

CLAREGALWAY AND DISTRICT DAY
CARE CENTRE

Enjoying your golden
Years..



Claregalway & District Day Care Centre
Incorporating
Housing for Older People and Never Too Old
Charity Shop
Annual Report 2021



Claregalway & District Day Care Centre CLG

Gort na Creige

Cregboy

Claregalway

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Website: www.claregalwaydaycarecentre.ie

Company No: 504412

Charity Registration Number: 20079587

Charity Number: CHY 20102

Never Too Old Charity Shop

Cois Chlair

Claregalway

Co. Galway

Mob: 087 713 2690

Claregalway Housing for Older People

1 – 14 Gort na Creige

Claregalway

Co. Galway

Table of Contents:

➤ Introduction	Page	2
➤ Message from the Chairperson	Page	3
➤ Company Information	Page	6
○ Board of Directors	Page	6
○ The team	Page	7
○ The Day Care Centre	Page	8
○ Vision	Page	10
○ Mission Statement	Page	11
○ Housing for Older People	Page	13
○ Never Too Old Charity Shop	Page	14
○ Western Alheimers	Page	16
➤ Goals (Day Care Centre, Shop & Housing)	Page	17
➤ Organisation & Governance	Page	18
➤ Fundraising	Page	19
➤ Volunteers	Page	20
➤ Treasurer’s Report	Page	21
➤ Financials	Page	23
➤ Statistics	Page	25
○ Places availed of in 2020:	Page	25
○ New service users in 2020:	Page	26
➤ Future Plans	Page	28
➤ Future ongoing objectives	Page	29

Introduction

Welcome to the third Annual Report for the Claregalway & District Day Care Centre, Never Too Old Charity Shop and Housing for older people.

As some normality returns after Covid-19, we would like to welcome you back to this insight of our business and give you up to date information on who we are, what we do, how we do it, the results we hope to achieve and our plans for the future.

The report will also show our financial situation for the period January 1st 2021 through to December 31st 2021.

Early 2021 brought a continuation of the Covid-19 pandemic, although restrictions were lifting gradually throughout the year.

May 2021 saw the re-opening of the Charity Shop and September 2021 saw the re-opening the day service albeit at a reduced level, more about this later.

The rest of 2021 saw the filling of the 14 houses which are now at full capacity.

Message from the Chairperson

Welcome to the Claregalway & District Day Care Centre 2021 Annual Report.

Following on from a challenging year with the advent of Covid-19 in 2020, the ongoing severity of the pandemic meant that 2021 was equally challenging. This meant that our day care service continued to be closed for much of the year while the charity shop was closed for the first quarter and beyond. The administration staff worked from home for the first month but returned to the office in line with the lifting of restrictions in February. Thankfully we had no outbreaks of Covid-19 in any of our premises during the year, reflecting the enormous dedication and flexibility of our staff and volunteers.

As the New Year commenced Ireland was placed under full level 5 restrictions so all our premises were closed and everyone worked from home where possible. We checked in regularly with the residents of the homes for independent living to ensure they were managing ok during the restrictions. As restrictions were eased the charity shop was able to open its doors again in May. Business was very brisk and pent up demand for retail services, coupled with a back-up of donations, meant the volunteers were extremely busy for those first few months. The shop remained open for the rest of the year and thankfully the revenue it generated was excellent. On behalf of the Board of Directors I extend our sincere thanks to the shop Manager, Susan Kirrane, and to all of the volunteers who did such an amazing job under difficult circumstances. It is the revenue from the shop that allowed us to retain all our staff during the pandemic (supported by the Government Wage Subsidy Scheme) and ensured that we were able to get the day centre up and running quickly once given the go ahead to do so. Our thanks also to everyone who donated items to the shop as it is this steady flow of stock that allows the shop to underpin the workings of the charity.

It was with great pride that the work of the charity shop manager and volunteers was recognised nationally as they won the following awards at the Irish Charity Shop Association's Annual Awards:

- Online presence of the year (3rd place)
- Shop team of the year (2nd place)
- Shop manager of the year, Susan Kirrane (1st place).

Our congratulations again to all, the accolades were so well deserved.

While the day centre was closed the Board of Directors voted to spend monies left over since the original build to extend the room used by Western Alheimers (WA). This small extension has made the room more comfortable for the WA staff and service users and the lovely new patio and garden area are a great addition to the facility. Although some restrictions were eased in April, the day centre service could not yet resume its normal service. Staff spent this time updating their skills and training, ensuring that all mandatory courses were complete and extra courses taken where possible. In June the HSE issued guidelines for reopening day centre services although a reopening date had not yet been advised. The day centre staff immediately started devising a strategy for how the centre could operate under the guidelines as well as developing all the necessary operating protocols and procedures.

It was with great relief that in August the day centre staff started to reach out to service users to assess their ability and willingness to return. Following this assessment it was agreed the service would run for four days a week at 50% capacity. This ensured that all our pre Covid-19 service users who wished to return, could avail of the service one day per week. With great excitement the centre finally opened its doors again on Tuesday 7th September and remained open for the rest of the year. Again I would like to pass on the appreciation of the Board of Directors to the day centre staff who worked tirelessly to get the centre ready to welcome the service users and who then ensured that the service once again operated to the highest possible standard ensuring the safety, comfort and enjoyment of all who attended. It has always been apparent that the day centre services are of enormous benefit to the community but this was really highlighted by the necessary closure. The reopening brought huge relief to so many services and their families, many who suffered badly during the restrictions.

Throughout the year the final four houses in the homes for independent living were assigned and the new residents moved in (final resident arriving early in 2022). The homes are now fully occupied and the community is growing and flourishing. We are very grateful to Galway County Council for their support in this venture and we wish all the occupants well in their new community.

A final word on the work of the charity in 2021 goes to the administration staff who did everything possible to keep the charity running, keeping all admin and finances up to date, helping with the charity shop, supporting the allocation of the homes and helping the new occupants settle in. I would like to acknowledge their work and dedication during this time and on behalf of the Board of Directors extend our appreciation for their efforts.

As we came to the end of the year it was clear that things were finally heading towards some sense of normality. The Board of Directors, staff and volunteers are delighted that we have come through the pandemic amazingly well. We have maintained or resumed all our services, often faster than similar services in Ireland. We ended the year with near pre-pandemic levels of service available, with all of our staff back doing what they are so passionate about and the vast majority of our wonderful volunteers doing what they do so amazingly well.

Again, in a difficult year, the Claregalway & District Day Care Centre has performed to the highest standard for a charity in Ireland. I commend all involved and the Board looks forward to 2022 and to everything that it will bring.

Brona Simons
Chairperson

Company Information (CDDCC)

Board of Directors 2020

During 2021 6 Meetings of the Board of Directors were held, 5 pre AGM and 2 post AGM.

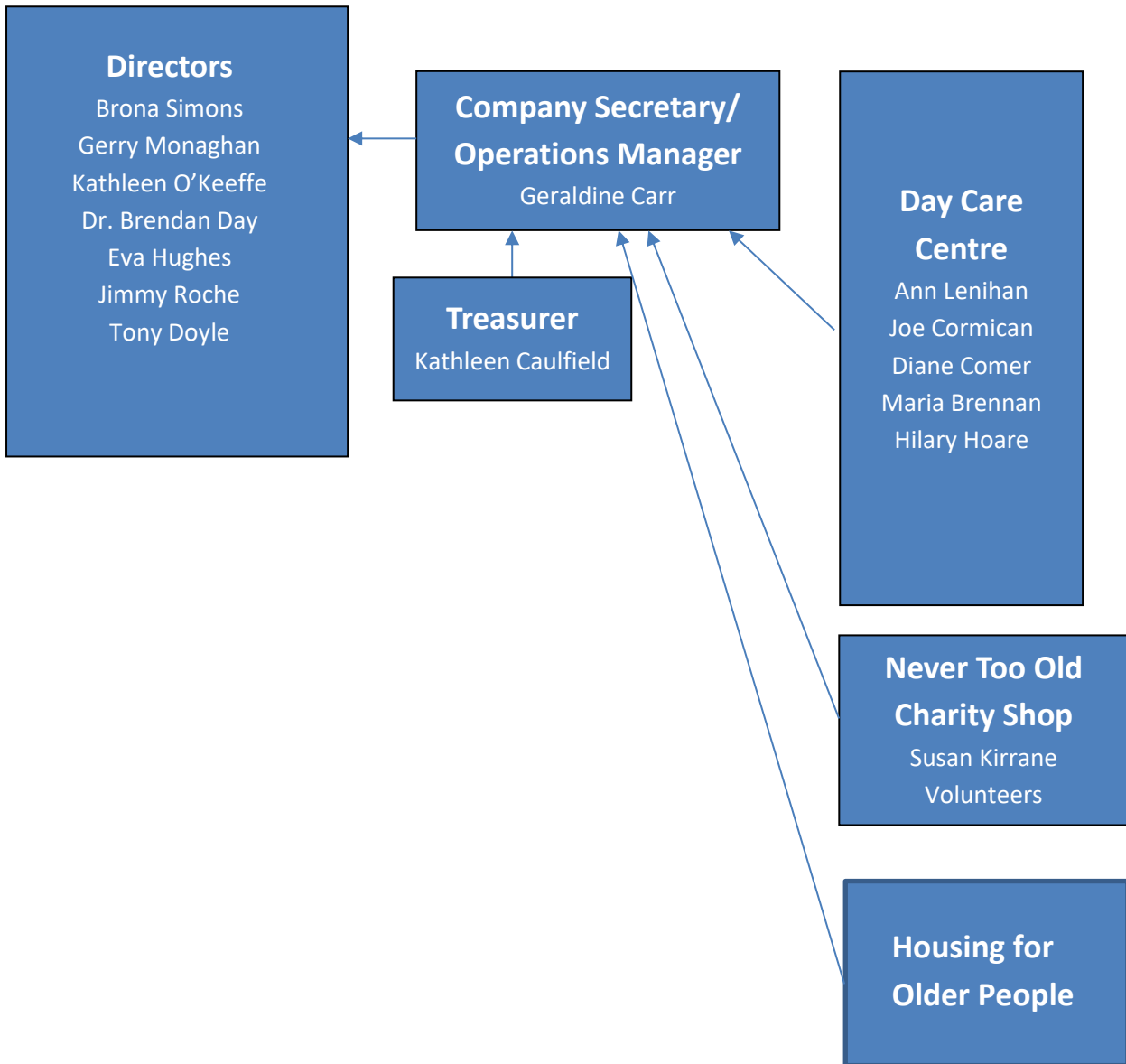
The Board of Directors 10/09/20 – 31/12/2021

Position	Name	No. of Meetings Attended
Chairperson	Brona Simons	7/7
Vice Chair	Gerry Monaghan	3/7
Secretary	Geraldine Carr	7/7
Director	Kathleen O’Keeffe	6/7
Director	Jimmy Roche	7/7
Director	Dr Brendan Day	6/7
Director	Eva Hughes	5/7
Director	Tony Doyle	7/7

There were no resignations at the AGM, September 2021:

- At the AGM in September 2020:
 - ✓ Brona Simons was re-elected Chairperson for 2021/2022
 - ✓ Gerry Monaghan was re-elected Vice Chair for 2021/2022 at same meeting
 - ✓ Geraldine Carr remains as Company Secretary

The Team



The Day Care Centre



Company Established: May 2011
Service Opened: October 2012

Initially the day centre service operated from a rented premises in Summerfield, Claregalway. Whilst in this premises the CDDCC received approval to build a new day centre and housing for older people on land in Cregboy generously donated by the Cormican family.

The new day centre facility was completed in August 2019 and the service moved over on 3rd September 2019. The CDDCC were joined by Western Alzheimers in December 2019.

The centre is run by six regular staff and, prior to Covid-19, a large group of dedicated volunteers. The centre was forced to close in March 2020 due to the pandemic and did not re-open until September 2021. The reopening was on a phased basis, following guidelines produced by the HSE Older People's Services. From September to 31st December 2021 the day centre opened 4 days per week at 50% service user capacity which allowed 7 service users per day, opening at 10am and finishing at 2pm

daily. Various safety measures were put in place to ensure the health and well being of everyone who came through the doors, service users and staff alike.

In April 2021 we took possession of a new wheelchair accessible minibus.

The CDDCC would like to acknowledge the support received from the Dept. of Housing, Planning and Local Government, the Department of Mental Health and Older People, The Dept. of Culture, Heritage and the Gaeltacht, Revenue, St. Vincent de Paul, Bon Secour Hospital Galway, Galway County Council, Galway Rural Development, Pobol, The National Lottery and the HSE.



An Roinn Cultúir,
Oidhreacht agus Gaeltachta
Department of Culture,
Heritage and the Gaeltacht



Comhairle Chontae na Gaillimhe
Galway County Council



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



An Roinn Tithíochta, Pleanála
agus Rialtais Áitiúil
Department of Housing, Planning
and Local Government

Vision








The first vision of the CDDCC is to provide a place of fun, warmth, comfort and security for the older people in our community and surrounding areas. This will be achieved by the employment of qualified, caring and passionate staff that have these objectives as their priority and work to achieve them on a daily basis, supported by a team of volunteers who give up their time freely to help achieve these objectives.

The second vision is also to help service users remain in their own homes in their own communities by supporting them and their families for as long as is feasibly possible.

Mission Statement

The mission of the *Claregalway & District Day Care Centre* is:-

-  To provide support and a social outlet for older people in the community to enable them to remain independent in their own community and to prevent loneliness and isolation.
-  To provide facilities and activities that will encourage older people and assist them in terms of both physical and mental health such as physical and mental exercises, arts and crafts, card playing, music, song and entertainment.
-  To provide a facility that is safe, warm and enticing to visit.
-  To provide services such as a hot nutritious meal, bathing, laundry,
-  To provide a safe environment so that carers are comfortable in the knowledge that their loved ones will be well cared for in their absence.

The *Claregalway & District Day Care Centre* will provide these services Monday to Friday from 10.00am to 3.00pm daily.





✚ A day in the life ...

A standard day in the day care centre consists of the following:-

- ✓ Fresh scones baked each morning while the bus in on its rounds collecting service users.
- ✓ Upon arrival to the smell of fresh baking service users are greeted at the door and escorted into the dining room for tea, scones and a chat.
- ✓ After refreshments the group get together to say the rosary (if they wish).
- ✓ After prayers gentle seated exercises and/or meditation takes place followed by games, cards, arts and crafts etc.
- ✓ A hot nutritious meal with dessert and tea/coffee is served at lunch time.
- ✓ After lunch the day finishes with music, song, entertainment and sometimes dance!
- ✓ At 2.00pm service users leave for home



Housing

The Claregalway & District Day Care Centre is an Approved Housing Body looking after 14 houses for older people.

The housing project was funded through the Capital Assistance Scheme from the Department of Housing, Planning and Local Government and administered through Galway County Council.

The housing project was handed over to the CDDCC in March 2020 and the first tenant moved in May 2020. By end 2021 all of the 14 houses had been allocated.





The Never Too Old Charity Shop

Primary funding for the day centre is through the “Never Too Old” Charity shop in Cois Chlair, Claregalway under the leadership of Susan Kirrane and a vast team of dedicated volunteers..

The shop sells various items including ladies wear, gents wear, children’s clothing and toys, bric a brac, books, DVD’s, accessories and furniture.



Due to the Covid-19 pandemic, the shop was closed from the beginning of January 2021 until 17th May 2021. The staff and volunteers did an amazing job preparing the shop for reopening, changing layouts, customer controls, mask wearing, social distancing and generally complying with all regulations associated with Covid-19.

During 2021 the shop continued its relationship with online platform Thriftify. This part of the business has given a much wider, global exposure to the Never Too Old Charity Shop which enabled it to reach markets that it would never have been able to reach otherwise.



During 2020 the Never Too Old Charity Shop also increased its social media presence through Facebook and Instagram and has recorded over 1,596 followers and this figure is continually growing.

During the year a van was purchased which has enabled the shop to increase its presence in the furniture business by offering a collection and delivery service.



Never Too Old



Never Too Old



*Thank you for your
support!*

The CDDCC and the Never Too Old Charity Shop wishes to thank all its donors, customers and volunteers for their contribution to make this a very successful business that has become the primary source of funding for the day care centre.

The success of the shop exceeded all expectations and the CDDCC is very thankful to the whole community for both the donating and purchasing of goods.

The Never Too Old Charity Shop is a member of the Irish Charity Shops Association.



Western Alzheimer's

In December 2019 the CDDCC integrated with Western Alzheimer's who now occupy part of the building. It was recognised that as Alzheimer's advances specialist care is needed, this is what led to the amalgamation of services. Western Alzheimer's are setting up day services, on a phased basis, for persons living with advanced dementia.

If you wish to refer someone who has a medical diagnosis of dementia to the day service in Claregalway, please contact Western Alzheimer's Galway at:

Colonial Buildings,
1-2 Eglinton St,
Galway,
H91 XWH3
Telephone: 091 565193

GOAL SETTING



Goals

Day Care Centre are:-

- ✓ To re-open the service to full capacity post Covid-19 restrictions.
- ✓ To provide a warm, caring, safe place for older people to visit.
- ✓ To help keep people in their own home in their own community for as long as possible.
- ✓ To provide support for older people and to act as their voice.
- ✓ To ensure that each service user leaves the centre smiling and happy.
- ✓ To integrate with the community, schools and clubs.
- ✓ To provide work experience for students in caring/social care careers.
- ✓ To carry out all the above in the best way possible and be a model for day care centres generally.
- ✓ To operate under the rules of good governance.

Charity Shop

- ✓ To successfully fund the activities of the day care centre.
- ✓ To provide a place where it is a “pleasure to shop”.
- ✓ To provide good quality pre-loved clothing, accessories, bric a brac, books, toys and furniture.
- ✓ To increase our presence in the community.
- ✓ To increase opportunities for on-line selling.
- ✓ To move into a premises where everything is under one roof.
- ✓ To improve the business year on year.

Housing

- ✓ To provide a good standard of accommodation
- ✓ To offer older people a chance to remain independent in their own home
- ✓ To be available as a support, as and when needed

Organisation & Governance

The Organisation is governed by a voluntary Board of Directors. This Board encompasses many skills that are relevant to the organisation including community work, community health/mental health, commercial, finance and general management and secretarial. Board Meetings are held bi-monthly and during the Covid-19 pandemic and subsequent closures of both the day centre and the charity shop the CDDCC still managed to hold 7 Board meetings either in person or by online methods through the year.

All Board meetings are recorded in minutes. All minutes are circulated to Board members and filed in a central file.

AGM's are held in September each year at which time the Annual Audited Accounts for the business are presented to those present. These Accounts are also submitted to Companies House and are available for viewing to anyone who wishes to do so. A summary of the accounts is included in this Annual Report.

The CDDCC, as a registered charity, takes the governance of the organisation very seriously and is confident that full governance compliance has been achieved. A report is sent to the Charities Regulator on an annual basis outlining the business of the CDDCC over the previous year. It is important to the CDDCC that it offers full transparency of its business.

Apart from its standard legal requirements, the CDDCC abides by the following codes of practice:

- Charities Regulator
- AHBRA (Approved Housing Bodies Regulatory Authority)
- RTB (Residential Tenancies Board)

The CDDCC is also a member of the Irish Council for Social Housing and the Irish Charity Shops Association.

Fundraising

While the activities of the CDDCC charity are primarily funded by the income of the Never Too Old Charity Shop, additional funds are needed to ensure a prime service is provided for the service users. Fundraising is, therefore, an extremely important aspect of the charity's ongoing efforts and thankfully a large number of individuals, companies and community organisations continue to donate or raise funds on our behalf every year.

The Covid-19 pandemic brought a halt to most fundraising efforts but we hope to resume some fundraising over the coming years and would like to thank all the individuals and groups who have carried out fundraising events on our behalf.

The CDDCC also wishes to acknowledge donations received from families who think of us, even at difficult times. All donations received help us to make a difference and the CDDCC is so thankful for each and every contribution.

It is the fund raising activity which provides extra revenue that can be put towards the fun and activities our service users enjoy and there we are delighted to confirm that €10,014 was raised through the many events and donations in 2021.

The CDDCC to thank everyone who has contributed and supported the CDDCC in a variety of different ways.

Volunteers

The CDDCC and the Never Too Old Charity Shop are fortunate to have an amazing team of volunteers who are the backbone of the business.

Due to closure of the day centre in March 2020 some day centre volunteers have been unable to attend the centre and have redeployed to help within the charity shop and the various tasks involved there including receiving and sorting goods, pricing and, of course, selling. This extra help has been invaluable as the generosity of donors throughout 2021 has meant the shop has been extremely busy.

As normal business resumed, we were able to facilitate work experience in the charity shop to transition year students and students from abroad who were here on exchange programmes.

Mention should also be made to those who work with the day centre and the charity shops through schemes such as Community Employment scheme and TÚS for 19.5 hours each week, thank you for your contribution and thank you to the supervisors of these schemes for working so closely with us.

*We wish to say a huge **THANK YOU** to all our staff and volunteers!*

Treasurer's Report 2020

Unlike other years we were unable commence 2021 with the same enthusiasm as we normally do due to the Covid-19 pandemic which forced the charity shop and the day care centre to remain closed for a lengthy period but we did have hope that this situation would change to allow us to provide our usual essential service for our service users. The charity shop reopened on 17th May 2021 and the day centre reopened on 7th September 2021. The closures had a negative impact on our finances but we managed to pay and retain our permanent staff due to the continuation of the payment of the Emergency Wage Subsidy Scheme provided by the State. We were in a position to pay running costs of both the day care centre and the charity shop without difficulty as we had healthy bank balances in both bank accounts at the commencement of the year. The annual HSE grant also contributed to this as did Thriftify, the online charity shop sales that continued from January 2021 throughout the year. I am delighted to report it was not necessary to draw down funds from the housing rental bank account, the original building bank account or the term savings account for the running costs despite being short the regular income from both operations for a number of months.

The reopening of the charity shop in May 2021 rekindled our confidence in our finances. We purchased a van for the shop in August 2021 even though it was an extra, once off cost, it has contributed greatly to the sale of furniture because we can now offer a pick up and delivery service. We also rented an extra unit adjacent to the charity shop to accommodate the large amount of goods being donated and to allow our volunteers comfort and space for the sorting of those goods. Due to the high volume of donations it was necessary to halt receipt of these donations on a couple of occasions throughout the year. The sorting rental is an extra monthly cost but, like the purchase of the van, it was necessary. We believe these extra assets will assist in the growth of the charity shop sales. Further to those expenses we extended the room which is used by Western Alzheimers to which they made a 50% contribution.

In comparison to 2020 we did not receive any funds from organised events by community groups however we did receive small amounts of personal donations. The rental income from the 14 houses remains constant together with the Housing Assistance Payments from Galway County Council. The only outgoings from those

funds is periodic small maintenance work, electricity charges for the street lighting and quarterly transfers to the sinking fund bank account. In addition we received the final 2 IIP payments which remain in place for capital projects which we hope to further in 2022.

It is important to recognise and thank Susan Kirrane, Charity Shop Manager, and her team of volunteers for the attention and dedication they have channelled into the success of the shop which is the only regular income being generated towards the successful running of the Day Care Centre, especially during the last two difficult years (2020 and 2021). I would also like to thank Geraldine Carr, the Operations Manager of the three businesses (day centre, shop and housing) of whom we can say “runs an efficient and very tight ship” and who always has the answers to any query I may have. A special thank you also to the carers who have remained dedicated to the cause throughout those difficult times.

**Kathleen Caulfield,
Treasurer/Financial Accounts**

 **Financials - Income & Expenditure Account for the Financial Year ended 31st December 2019:**

	<u>2021 €</u>	<u>2020 €</u>
Income	1,196,386	789,916
Expenditure	<u>(601,813)</u>	<u>(385,728)</u>
Surplus before Interest	594,573	404,188
Interest receivable and similar income	<u>-</u>	<u>41</u>
Surplus for the financial year	594,573	404,229
Total comprehensive income	594,573	404,229
Retained surplus brought forward	1,865,634	1,461,405
Retained surplus carried forward	2,460,207	1,865,634
	=====	=====

Financials - Balance Sheet

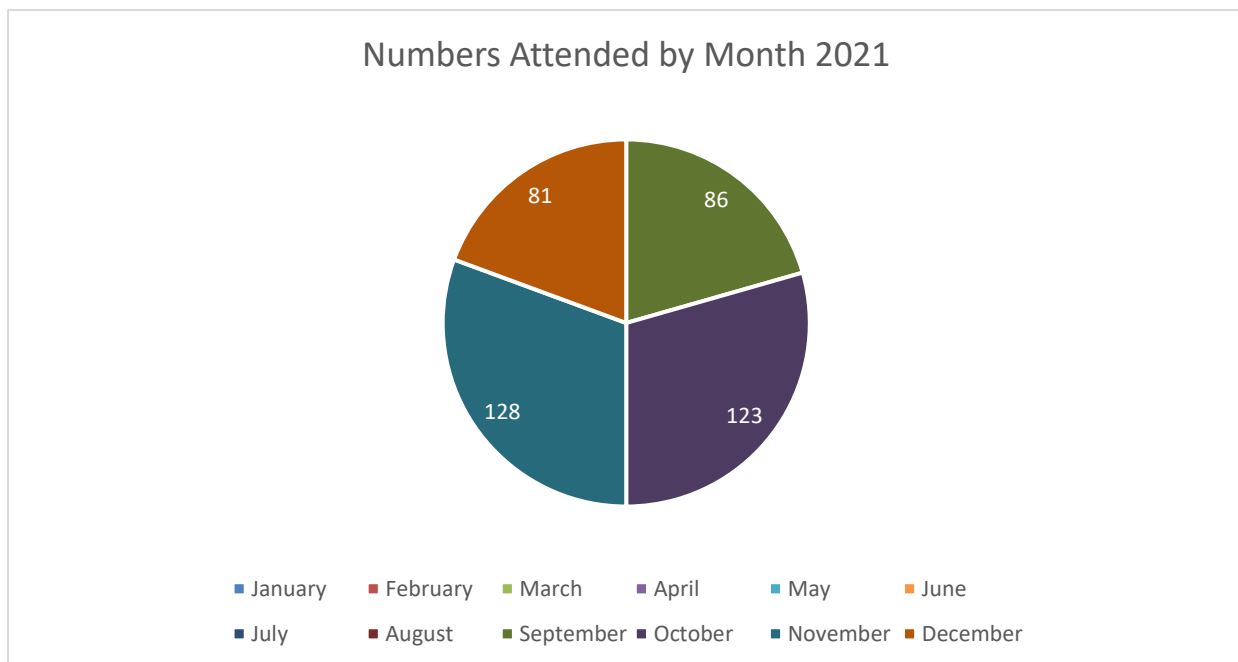
	<u>2021 €</u>	<u>2020€</u>
Fixed Assets		
Tangible Assets	3,293,232	3,248,081
Current Assets		
Debtors	31,146	32,428
Cash & cash equivalents	<u>1,538,368</u>	<u>1,092,061</u>
	<u>1,569,514</u>	<u>1,124,489</u>
Creditors: Amounts falling due within one year	<u>(227,771)</u>	<u>(292,855)</u>
Net Current Assets/(Liabilities)	<u>1,341,743</u>	<u> 831,634</u>
Total Assets less Current Liabilities	4,634,975	4,079,715
Creditors		
Amounts falling due after more than one year	<u>(2,174,768)</u>	<u>(2,214,081)</u>
Net Assets	<u>2,460,207</u>	<u>1,865,634</u>
Reserves		
Income and expenditure account	<u>2,460,207</u>	<u>1,865,634</u>
Members' Funds	<u>2,460,207</u>	<u>1,865,634</u>

Note: The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

Statistics

Due to closure as a result of Covid-19, the statistics given only apply from reopening on 6th September 2021 to 31st December 2021.

Places availed of in 2021: 418 out of a full capacity potential of 3750.



▪ Notes:

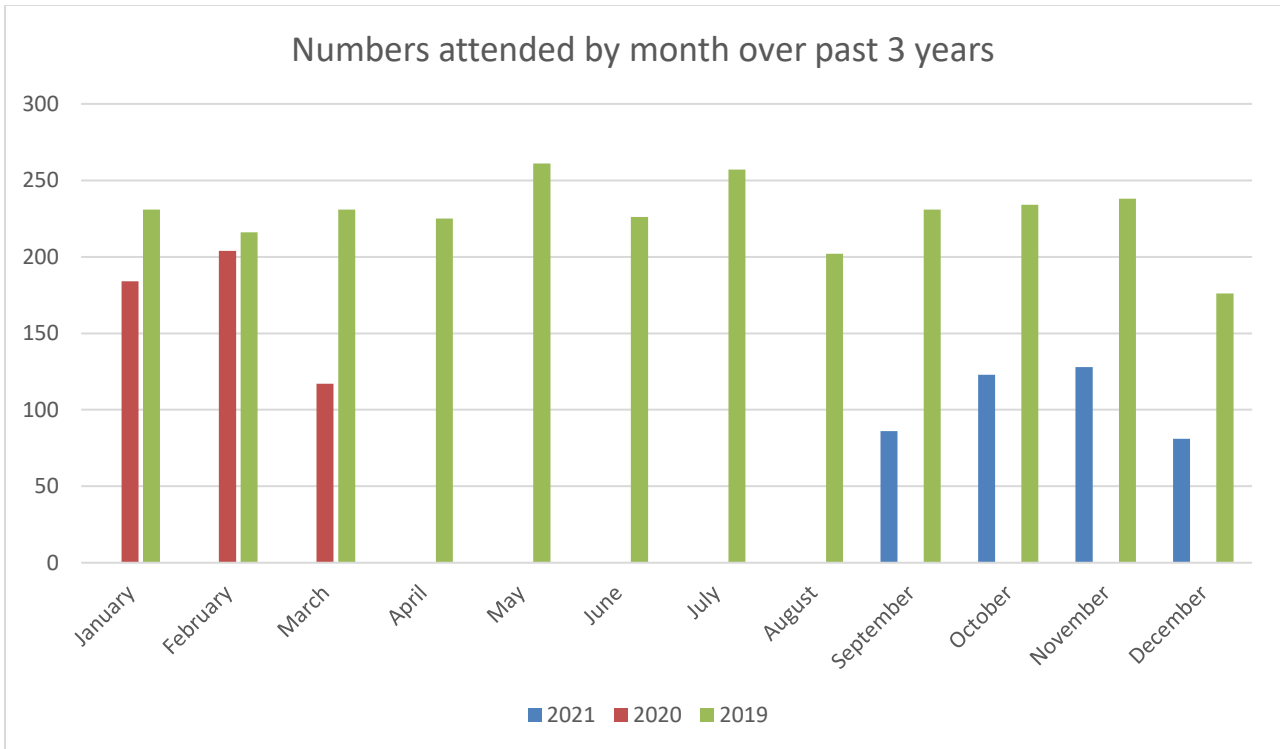
- ✓ Direction from HSE Older People's service was to reopen at 50% normal capacity.
- ✓ Many service users did not return and initially there was a nervousness about returning.
- ✓ Confidence grew as the year went on.
- ✓ New referrals slowed down dramatically.
- ✓ Service opened Tuesday to Friday only.
- ✓ Some months = 5 weeks

Comparison: Number of Service Users attending 2021 v 2019

	2021	2019*	+/-
September	86	231	-145
October	123	216	-93
November	128	231	-103
December	81	166	-85
TOTALS:	418	844	-426

*The day centre was closed during September-December 2020 therefore 2019 figures have been used.

As this table shows, the 2021 figure shows a 50% reduction in numbers as per the guidelines received from the HSE Older People's Services. It is anticipated that service number users will increase again in 2022.



New service users in 2021: 9

Service users who left the service: 13

Service/ex service users passed away: 13 The CDDCC wishes to express its condolences to all the families involved.

Future Plans

2 Year Plan – 2021/2023

The objective of the CDDCC as an organisation is to focus on building our service profile and increase our fund raising so that we can maximise the impact we have on care for the elderly living in and around Claregalway.

Our objectives for the next two years are as follows:-

1. THE SERVICE

- To further develop our service so that we continue to provide a “best in class” experience for our service users.
- New bus purchased to improve comfort levels for passengers.
- The development of our in-house programme to ensure a better variety of activities in the day care centre.
- Enhancement of links to other organisations with whom we can partner e.g. local schools, creches and musical groups and the enhancement of our links to local businesses and groups who can provide support services and/or entertainment.
- Improve our outdoor space/provide a sensory garden for use by service users and the community.
- Re-introduce music and entertainment post Covid-19.

2. TRAINING

- To offer a wider range of training opportunities for our staff and volunteers to ensure they are among the best qualified and have the most up to date skills possible.
- Seek further training opportunities to enhance the skill base which will benefit the experience of the service users.
- Further develop links to Transition Year and Third Level education colleges to offer in-house work experience.
- Continue links with TUS and CE Schemes to provide valuable work experience for job seekers.

3. REVENUE

- Increase revenue from our charity shop to ensure the charity remains well funded and can absorb the costs associated with enhancing our service.
- Invest in larger retail premises to enable current shops to merge into one premises so that we can increase the stock on offer attracting more customers and generating increased revenue.
- Develop on-line sales revenue. This line of business is expected to grow rapidly in the coming years.

4. SOCIAL MEDIA

- Develop our online and social media presence.
- Increase awareness of our services to younger audiences.
- Overhaul of our Website, Facebook and Instagram presence to make a more consistent effort in promoting our work through these channels.

As well as the above tactical business objectives the Charity Trustees have agreed to invest in building a five year Strategic Business Plan. Work on this will commence in early 2022 and the plan is expected to be finalised by Autumn 2022. It is expected that the plan will further develop the Charity's vision, taking into account the huge changes the Charity has undergone in recent years and the receipt of investment money from the Immigrant Investment Programme.

Future Ongoing Objectives

- To work towards financial stability for the charity.
- Continue to regularly review and comply with relevant regulatory bodies.
- Provide a safe and healthy environment for staff, volunteers and service users.
- Continue to provide the best possible service to meet the needs of older people within the community