



## SENIOR CITIZENS CONCERN CLG

### ANNUAL REPORT 2017

#### Section 1

##### **Organisational Overview:**

Senior Citizens Concern CLG operates a day care facility Centre at St Louis Day Care Centre, Ramsgrange, New Ross, Co. Wexford. The Centre aims to provide care facilities for the elderly members of our community including opportunities for social interaction, physical and mental health improvement, and other essential services.

We treat each individual with respect and professionalism, in a caring and confidential way. We aim to enable older people to retain their independence for longer periods and to continue to reside in the community.

We administer ten houses for older citizens, promoting independent living, with access to all the services provided by the day care Centre available to them.

Our services include Meals, Day Care, Physiotherapy, Counselling, Nursing, Occupational Therapy, Chiropody, Hairdressing, Laundry, Transport, Meals on Wheels, Home Baking, Activities.

Senior Citizens Concern CLG is registered with the Charities Regulatory Authority CRA Number 20017996. Registered Charity no.CHY7812

##### **Governance:**

The Board of Directors is made up of seven Directors. Total membership including Directors is 23. The Board regularly reviews the operation of the Centre and its performance against budgets.

Regular reporting is provided by way of:

Monthly Financial Reports - reviewed and approved at regular Board Meetings, together with Monthly Day Client Activity Reports and

Monthly Meals on Wheels Activity Reports.

Annual Accounting Reports are reviewed and approved in conjunction with external Auditor.

The Board conducts an annual review of its Reserves Policy and has reviewed its Reserves in 2017 against this Policy. An updated Reserves Policy, Reserves Plan and Income Generation Plan 2016/2017 reflect the 2017 Reserves and the Budget agreed to achieve Reserves Plan 2016/2017.

Reserves are designated restricted and unrestricted.

The Board maintains a Risk Register which clearly outlines the principle risks facing the organisation. The Risk Register is assessed and updated annually.

***Senior Citizens Concern CLG complies to the principles contained in the Governance Code and signed the Declaration of Compliance in August 2016.***

## **Section 2**

### **Client Group:**

#### **Day Care Centre:**

The Day Care Centre provides services to clients across a geographical area of approximately 25 miles of rural South West County Wexford. Our target group is older people, some with special requirements, with the overall aim to enable longer independent living in a caring social environment

#### **Residential Units Ban Aiteann;**

Nine houses in Ban Aiteann are fully occupied with one vacant property at beginning of December 2017. Ongoing maintenance work is required. Garden and hedges are maintained by employees of Rural Social Scheme and Tus who are assigned to the Centre.

Tenants avail of the Day Care services as required, including transport, meals, Nursing, Physiotherapy, Chiropody, Counselling, hairdressing, activities.

Under the Warm Project with Wexford Local Development all cavity walls and attics were insulated in all ten residential houses in March and April 2017.

CCTV security system for the ten residential houses was installed in November 2017 funded from the National Lottery Grant.

*Senior Citizens Concern CLG subscribes to comply with the Voluntary Regulation Code for Approved Housing Bodies in Ireland . Senior Citizens Concern Limited confirms that it complies with the Principles of the Code.*

## **Section 3**

### **Funding:**

The Centre generates Operating Income through Service Charges and Residential Rents. The Centre continues to rely on Grant Aid to provide the range of Services we offer. Grants received in 2017 include Pobal Payroll Grant, HSE Section 39 Grant, HSE Once Off Funding towards replacement of mini bus, Tusla Counselling Grant, National Lottery Grant, all of which allowed us to continue to provide a high level of care and assistance to our elderly citizens.

### **Community Services Programme:**

There are 11 full time equivalent staff employed under the Community Services Programme. Pobal contribute to the wages costs of these Staff through annual Grant funding.

### **Wexford Local Development:**

The Centre is supported by Wexford Local Development who provide work placements annually through their TUS Scheme and their Rural Social Scheme. In 2017, the Centre availed of 4 part time Staff placements as Care Assistants and Maintenance workers.

### **HSE:**

Senior Citizens Concern CLG is supported by a HSE Section 39 Grant annually, which assists in funding costs associated with the provision of meals. The funds are utilized towards running costs, materials and wages for meals served in the Centre and delivered by meals on wheels and also assist in wage costs of Nurse on duty.

**National Lottery Grant** funding was received in 2017 and utilised towards the purchase of equipment for the Centre to include disability alarms for toilets, shower and physiotherapy room, an Awning for patio area, computers for office, CCTV security for houses in Ban Aiteann.

### **Counselling Grant and Services:**

Senior Citizens Concern CLG is supported annually by Tusla Child and Family Agency Grant through the provision of Counselling Services in the Centre.

The Centre has two Counsellors available to provide Counselling Services to our clients and Community. Approx. hours serviced 2017 amount to 164. The Counselling Services cover Marriage Counselling, Bereavement Counselling, Bereavement Support Services, Family Support Services.

### **Section 4**

#### **Meals on Wheels:**

Meals on Wheels services are provided 5 days per week, including provision of an additional meal on Fridays for the weekend. Delivery Staff ensure refrigeration and reheating instructions are clearly explained to clients to comply with Safe Catering requirements.

All delivered meals include menu, list of ingredients, list of allergens, and reheating instructions.

#### **Catering:**

All meals are cooked fresh daily using locally sourced produce where available, and taking into account all dietary requirements. The availability of a professional Cook is essential for the provision of healthy nutritional safely catered meals, to day clients and meals on wheels clients. The Centre utilise part proceeds of Section 39 HSE Grant towards wage costs for the Cook who now attends the Centre 5 days per week. The Cook undertook Level 3 Food Hygiene & HACCP training in 2016. The Centre complies with all required Health and Safety regulations in the provision of foods.

#### **Nursing Services:**

The Centre utilise part proceeds of Section 39 HSE Grant towards wage costs for the Nurse. The provision of this Nursing Service is essential to ensure the health and wellbeing of clients is maintained in all their interactions with the Day Care Centre and in our residential units. The Centre Nurse liaises with Clients' family members, doctors and carers as required, to promote the Client's health, wellbeing and social interaction. Nurse now attends the Centre 5 days per week.

#### **Transport:**

The Centre obtained a new 16 seater mini bus fully adapted for wheelchair access in October 2017. The bus has the capacity to carry three wheelchairs together. Due to the large spread of geographical area covered daily, this currently necessitates 2-3 bus trips morning and evening to collect clients and again to return clients to their homes. The mini bus also delivers the meals on wheels 3-4 days a week when no volunteer is available. The Bus also collects wheelchair clients twice weekly for Physiotherapy services in the Centre. Due to the rurality of the covered areas, the servicing and running costs of the bus service remain high but essential to the provision of our services.

#### **Security:**

The Centre is Security alarmed and Security system is active, Security cameras are active, and Safe is utilised when required for the protection of the building and assets of the Centre. The residential houses in Ban Aiteann are installed with CCTV security cameras in November 2017. The security cameras are active.

**Maintenance:**

Regular maintenance of the building and grounds is ongoing, including servicing, decoration, cleaning, repairs and replacements.

**Staff Training:**

All Staff have the necessary training required for their roles. Manual handling, safe catering, health and safety, patient handling, Mini Bus Driver CPC training and refresher courses are ongoing on an annual basis.

**Fire Safety and Health and Safety:**

Safety Check Certificates displayed. All Staff are familiar with Fire Safety protocols and incident requirements including evacuations, meeting point, accountabilities. The Company Fire Drill and Evacuation Policy was updated in 2015 and Fire Drills undertaken in 2017. The Company retained the services of Guardian Fire & Security in 2016 to service and maintain the fire alarm system/fire extinguishers. The Company updated its Health and Safety Policy and Statement in 2016.

**Section 5****Client Activities and outings:**

Staff liaise with clients weekly and schedule activities, including arts, crafts, music, gardening, games, bingo, outings, etc. Clients participated in day trips/outings in 2017 Bowling Centre Wexford, Dunbrody Abbey Visitor Centre, Hook Lighthouse, St. Mullins, Lunches, Summer party and Christmas Party. 2017 culminated in a Centre Christmas Mass followed by Christmas Lunch hosted for our clients and Community Care Supporters in appreciation of their support during the year.

**Open Day**

A very successful Open Day was held on 6<sup>th</sup> October 2017. A large number of people attended the Centre, where the full range of services provided was outlined to potential clients. There was an increase in the attendance to the Centre and uptake for the meals on wheels as a result.

**Website**

A website was set up in September 2016 with prior approval of content and pictures for gallery approved by the Board of Senior Citizens Concern CLG. The website is updated and reviewed regularly.

**Facebook**

A Facebook page was set up in May 2017 with prior approval of content and pictures approved by the Board of Senior Citizens Concern CLG.

**Donations:**

Donations totaling approximately €9,350 were gratefully received by Senior Citizens Concern CLG in 2017 and the support of the Community and patrons continues to be essential for the provision of Services and Activities throughout the year.

**Fundraising:**

Significant Fundraising in 2017 comprised of Coffee Morning/Dinner in Centre, East Raffle, Sponsored Walk/Run, Table Quiz, Flower Arranging Demonstration/Talent Competition

which raised approximately €13,800. The Centre also sold Baking goods including Christmas baking at local Markets, generating approximately €5,000. The Centre also held a Christmas Bakery Day in the Centre generating approximately €580. The support of the Community, local businesses, Staff, family and friends in this achievement is acknowledged and greatly appreciated. These funds were utilised towards costs of maintenance in the Centre and in the Residential Houses, including equipment upgrades, repairs and replacements. In conjunction with National Lottery Funding of €10,365 the Centre upgraded safety for the clients and residents of Ban Aiteann and upgraded office computers to enable the efficient running of the Centre in 2017.

***Senior Citizens Concern CLG adopted the principles of the Fundraising Code in February 2015 and complies with the Statement of Guiding Principles for Fundraising. The Fundraising Code is annually reviewed by the Board of Senior Citizen Concern Ltd.***

## **Section 6**

**In line with Circular 13/2014 Management of and Accountability for Grants from Exchequer Funds (Department of Public Expenditure and Reform),**

Senior Citizens Concern CLG confirms it is in compliance with Statement of Principles for Grantees in respect of clarity, fairness, governance and value for money, in our management of and accountability for public funds.

The Board of Directors of Senior Citizens Concern CLG confirms that:

- Following Annual General Meeting, End of Year Accounts will be submitted to all Grantors.
- All Grantors will be informed that total of exchequer funding (multiple grants) exceeds 50% of total Income and the source, amount and purpose of all other funding received will be confirmed to each Grantor, together with confirmation that there is no duplication of funding for the same activity/project.
- All funding is being used for the purpose intended.
- Current Tax Clearance certificate is in place.
- Adequate Financial Control Systems are in place to manage granted funds.
- Vouched expenditure - Invoices used to support claims relate to activities and services appropriate to the Grant scheme objectives, the amounts invoiced have been paid, the invoices have not and will not be used in support of another claim for reimbursement from any other funder.

**Senior Citizens Concern CLG 23<sup>rd</sup> March 2018**

Reviewed by the Board of Directors of Senior Citizens Concern CLG and APPROVED

This 23<sup>rd</sup> day of March 2018

SENIOR CITIZENS CONCERN CLG

March 2018