the year, the average number of whole time equivalent staff was 1,114 staff.

## Fundraising

In 2021, Cope Foundation collected €543,040 through fundraising, which will go towards services and supports, the upgrade of residential accommodation to support independent living and de-congregation, investment in augmentative and alternative communication devices including training and support, and other expenditure from funds received for specific purposes.

6% went towards the cost of raising funds, including advertising, printing, and postage, etc.

23% went towards paying a small number of fundraising staff.



Cope Foundation has signed up to different regulatory codes including:

- Charity regulations introduced in 2014
- The Wheels Code of Governance
- Statement of Guiding Principles for Fundraising
- Voluntary Regulatory Code for approved housing bodies

Cope Foundation is fully committed to being an open and transparent organisation and to ensuring that everything which is undertaken reflects our core values (read about our values on page 4)

Cope Foundation has an Audit and Risk Committee and both the external and internal auditors report to this committee regularly throughout the year, the aim of which is to ensure that:

- How our organisation is run and how funding is used is in line with best practice
- We are providing good quality services and supports
- We are doing the right thing by the people we support, their families, our staff, our funders, and those who generously give their time and support towards our work

You can read more about our accounts in the 2021 Directors Report and Financial Statements available on [www.cope-foundation.ie](http://www.cope-foundation.ie)



# Statement of Accounts

## Income and Expenditure Account for the year ended 31 December 2021

	2021	2020
	€	€
Operating income	76,182,645	68,951,316
<b>Operating Expenses:</b>		
Pay expenses	(65,152,579)	(59,263,101)
Impact of FRS 102 - holiday accrual	(372,000)	(133,898)
Non-pay expenses	(10,643,061)	(9,686,127)
Total operating expenses	<u>(76,167,640)</u>	<u>(69,083,126)</u>
<b>Operating surplus / (deficit)</b>	<b><u>15,005</u></b>	<b><u>(131,810)</u></b>
<b>Other income/expenses</b>		
Fundraising income	543,040	1,010,160
Fundraising expenses	(168,465)	(189,899)
Miscellaneous corporate expenses	(126,343)	(80,837)
Other Income	-	2,457,112
Other Expenditure	-	(2,457,112)
<b>Net other income/expenses</b>	<b><u>248,232</u></b>	<b><u>739,424</u></b>
<b>Other required adjustments</b>		
Grant amortisation	738,515	635,323
Depreciation charge	(2,799,509)	(2,690,758)
Impact of FRS 102 - pension scheme	(50,000)	(40,000)
<b>Net other required adjustments</b>	<b><u>(2,110,994)</u></b>	<b><u>(2,095,435)</u></b>
<b>Net after effect of Other income/expenses &amp; required adjustments</b>	<b><u>(1,847,757)</u></b>	<b><u>(1,487,821)</u></b>

These accounts are available on [www.cope-foundation.ie](http://www.cope-foundation.ie)



# Statement of Accounts

## Balance Sheet as at 31 December 2021

	2021	2020
<b>Fixed assets</b>	€	€
Tangible assets	54,586,520	55,942,451
<b>Current Assets</b>		
Stocks	153,767	146,144
Debtors	6,601,442	4,639,685
Cash and Bank Balances	6,765,773	6,109,028
	<b>13,520,982</b>	<b>10,894,857</b>
<b>Current Liabilities</b>		
Creditors: amounts falling due within one year	(11,585,580)	(9,541,284)
<b>Net current assets</b>	<b>1,935,402</b>	<b>1,353,573</b>
<b>Total assets less current liabilities</b>	<b>56,521,922</b>	<b>57,296,024</b>
Creditors: amounts falling due after one year	(381,150)	-
Deferred Government Grants	(15,134,382)	(14,491,876)
Defined benefit pension scheme asset	8,000	58,000
<b>Net assets</b>	<b>41,014,390</b>	<b>42,862,148</b>
<b>Financed by: Reserves</b>	<b>41,014,390</b>	<b>42,862,148</b>

These accounts are available on [www.cope-foundation.ie](http://www.cope-foundation.ie)

# Going Concern

The company had net current assets of €1,935,402 (2020: net current assets of €1,353,573) as at the year-end date. The financial statements have been prepared on the going concern basis which assumes that the company will continue in operational existence for the foreseeable future. Given the nature of the activities of the company, funding for the majority of the activities is provided on an annual programme by programme basis. The company is dependent on the Health Service Executive ('HSE') to provide funding to enable the company to continue as a going concern. The company has received notification from the HSE of its initial 2022 recurring funding allocation, and further one off and recurring funding is expected to be notified during the year.

It should also be noted that the HSE has indicated that they will not fund any deficits for the year ending 2022 for any agency. If adequate funds are not forthcoming, the directors believe that they will have to reduce the services provided by Cope Foundation during the course of the year.

While there can be no certainty that the necessary funding will be granted by the HSE, the directors are continuing to engage with the HSE and are hopeful that this funding will be granted. If the funding is received from the HSE, this will allow the company to meet its obligations as they fall due. It is on this basis that the directors consider it is appropriate for the financial statements to be prepared on the going concern basis.

These financial statements do not include any adjustments that would result in the going concern basis of preparation being inappropriate.

# General Information & Members of Cope Foundation

**Company Registered Number:** 17844

**Charity Number:** 5288

**Charity Registration Number:** 20007584

**Registered Office:** Bonnington,

Montenotte, Cork, T23 PT93

**Company Secretary:** John Murphy

**Chief Executive Officer:** Sean Abbott

**Independent Auditors:** Grant Thornton, Penrose

One, Penrose Dock, Cork

## **Banks:**

Allied Irish Bank, 66 South Mall, Cork

## **Solicitors:**

O'Flynn Exhams Solicitors, 58 South Mall, Cork

## Honorary Life Associate Membership

Aylmer Barrett

Jerry Buttimer Snr. (RIP)

Sr Mary John

Tom Monaghan

William Murphy

Derek Nolan (RIP)

Sr. Thaddeus O'Dea

Mary O'Driscoll

Canon George A Salter

Catherine Field

Frank J O'Flynn

Updated 16.08.2021

## Honorary Members of Cope Foundation

 = Board Directors

Honorary Members of Cope Foundation  
Angela Beechinor  
Brian Bermingham  
Denis Bohane  
Jeremiah Buttimer Jnr.  
Jerry Buttimer Snr (RIP)  
Nigel Canning  
Michael Conway  
Marie Coomey  
Jerry Corkery  
Lorna Cotter  
William Cuddy  
**Geni D'Arcy**  
Anthony Dinan  
Peter Dineen

David P Donegan  
Cathy Doyle  
**James Eivers**  
**Gearóid Gilley**  
Patricia Gilley  
Hilary Grimes  
**Simon Healy**  
**John Higgins**  
Liam Howe  
Rosaleen Hyland  
Sean Jennings  
Ann Keating  
William R Kelly  
David Leland  
Don McAleese  
Janice Long

Brian Mangan  
Noel McCarthy  
Stephen McCarthy  
Rosaleen Moore  
**Kieran Moran**  
John Mullins  
Kay Murphy  
Niall Murphy  
Stuart Musgrave  
Derek Nolan (RIP)  
Mark C Nolan  
Patrick J O'Callaghan  
Derry O'Connor  
Frances O'Donovan  
Peter O'Flynn  
**Katherine O'Leary**

Denis O'Mahony  
Mary O'Mahony (RIP)  
Michael O'Mahony  
**Isobel O'Regan**  
Dan O'Sullivan  
Mark O'Sullivan  
Thomas A Potts  
Philomena Powell  
**John Punch**  
**Donna Roche**  
Ruairi Roddy  
Seamus Scally  
William H Sullivan Jnr.  
William H Sullivan Snr. (RIP)  
James Walsh



## Cope Foundation

Bonnington, Montenotte, Cork T23 PT93

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**w:** [www.cope-foundation.ie](http://www.cope-foundation.ie)



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Charity Number 5288 | Charity Registration No. 20007584