

**Claregalway & District Day Care Centre -
now trading as Anam Croí
Incorporating ...
Anam Croí **Day Centre**
Anam Croí **Housing**, and
Anam Croí **Charity Shop**
Annual Report 2023**



Anam Croí
The heart and soul of Claregalway

Claregalway & District Day Care Centre CLG,
Trading As Anam Croí
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Tel: 091 739385 Mob: 086 445 8989
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Company No: 504412
Charity Registration Number: 20079598
Charity Number: CHY 20102

Anam Croí Charity Shop
Units 4-6 The Courtyard
Claregalway
Co. Galway
Mob: 087 713 2690

Anam Croí Housing for Older People
1 – 14 Gort na Creige
Claregalway
Co. Galway

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Introduction

Welcome to the fifth Annual Report for the Claregalway & District Day Care Centre CLG, which is now trading as Anam Croí. Please note that from henceforward we will be using Anam Croí when referring to the company.

2023 was a particularly busy year for Anam Croí, day centre numbers increased, renovation works were carried out on the new charity shop premises (more about this later) and a full re-branding exercise took place resulting in the new Anam Croí brand and logo.

The Anam Croí Charity Shop continues to thrive, donations are consistently flowing in and the collection/delivery service offered for furniture has increased this side of the business. The new shop premises in The Courtyard, Claregalway became ready for use in November 2023 and the shop move finally took place. The new shop now gives us 6,300 sq. ft. of retail space and everything is under one roof.

All housing units were occupied at the end of 2023 and there was no tenant turnover during the year. A dedicated Housing Officer was appointed during 2023.

This report includes our financial situation for the period January 1st 2023 through to December 31st 2023.

Message from the Chairperson

As the Claregalway & District Day Centre charity embarked on its eleventh year it soon became clear that this would be another very busy year for our charity and one that would see significant changes to our set up and infrastructure.

While developing the charity's 5 year strategic plan in 2022 it became evident that while the charity was reasonably well known in the community, the link between the different services – day care, housing and retail – was not well understood or appreciated. This disconnect negatively impacted our brand awareness both locally and nationally which, in turn, impacted our community engagement and fundraising capability. A key priority during 2023 therefore was to undertake a brand review for the charity and to instigate a plan to improve it. This work was carried out in 2023 with the support of a local strategic marketing agency, IMS Marketing. The result of the branding review was a decision to re-brand the charity and this was duly done over the course of the second half of the year when our new name, Anam Croí and our new logo and image were launched. Our new name, which translates directly to Soul Heart, reflects our vision of a thriving community of older people living in the heart of the community. By extending the name across the three aspects of the charity we have Anam Croí Day Centre, Anam Croí Housing and Anam Croí Charity Shop, thus encompassing all parts of our enterprise and bringing them together into one recognisable brand and image. The Board would like to acknowledge the support received from the IMS team as well as the time and input received from the staff and volunteers who participated in this effort.

As part of the new brand programme we, along with IMS Marketing, also developed a new and much more modern website, incorporating many new online features and facilities. We also updated all our social media platforms and changed our signage and branded materials to reflect the new logo and colours. We believe that through this body of work we now have one strong and clear brand across the charity, a modern and fresh look and feel and an appealing image which reflects our ethos.

As well as the rebranding project we also undertook the renovation of the premises we had purchased in 2022 for our charity shop. The bulk of the renovation work was carried out by local construction firm Kesel Construction Ltd and we are extremely grateful for their input and effort as over six months the premises was changed from a dark, half-constructed shell to a modern and efficient retail facility. Once the renovation work was complete we then needed to kit out the space, another considerable and time consuming effort. However our luck was really in when TK Maxx Galway offered us a huge amount of retail materials which became available due to their own brand refresh work. This allowed us to construct

a really modern and classic look which has been hugely appreciated by our staff and customers. Our sincere thanks go to TK Maxx as well as to their employee, and our volunteer, Breda Golding who co-ordinated this donation.

Finally, when the newly renovated premises was done and kitted out we undertook the arduous process of moving the stock from the old premises to the new one and to getting everything priced and on display ready for opening day. So many people were involved in this part of the project and everyone did over and above what could have been reasonably expected, however it all came together extremely well and our new shop opened on November 24th 2023. It was an extremely exciting and very busy first day, but the exhausted crew were delighted with how all their efforts paid off. Our first day, and indeed all subsequent days in the new premises have been hugely successful. The managers and volunteers are loving their new facility and the community has taken the new shop to their hearts driving donations, revenue and overall brand satisfaction to new heights. We are so grateful to everyone who played a part in getting us there. It was a huge team effort and it was worth every minute of it.

With all that excitement it was great to know that our core day care service, which is the reason why we do everything, continued to thrive throughout the year. Our attendance numbers have continued to rise post-COVID and our service is back to normal with our service users able to enjoy the full breadth of activities the team facilitates. Sadly we said goodbye to one of the founding members of the team as our Care Co-ordinator, Ann Lenihan set off to explore new opportunities. Ann will always be missed by us as she was the person who directed the service from the day the centre was set up and embedded our ethos of compassionate care into everything we do at the centre. While replacing Ann was a challenge we were delighted when Edel Foley joined the team as our new Nurse Manager. We wish Edel a long and happy career with the charity and look forward to the considerable contribution we know she will make to our service.

Our housing for independent living has also continued to thrive with all of the homes fully occupied. To ensure that we best meet the needs of this community we created a new role for a Housing Officer. Lorraine O’Gorman now fills this role and in it she ensures we meet all the obligations of an Approved Housing Body while looking after the day to day interactions with the tenants. We wish Lorraine all the best with this new role and are confident she will ensure the quality of the service remains at the highest level while ensuring our tenants are treated with kindness and respect.

On behalf of the Board I wish to thank everyone who contributes to the success of a fantastic charity. The community who support us, the staff and volunteers who give their all every time they come inside our doors, the charity shop donors and customers who are so loyal to us and of course our tenants and service users who remain at the heart of what we do. In particular I wish to thank the enormous team of people who worked on getting us into our new retail premises in 2023. My thanks also to the Board who have guided this huge amount of work throughout the year. Anam Croí is now in a great position to take on the next ten years and with this level of commitment from all involved it is my belief that it will go on to do even greater work in the future.

Brona Simons
Chairperson

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, law and general management and secretarial. Board Meetings are held bi-monthly and during 2023 a total of six meetings were held along with one Extraordinary Board Meeting which was held on 7th March on-line.

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 for 2023 is included in this Annual Report.

Anam Croí, 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 and performance of the company over the previous year. It is important to Anam Croí that it offers full transparency of its business.

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

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

Anam Croí is also a member of the Irish Council for Social Housing and Charity Retail Ireland.

Board of Directors 2023

During 2023 7 Meetings of the Board of Directors were held, 5 pre AGM and 2 post AGM.

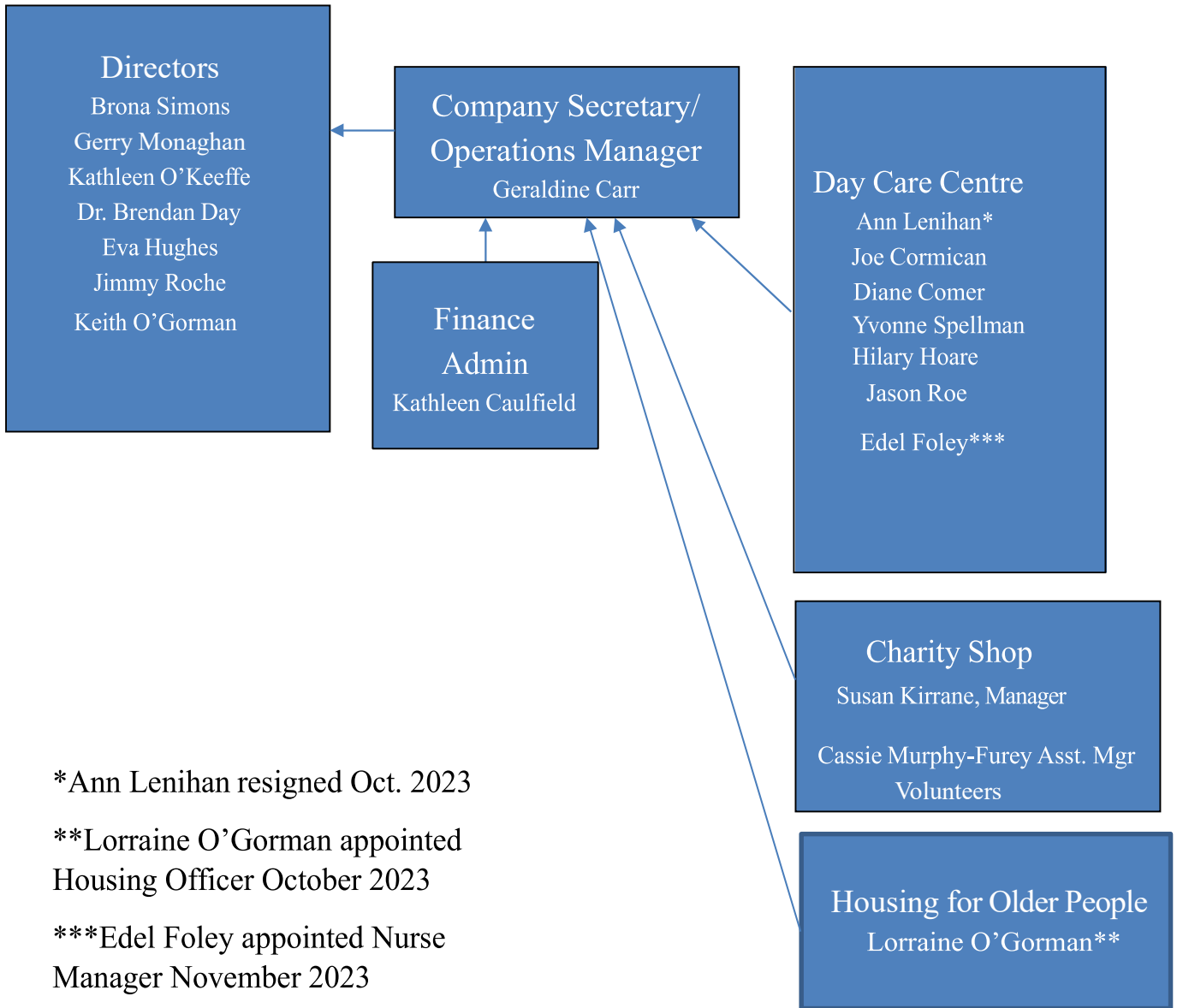
The Board of Directors 13/09/22 – 31/12/2023

Position	Name	No. of Meetings Attended
Chairperson	Brona Simons	7/7
Vice Chair	Gerry Monaghan	4/7
Secretary	Geraldine Carr	7/7
Director	Kathleen O’Keeffe	7/7
Director	Jimmy Roche	3/7
Director	Dr Brendan Day	6/7
Director	Eva Hughes	6/7
Director	Keith O’Gorman	5/7










At the AGM in September 2023:

- Brona Simons was re-elected Chairperson for 2023/2024
- Gerry Monaghan was re-elected Vice Chair for 2023/2024 at same meeting
- Geraldine Carr remains as Company Secretary




The Team



Meet the Team ctd...

Administration:	
 	<p>Geraldine Carr, Company Secretary/Operations Manager</p> <p>Kathleen Caulfield, Financial Administrator</p>
Care Staff	
      	<p>Diane Comer, Nurse</p> <p>Ann Lenihan, Care Assistant Supervisor</p> <p>Joe Cormican, Deputy Care Assistant Supervisor/Bus Driver</p> <p>Hilary Hoare, Care Assistant</p> <p>Yvonne Walsh, Care Assistant</p> <p>Jason Roe, Care Assistant</p> <p>Edel Foley, Nurse Manager</p>

Ctd ...

Housing	
	Lorraine O’Gorman, Housing Officer
Charity Shop	
 	<p>Susan Kirrane, Charity Shop Manager</p> <p>Cassie Murphy-Furey, Assistant Charity Shop Manager</p>



✚ The Day Care Centre



Company Established:	May 2011
Service Opened:	October 2012
New Premises Opened:	September 2019
Houses completed	March 2020
Rebranded	September 2023
New Shop premises opened	November 2023

Since re-opening in September 2021 after the Covid-19 pandemic, the day centre has been working towards providing a full, pre-Covid service. The reopening was on a phased basis, following guidelines produced by the HSE Older People's Services. As Covid numbers gradually decreased, day centre numbers increased although it took quite some time for people's confidence to come back. Various safety measures were kept in place to ensure the health and wellbeing of everyone who came through the doors, service users and staff alike. In September 2022 full service resumed, 5 days per week and numbers have continued to grow.

Anam Croí would like to acknowledge the support received from the HSE, the National Lottery, Galway County Council, Claregalway & Annaghdown CE Scheme, Galway Rural Development TUS Scheme, Pobol and Boston Scientific Galway who nominated Anam Croí as one of their charity partners for 2022/23. Further acknowledgements go to local businesses and individuals for all the donations and fundraising carried out on behalf of Anam Croí.



Comhairle Chontae na Gaillimhe
Galway County Council



Féidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Vision



To have a thriving and supported community of older people in the Claregalway district.

Mission Statement

To have a well resourced and sustainable services that provide for the well-being of older people, supported in a compassionate and caring environment.



✚ 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.
- On occasion we welcome visiting musicians and dancers
- A hot nutritious meal with dessert and tea/coffee is served at lunch time.
- At 2.00pm service users leave for home



Housing

Anam Croí (Claregalway & District Day Care Centre) is an Approved Housing Body managing 14 houses for older people behind the Day Centre building.

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 us in March 2020 and the first tenant moved in May 2020. All 14 houses were occupied throughout 2023. A dedicated Housing Officer was appointed in October 2023 and it is the remit of this officer to develop tenant engagement to ensure a community spirit prevails within this community and regular, informative meetings with tenants will be introduced.





Anam Croí Charity Shop

Primary funding for the day centre is through the Anam Croí Charity Shop newly located in The Courtyard, Claregalway under the leadership of Susan Kirrane and Cassie Murphy-Furey who work alongside a 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.

During 2023 renovation work began on the newly purchased units in The Courtyard, Claregalway (behind Hughes SuperValu) and the new premises opened to the public on 24th November 2023.



Check out the Anam Croí Facebook and Instagram.



Thank you for your
support!

Anam Croí 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 we are very thankful to the whole community for both the donating and purchasing of goods.

The Anam Croí Charity Shop is a registered member of Charity Retail Ireland.

Congratulations to 8 volunteers to completed 10 years service to the shop in 2023 (see more under the Volunteers section of this report).



Western Alzheimers

Western Alzheimers continue to occupy part of the Anam Croí Day Centre building from which they provide day services 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 Alzheimers Galway at:

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



🚩 Goals 2023

General:

Goal	Status
Prepare and monitor the 5 year strategic plan, 2022 – 2027.	Ongoing
Rebrand to amalgamate the three elements of the Anam Croí Business	Achieved

Day Care Centre:

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

Charity Shop:

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

Housing:

To provide a good standard of accommodation.	Achieved
A chance for older people to remain independent in their own home	Achieved
To be available as a support, as and when needed.	Ongoing
Recruit a dedicated Housing Officer	Achieved

Fundraising

While the activities of the charity are primarily funded by the income of the Anam Croí 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 charity wishes to acknowledge all donations received from families who think of us, even at difficult times. All donations received help us to make a difference and the the charity is so thankful for each and every contribution.

It is the fundraising 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 €37,410 was raised through events and donations in 2023.

The Anam Croí Charity wishes to thank everyone who has contributed and supported us in a variety of different ways.



Volunteers

The Anam Croí Day Centre and the Anam Croí Charity Shop are fortunate to have amazing team of volunteers who are the spirit and ethos of the charity.

Mention should also be made to those who work with the day centre and the charity shops through schemes such as Community Employment 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.

Many of the volunteers, both in the shop and the day centre, have been with us for a long time, and we are happy to celebrate their contribution to the charity each summer by hosting a Barbeque at which we acknowledge the volunteers who have completed their 10 years with the charity. We wish to say a huge **THANK YOU** to all our volunteers!



Treasurer's Report 2023

Anam Croí (previously known as Claregalway & District Day Care Centre CLG) began 2023 by opening the centre in what was, for the first time in a couple of years, a normal 5 day per week service.

The Anam Croí Charity Shop (previously known as Never Too Old Charity Shop) was able to continue normal trading in 2023 so this, along with the rebranding and move to a new premises in November 2023 enabled a significant increase in trading for the year. The high quality of donated goods received into the shop along with the general interest in the new shop premises and of course increased shop floor space, all helped to increase revenue. A mention must also be made to the furniture section within the shop. Up to November 2023 this was in a separate unit but now is encompassed within the new Anam Croí shop so the visibility, along with the collection/delivery service that we can offer since the purchase of a van, has the potential for a substantial increase in revenue also.

The purchase and renovation work on the new shop units incurred a lot of expense over 2023 but it was investment well made and thanks to endowments received from the IIP (through the Department of Justice), the funding for this project had been put aside to enable completion without the need for the charity to make any borrowings.

Revenue from our 14 houses for older people remained consistent throughout the year with all houses being fully occupied. The figure of 20% of rents received is transferred quarterly into a dedicated sinking fund to enable maintenance costs to be covered as and when they arise. The charity also recruited a dedicated Housing Officer on a part time basis to oversee all elements of the housing including increasing tenant engagement and supports.

In terms of fundraising, we were delighted to receive huge support from Boston Scientific in Galway, along with other donations from community groups and individuals. We were also delighted to receive an increase in Section 39 funding from the HSE.

Spending on our services has fluctuated during the year with increases in electricity, fuel etc both of which have a significant effect on the charity's expenses. This, along

with the purchase/renovation/fit out of the new shop has seen an increase in expenditure over previous years however with the increase in numbers at the day centre and significant increase in shop revenue, we are satisfied with the financial outlook and look forward to successful years ahead.

Kathleen Caulfield,
Treasurer/Financial Accounts

✚ Financials - Income & Expenditure Account for the Financial Year ended 31st
December 2023:

	<u>2023 €</u>	<u>2022 €</u>
Income	535,056	413,493
Expenditure	<u>(580,101)</u>	<u>(445,708)</u>
(Deficit)/surplus for the financial year	<u>(45,045)</u>	<u>(32,215)</u>
Total comprehensive income	(45,043)	(32,215)
Retained surplus brought forward	2,427,994	2,460,206
	-----	-----
Retained surplus carried forward	<u>2,382,951</u>	<u>2,427,991</u>
	=====	=====

Please note: The directors have elected to present an Income and Expenditure Account instead of a Profit and Loss Account in these financial statements as this company is a not-for-profit entity.

+ Financials - Balance Sheet

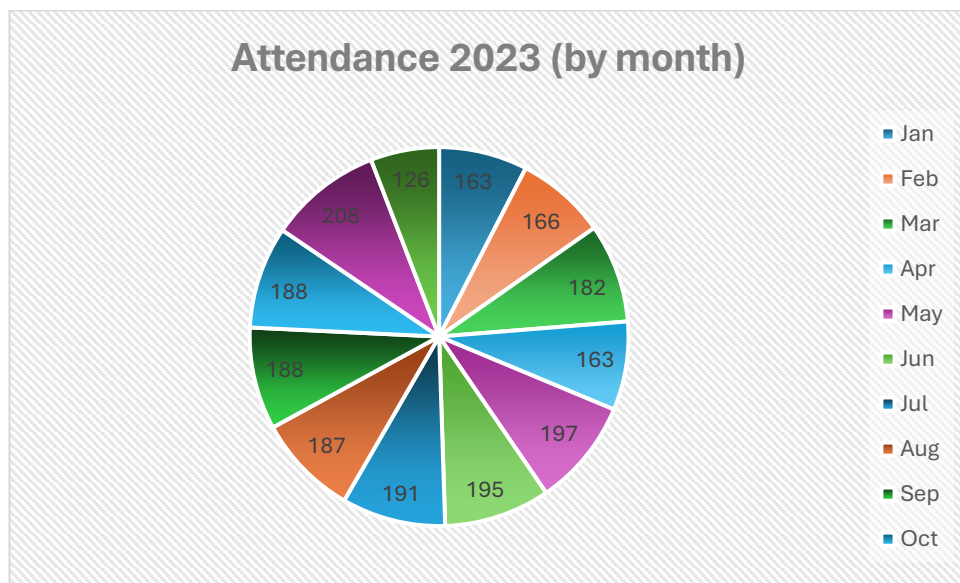
	<u>2023 €</u>	<u>2022 €</u>
Fixed Assets		
Tangible Assets	3,747,271	3,502,504
Current Assets		
Debtors	14,518	32,889
Cash & cash equivalents	<u>935,133</u>	<u>1,224,197</u>
	<u>949,657</u>	<u>1,257,086</u>
Creditors: Amounts falling due within one year	<u>(238,763)</u>	<u>(206,611)</u>
Net Current Assets/(Liabilities)	710,888	<u>1,050,475</u>
Total Assets less Current Liabilities	4,458,159	4,552,979
Creditors		
Amounts falling due after more than one year	<u>(2,075,208)</u>	<u>(2,124,988)</u>
Net Assets	<u>2,382,951</u>	<u>2,427,911</u>
Reserves		
Income and expenditure account	2,382,951	2,247,991
Members' Funds	<u>2,382,951</u>	<u>2,247,991</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.

Attendance:

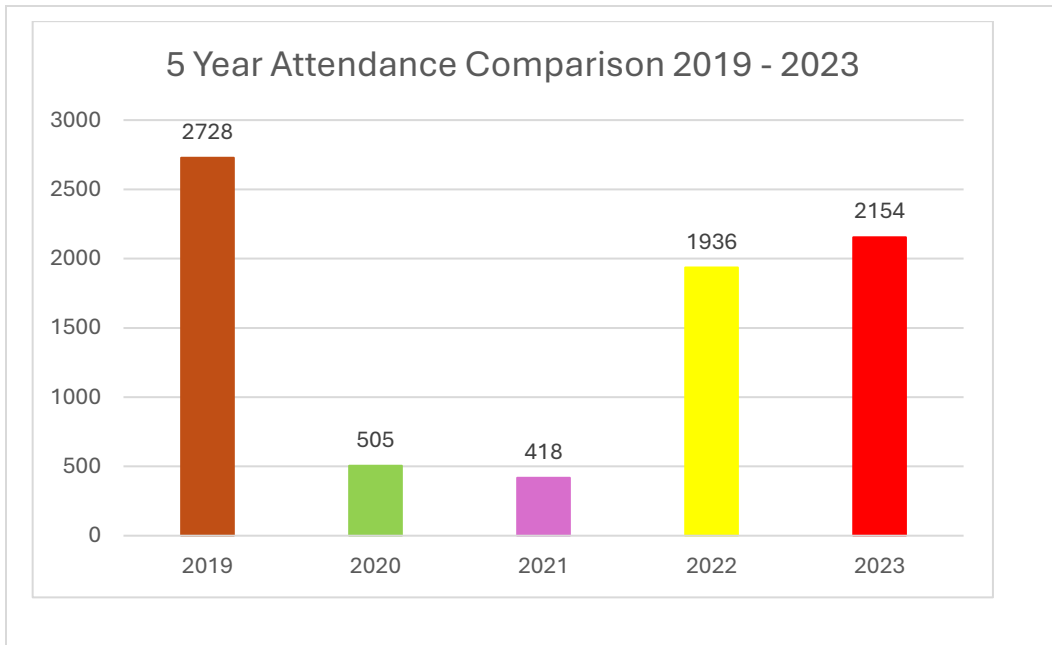
Thankfully the day centre remained open throughout the whole of 2023, gradually increasing aiming for full, pre-Covid capacity.

Places availed of in 2023: 2154 out of a full capacity potential of 3750 (57.44%), an increase of 218 places against 2022.



➤ Notes:

- Monday numbers are less due to Bank Holidays.
- Some months have five weeks.
- Does not include attendance at the Christmas Party when all service users attended on one day.



Note: 2020/2021 numbers affected by Covid-19.

Number of referrals received in 2023 = 69

Referrals received converted to attendance = 27 (39%)

Reason for low percentage –

- Referred person reluctant to attend
- Deceased
- Moved to long term care
- Outside catchment – no transport available
- More suitable for Western Alheimers

Service users who left the service in 2023: 16

Anam Croí wishes to express its condolences to all the families of current and ex service users who passed away in 2023.

5 Year Strategic Plan – 2022 - 2027

In early 2022 The Board of Directors of Anam Croí agreed to build a five-year strategic plan for the charity which would set out the charity’s mandate for the next five years and provide some detail on its planned activities over the next two years. Employing an external consultant to drive the process, the Board embarked on a process to develop the strategy which included data collection, a community survey, workshops, information analysis, activity identification and prioritisation. The Board was assisted in this work by a number of employees and a former Board member.

The team identified 4 key areas that the charity needs to focus on over the next five years in order to be successful. These four areas are Services, Resources, Funding, and Community Engagement. Our immediate goals for each of these key priority areas are set out below.

1. SERVICES

- To further develop our service so that we continue to provide a “best in class” experience for our service users. **Continuous**
- Increase transport availability. **Work in Progress, grant applied for**
- The development of our in-house programme to ensure a better variety of activities in the day care centre. **Continuous**
- 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. **Ongoing**
- Promote the use of the sensory garden for use by service users, tenants and the community. **Ongoing**

2. RESOURCES

- 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. **Ongoing**

- Seek further training opportunities to enhance the skill base which will benefit the experience of the service users. **Ongoing**
- Further develop links to Transition Year and Third Level education colleges to offer in-house work experience. **Ongoing**
- Continue links with TUS and CE Schemes to provide valuable work experience for job seekers. **Ongoing**

3. FUNDING

- Increase revenue from our charity shop to ensure the charity remains well funded and can absorb the costs associated with enhancing our service. **Achieved/Ongoing**
- 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. Premises were purchased at the end of 2022 and renovation works will began Spring 2023. **Achieved – Premises occupied November 2023**

4. COMMUNITY ENGAGEMENT

- Develop our online and social media presence. **Ongoing**
- Increase awareness of our services to younger audiences. **Ongoing**
- Overhaul of our Website, Facebook and Instagram presence to make a more consistent effort in promoting our work through these channels. New Website to be launched Q3 2023. **Achieved**

Anam Croí looks forward to further success in 2024.