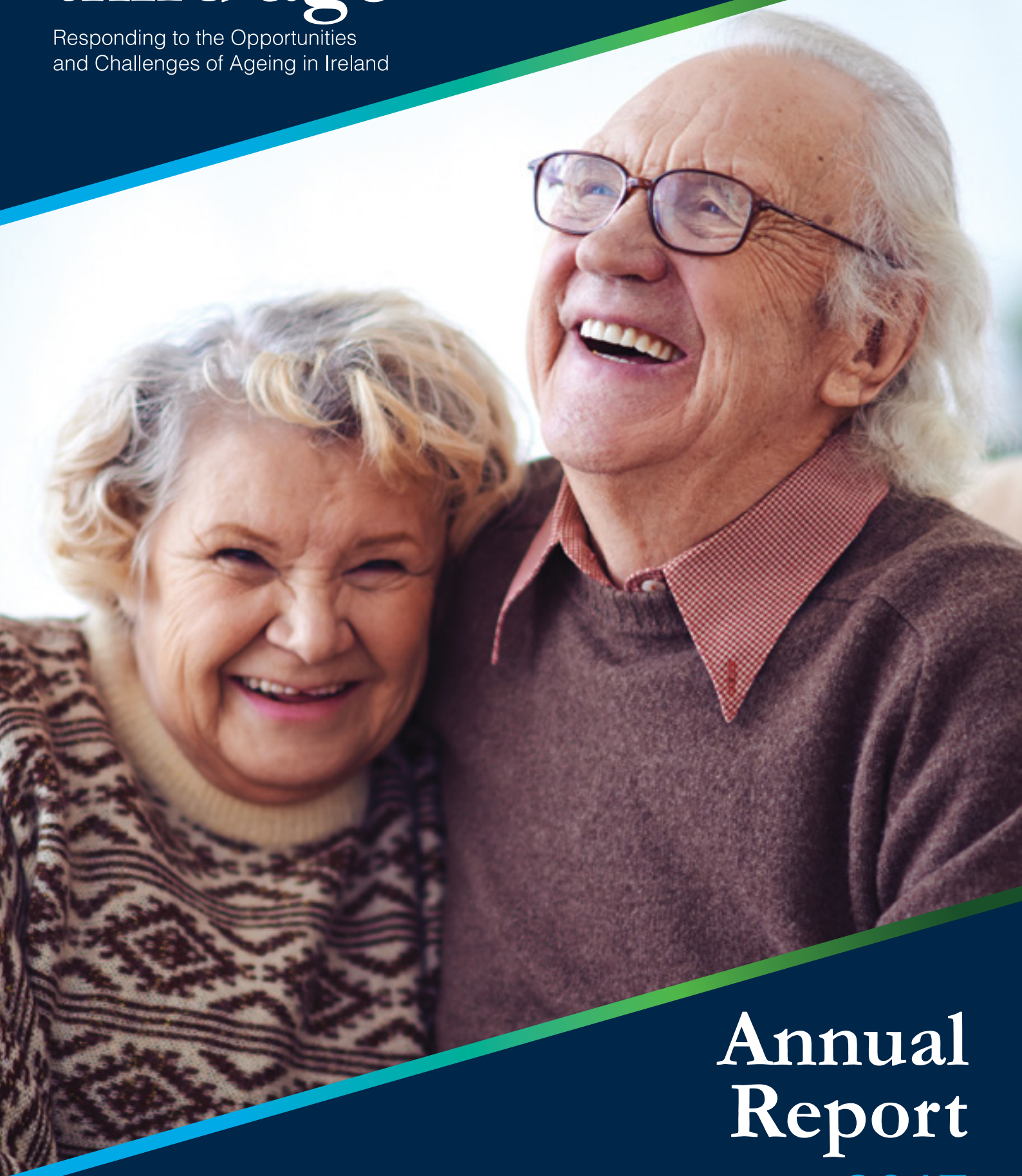


third age

Responding to the Opportunities
and Challenges of Ageing in Ireland



Annual Report 2017

A close-up photograph of Michael D. Higgins, President of Ireland, smiling and holding hands with others. The image is partially obscured by a diagonal blue and green graphic element.

**Michael D. Higgins, President
of Ireland, is Patron of Third Age**

Third Age is a registered charity 16647
Charity Number 20060459
Company Number 414509

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**Third Age Foundation clg and Senior Citizens Helpline Company clg are two separate companies.
This report covers the activities of both.**

chairman's address

As the number of older people in the population continues to grow, the need for our services is greater than ever.

Third Age responded to this challenge in 2017 by expanding and deepening the reach of our national programmes - **SeniorLine**, **Fáilte Isteach** and **Sage**, by establishing a **Programme Development Unit**, and by continuing to develop our vibrant local programme.

Third Age is a national voluntary organisation founded in 1988. We are dedicated to promoting the value and contribution of older people through our volunteer-led programmes and services.

The main function of our Programme Development Department is to pilot and scale new initiatives offering positive impacts on the lives of older people in Ireland. Our most recent programme within this process is **AgeWell**. This programme combines weekly visits and the use of a dedicated App to support older people to live well in their own homes and communities.

highlights of 2017

- Senior Help Line was relaunched and rebranded as **SeniorLine - 'when listening is helping'**. The service also launched a new Freephone number **1800 80 45 91**.
- The national publicity achieved led to an increase in calls, with over 1,000 calls received during July 2017.
- SeniorLine continues to reach isolated and vulnerable older people nationwide. Our centralisation of the service is almost complete, with 47 new volunteers trained in 2017 to work in our Donnybrook centre.
- Fáilte Isteach continues to respond to the needs of migrants in Ireland. We are now based in 25 counties, providing 105 classes and other support services each week to approximately 3,060 migrants. In 2017, over 1,020 volunteers delivered over 70,600 hours of tuition to migrants from 78 different nationalities.
- Fáilte Isteach has increased its involvement with programme refugees, mainly from Syria.
- There was a refocusing of the Sage model from congregated care settings such as nursing homes towards primary care and community settings.
- Sage has exercised leadership with regard to the Assisted Decision Making (Capacity) Act 2015, the Disability (Miscellaneous Provisions) Bill 2016 and the Safeguarding Adults Bill 2017, and is playing a prominent role in the inter-sectoral National Safeguarding Committee.
- In 2017, Sage began the process of establishing itself as a separate legal entity from Third Age. Sage Advocacy clg was registered in September 2017.
- AgeWell, Third Age's latest programme is being developed in partnership with the HSE. AgeWell combines face-to-face visits to older people at home with 21st century technology promoting their health and well-being.
- Training of AgeWell Companions will begin in January 2018.
- During 2017, Third Age trained 677 older people in basic IT skills in Counties Dublin, Kildare, Louth, Meath, Offaly, Westmeath and Wicklow. This work is part of the Department of Communications 'Getting Citizens Online' programme.
- Third Age continued to provide a range of activities and services for local people living within a 25-mile radius of Summerhill village.

Third Age was extremely fortunate in 2017 to have the support of the Health Service Executive, Department of Justice (Office for the Promotion of Migrant Integration), Department of Communications, Pobal, Atlantic Philanthropies, Iris O'Brien Foundation and Meath County Council. We would also like to thank the Department of Employment Affairs and Social Protection for the provision of Community Employment Learners who work with Third Age as bus drivers, administrative assistants, carers and project workers. Without this support, we would not be in a position to provide some of our local services.

The current funding/fundraising environment remains challenging with many organisations/charities competing for limited resources and funds. We have made efforts to diversify our funding streams and reduce costs, while still responding to the needs of older people in dynamic ways. During the year, we ran a number of successful fundraising events and activities, and I would like to thank all the volunteers, participants, supporters and donors who contributed to these events. Your support is contributing to our ability to care for thousands of people annually.

I am also grateful to our team of volunteers around the country. Your dedication, tirelessness, enthusiasm and selflessness continues to make a positive difference to the lives of many people.

I would like to thank my fellow Board members for their guidance and expertise in a year of consolidation and planning for the future, while determining our strategic direction under the new Strategic Plan 2017-2020. On behalf of the Board, I would like to express our thanks to our CEO Áine Brady, her excellent senior management team and all her highly committed staff. Áine continues to lead the organisation with dignity and professionalism while implementing the actions and objectives of our Strategic Plan.

I look forward to 2018 as a new chapter in our development and to continuing to make a real and lasting difference to the health and well-being of older people by supporting them with a quality and empathic response.



A blue ink handwritten signature of Tom Dowling, written in a cursive style.

TOM DOWLING
CHAIRMAN



third age

Third Age is a national voluntary organisation representing all older people and responding positively to the opportunities and challenges of ageing in Ireland.

Co-ordinating a network of innovative projects and programmes, Third Age celebrates the third age in life when people may no longer be in paid employment, but can remain healthy, fulfilled and continue to contribute to society. The longer people are encouraged and supported to remain in this life stage, the better for older people themselves, their families, communities and society as a whole.

Third Age offers choices, and provides opportunities for lifelong learning, volunteering, community development and social inclusion.



third age strategy 2017-2020



vision

An Ireland and a world where the third age in life is valued and celebrated.



mission

To value the contribution of older people in society and help meet their personal and community needs through innovative programmes.



objectives

- Respond to the opportunities and challenges of ageing in Ireland.
- Support and facilitate older persons to live in the place of their choice for as long as possible.
- Act as advocates wherever ageing poses a challenge.
- Address societal needs through volunteering opportunities.



programme goals

- Develop our capacity for the design, development, testing and expansion of good practice in areas relevant to the quality of life and well-being of older people.
- Provide direct services with and for older people, which enhance their rights and well-being.
- Continue to engage older people as volunteers in the development and delivery of services of value to themselves and their community.
- Advance the rights and potential of older people as citizens and ensure these are reflected in public policy, and in public and private service provision.



AINE BRADY
CEO, THIRD AGE

four themes inform all third age work

connectedness



- Third Age connects with older people - many isolated and vulnerable - through our national programmes. These programmes reflect the importance of community and family engagement and the value of older people in an intergenerational society.
- Third Age connects older people with their place and their sense of place. We know, at first hand, the benefits of supporting older people to remain involved in their communities, either as volunteers providing services, or as recipients of personal and social supports.
- Third Age connects older people with the third active stage of life. Third Age also promotes community, engagement, health and wellbeing for older people in pre and post retirement.

creativity



- Third Age works with the creativity of older people for their personal and community benefit, and is proactive in developing creative and innovative responses to the challenges of ageing.
- Third Age works creatively in recruiting and training older volunteers to deliver our programmes - a peer aspect that benefits service providers and users alike.

challenge



- Growing older involves both challenges and opportunities. Older people may be rendered voiceless through lack of services, insufficient support, illness and frailty. We aim to constantly challenge ageism, and present an empowered model of the rights and roles of older people through our programmes and our public voice.
- Work on the ground puts Third Age in a strong position to iterate the views and concerns of our service users. Our three national programmes - Failte Isteach, SeniorLine and Sage, our Co. Meath programme AgeWell, have each been developed in response to observed needs, and our involvement in the government's Getting Citizens Online Programme also responds to the IT challenges faced by some older people.

collaboration



- Third Age welcomes collaboration with statutory and non-governmental organisations and with local communities and individuals, key stakeholders, including industry, universities and research bodies.
- Third Age is part of the Alliance of Age Sector NGOs, the National Stakeholder Forum Co-ordination Group, Befriending Network Ireland and Telephone Helplines Ireland.
- Third Age believes that working together and sharing expertise can help to meet the challenges of ageing in Ireland. Internationally, Failte Isteach is partnering with a number of European agencies.
- Developing strategic alliances and partnerships is important for the future of Third Age. Working with others gives a stronger collective voice, increases awareness of the needs of the sector, and of individual older people. A stronger voice evokes a stronger and more sustainable response.
- The current funding/fundraising environment is becoming increasingly challenging with so many organisations/charities competing for limited resources and funds. We have made efforts to diversify our funding streams and reduce costs while still responding to the needs of older people in diverse and dynamic ways. During the year, we ran a number of successful fundraising events and activities.

fáilte isteach

Welcoming Migrants through Conversational
English Classes



Faílte Isteach is a community-based project involving older volunteers welcoming migrants to Ireland through conversational English classes. Each group is managed by a volunteer co-ordinator.

service impact

Ireland is today a multi-ethnic society with all the challenges and opportunities this entails. Third Age's Faílte Isteach has been working quietly for over 10 years with migrant populations in Ireland offering free conversational classes in English. Faílte Isteach has also increased its involvement with programme refugees, mainly from Syria, and now has such groups in Portlaoise, Ballaghaderreen, Carndonagh and Castlebar.

The people of Ballaghaderreen are among many who have played a central role in helping refugees integrate within the local community, and Faílte Isteach is pleased to be associated with this worthwhile work.



a community-based project
involving older volunteers welcoming
migrants to Ireland through
conversational English classes



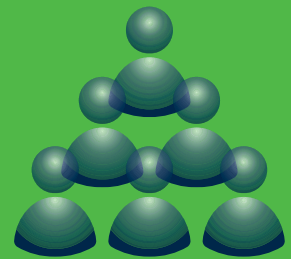
1,020
volunteers



102
groups



70,600
tuition hours

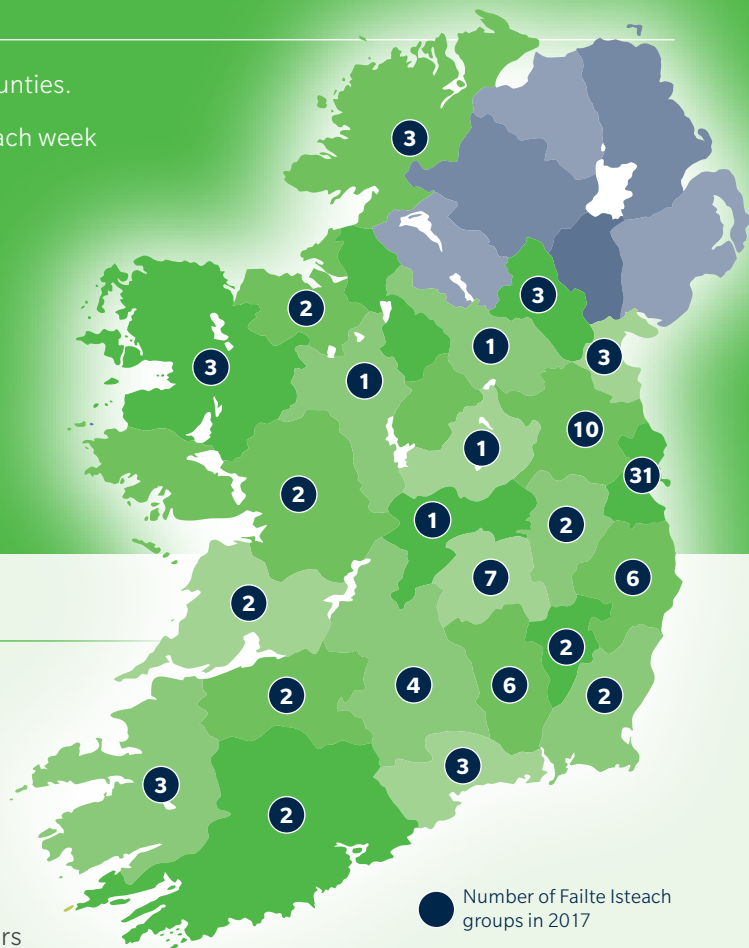


3,060
participants



growth and development

- Failte Isteach now has 102 groups operating in 25 Irish counties.
- 3,060 participants receive free English language tuition each week of the academic year.
- This amounted to 70,600 hours of tuition in 2017 delivered by 1,020 volunteer tutors.
- 86 groups are run in partnership with Family Resource Centres, Community Partnerships and other community groups.
- Failte Isteach works with 78 different nationalities, with most students from Eastern Europe.



training and support

- The Failte Isteach team hosted training seminars for co-ordinators in March/April.
- These seminars were designed in co-operation with the Immigrant Council of Ireland, (ICI), and provided information to coordinators on how to promote 'civic and political participation through conversation classes'.
- The aim was to encourage participation, with new members of the community engaging in citizenship issues.
- Seminars covered areas such as filling in a ballot paper, voting rights, local community involvement, citizenship, role of local authorities.
- Failte Isteach also offered refresher training to volunteer tutors in every centre from September to December 2017.
- These seminars provide information, support, and the opportunity to share experiences.

what our tutors said

'Very helpful, relaxed atmosphere and excellent literature to work with. Great tips and ideas.'

'The group work, lists and flashcards gave a great insight into different approaches.'

'The workshop has given me ideas as to how to proceed with participants.'

'The role play and group work were particularly beneficial.'

'The wide range of materials will be helpful now and in the future.'

'The workshop provided good support and helped with the minor concerns of beginning as a tutor.'

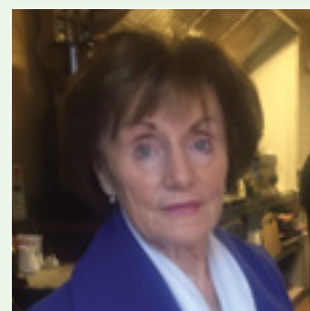
valuing volunteers

The Failte Isteach Tutor Ideas Handbook is based on lesson ideas sent in by volunteers. Shared throughout the service, the Handbook recognizes the commitment and expertise of volunteers, and values their knowledge and involvement in the project.

MARIE BRADLEY

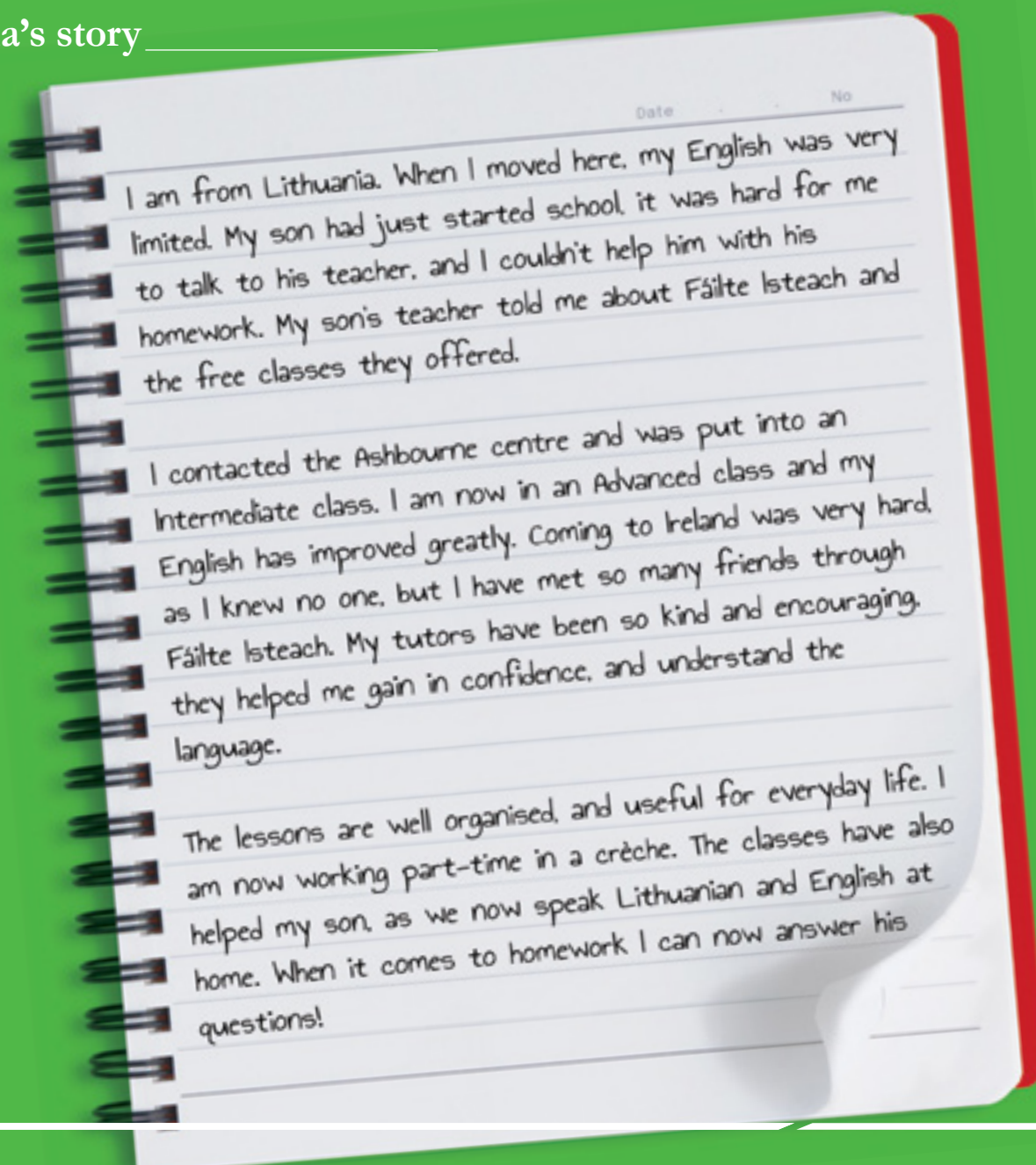
Marie Bradley, Blackrock, Co. Dublin is a Failte Isteach volunteer:

'Conversational English seems to be the most enjoyable way for students to learn. I may ask about their family, their life. I would not correct for the first few weeks, just let the language flow to build up their confidence. After that, I would correct them if I need to, I might write out words for them, and they would copy them phonetically. It is important that I speak simply and clearly, though every week I come with new words for them. If they don't understand, they look these up on their Iphone - the aim is to build up their vocabulary week on week', she says.



MARIE BRADLEY
FAILTE ISTEACH VOLUNTEER

irena's story



third age

programmes

sage

Support & Advocacy Service
for Older People



Influenced by the scandals of Leas Cross and Áras Attracta, Sage was established in September 2014 as a support and advocacy service for older people and vulnerable adults - with funding from the HSE and The Atlantic Philanthropies, and with the support and governance of Third Age. The mission of Sage is 'to promote and protect the rights, freedom and dignity of vulnerable adults and older people'. Sage carries out its work through paid staff and volunteers in primary care settings, nursing homes, hospitals and the community. Sage is a member of the National Safeguarding Committee, a multi-agency and inter-sectoral body established to promote the rights of adults who may be vulnerable. The Sage philosophy is '**nothing about you/without you**'.

In 2017, there was a refocusing of the Sage model from congregated care settings such as nursing homes towards primary care and community settings. Sage exercised leadership with regard to the Assisted Decision Making (Capacity) Act 2015, the Disability (Miscellaneous Provisions) Bill 2016 and the Safeguarding Adults Bill 2017. Sage continues to play a prominent role in the inter-sectoral National Safeguarding Committee, leads on their public awareness campaign, promotes understanding of advocacy at state level, and collaboration on the ground between advocacy service providers. The process of the transfer of Sage division of Third Age to the separate legal entity Sage Advocacy will be completed in 2018 when Sage Advocacy clg will assume responsibility for the governance and future development of the service.

training and support



In 2017 Sage further developed its work in providing information and workshop sessions on the Assisted Decision-Making (Capacity) Act 2015, delivering over 75 sessions nationally to almost 3,000 people. These included sessions with health and social care disciplines, legal professions, and larger groups with broad attendance from different professions, and interested individuals.

Through the Citizen Advocacy Project, Sage delivered sessions on the legislation specifically for family members and support workers of people with disabilities. There is recognition that change is required now to give meaning to the law to ensure it has a real impact on people's daily lives.

During 2017, Sage engaged with the Alzheimer Society of Ireland to deliver a workshop on facilitating client engagement with users in Alzheimer day centres.

Sage is part of the National Positive Ageing Strategy (NPAS) Stakeholders Group.

service impact

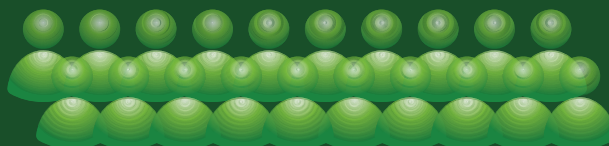
- Advocates for adequate Home Care Packages.
- Supports people to return home from hospital or care centre.
- Observes/facilitates resident, family and staff meetings in nursing homes.
- Advocates for and with people with intellectual disabilities after they leave a congregated setting.
- Promotes self-advocacy and professional development through workshops on capacity/decision-making/enduring power of attorney/advanced healthcare directives.
- Challenges unnecessary restrictions and the use of 'convenience medication'.
- Promotes a comprehensive and equitable system of home care support and oversight of home care providers.
- Assists people to maintain control of their income, benefits or property.

growth and development

Estimated numbers who benefited from the work of Sage in 2017

20,000

sage



Safeguarding cases in 2017

911



Education workshops held in 2017

75

No of participants in educational workshops

3,000



General information/support calls

1,426



Calls to **Information & Rapid Response** service

484

client gender



Female
56%



Male
44%



Case updates

4,003



Staff

17



Volunteer Representatives

153



Independent Complaints Panel

1



Practice & Guidance Work Group

1



National Advisory Committee

1



Legal & Financial Group

1

client location



Hospital

46%



Home

30%



Nursing Home

16%



Disability Service

4%



Other

4%

% referrals to sage

Nursing Home/Hospital	4
Social Workers	17
Family	15
Self-referral	9
Other including HSE, Community Health Nurses, GPs	55

The range of client issues dealt with by Sage in 2017 included: Transitional (between hospital, home, nursing home), Financial worries, Accommodation, Well-being, Health/Clinical, Family, Capacity, Allegations, Attitudes in Care, Activities, Sensory Needs, Personal Care, In-House Facilities, Food/Nutrition and Non-Specific.

SAFE: systematic approach to improving care for frail older patients –

The aim of this project is to ensure that 'Knowledge users in St. Vincent's University Hospital are collaborating with patient representatives/advocacy groups to co-design a model of excellence in the delivery of patient centred integrated care within the context of frail older persons acute admissions'. Other collaborators with Sage include UCD, St. Vincent's Health Care, Health Research Bureau, Disability Federation Ireland, Family Carers Ireland and Older People's Empowerment Network. Beginning in March 2017, the project will result in a set of guidelines and recommendations for the implementation of this model of care.

developing support and advocacy for older people in primary care and community settings –

This proposal from March 2017, envisages the development of a demonstration project linking acute medicine, nursing general practice, safeguarding, law, advocacy and academia to serve older people at home, in day centres, nursing homes, respite centres and hospitals and in transitioning between them. Its purpose is to develop an integrated model of support through promoting access to and within the above settings.

citizens advocacy project in the southeast –

During 2017, following initial scoping and planning, Sage has focused on offering support and advocacy to people under five themes: 1. Personhood, 2. Service challenges, 3. Family Experiences, 4. Society's approach to those with intellectual disability, and 5. The need for voices of those with disability to be heard.

sage submissions and publications –

In September 2017, Sage made a submission to the Department of Health as part of their public consultation on the development of a statutory homecare scheme. Sage regards the development of a separate statutory scheme for nursing home and home care as disjointed, and has always argued for a comprehensive approach to the development of a continuum of care. The Sage submission made key points covering criteria for Home Care Packages, the need for additional resources for home care, a system to ring-fence the home care budget, a regulatory framework in place to include appropriate standards in home care provision, new legislation to give people statutory entitlement to home care according to need, standardisation of any needs assessment to home care, the implementation of a Single Assessment Tool (SAT), and more planning for home care in the context of an ageing population.

In October 2017, Sage published a document on nursing home charges. Launched by the Ombudsman, Peter Tyndall, the report was submitted to the Competition & Consumer Protection Authority who has since initiated a public consultation on the issue.

Sage made a significant submission, with recommendations, to the Citizens Assembly that met in June and July 2017 to discuss '*How We Best Respond to the Challenges and Opportunities of an Ageing Population*'.

In October 2017, Sage made a submission to the Consumer Protection Code and Digitalisation of Financial Services as part of the Central Bank of Ireland's consultation. Sage recommended that the Code should be in compliance with the Assisted Decision-Making (Capacity) Act 2015.

National Safeguarding Committee (NSC)

During 2017, Sage played a leading role in the ongoing development of the inter-sectoral National Safeguarding Committee (NSC). As a member of the Strategy & Resources Group, Sage sought to create a framework for the development of advocacy and the creation of a National Council for Advocacy. Sage also supported the development of a public awareness campaign regarding the types of abuse experienced by vulnerable adults in need of safeguarding. Sage welcomed and supported the work of Independent Senator Colette Kelleher who introduced a Safeguarding Adults Bill 2017 in the Seanad, which subsequently won all-party support and a government commitment to develop a broader safeguarding response for the health sector. Sage facilitated three focus groups as part of our contribution to the HSE review of the *'Safeguarding Vulnerable Adults at Risk of Abuse: national policy and procedures 2015'*. Sage explored this topic with the groups under three themes: understanding safeguarding, helpful responses to someone who had experienced abuse, and hindrances to those who had experienced abuse.

As part of work with the NSC, Sage was invited to make a submission to the Oireachtas Joint Committee on Health in October 2017.

**I only take a few
euros to cover
my expenses.
I never thought
of it as abuse.**



Promoting the rights of adults who may be vulnerable
safeguardingcommittee.ie

programmes

seniorline

National Confidential Listening Service for Older People

*Loneliness is
hard to do*

when listening
is helping

The programme was established in 1998 as Senior Help Line, a national confidential listening service for older people provided by trained older volunteers. The service is open every day of the year from 10am till 10pm. During 2017, the service was relaunched as SeniorLine '*when listening is helping*', and a Freephone number **1800 80 45 91**. SeniorLine is coming near the completion of its planned centralisation programme and consolidating the service in Dublin. This programme is achieving its aim to improve quality and maintain sustainability.

service impact

Ireland is an ageing population. In 2016, there were approximately 624,000 people over the age of 65 living in Ireland, representing over 13% of the population, or one in eight. It is estimated that by 2046 this number will grow to be 1.4 million, representing over one in five. In 2016 there were almost 400,000 Irish people living alone. These single household families are also destined to rise in future years. An increasingly documented downside of longevity is the associated loneliness and isolation experienced by some older people at home due to location, illness, disability, bereavement, income poverty or other personal circumstances. In most calls to SeniorLine, loneliness is implied or expressed. If loneliness is a silent epidemic, human contact helps to defeat it. SeniorLine alleviates the loneliness of many callers by offering company, conversation, and, above all, a listening ear to older people in Ireland. SeniorLine is an affordable, accessible source of help, encouragement and support for such people every day of the year. SeniorLine is recognised as a primary health care service, part of a vital community network in an ageing Ireland.

growth and development

- SeniorLine recruited, trained and mentored 47 new volunteers in 2017.
- Number of training hours delivered: 160.
- Number of mentoring hours provided: 72.
- Service centralisation is meeting its objective of improving quality, (through increased contact with, and support of volunteers), and achieving sustainability, (through reducing operating costs).
- Volunteers work in Dublin city centre, Donnybrook and Leopardstown.
- The remaining regional centres closed in 2017. Each was visited, volunteers thanked with lunch and presentation of Certificate of Achievement award.

calls and callers

- SeniorLine received over 9,500 calls in 2017. These included 6,380 regular callers and 3,022 new callers.
- Slightly more females called - 5,607 compared to 3,895 male callers.
- SeniorLine provided 4,380 listening hours in 2017.
- Regular callers who suffer from loneliness from various causes continued to contact for companionship, encouragement and support.
- Some regular callers also had periods of illness and hospitalisation during the year.
- Many regular callers leading very solitary lives need particular support in managing the ups and downs of their week.
- Callers are helped by being listened to, feeling valued, and having someone interested in their lives and their views.
- Regular callers may be encouraged to become more engaged in life, through becoming involved in local activities and services.
- New callers often phone because of a specific difficulty.
- Each new caller is listened to, and given time to discuss their problem.
- New callers are also given time to discuss helpful options. They may be referred to other relevant services detailed in SeniorLine's Resource Manual.
- All callers are received with attention and empathy. Many callers are supported through times of crisis.

what our callers said this year

'I live alone and suffer from depression. I try my best to stay positive. Thank you for your encouragement.'

Peter, 72, Kilkenny

'I took early retirement due to arthritis, but the day is very long. This has given me some hope about new activities.'

Dan, 58, Cork

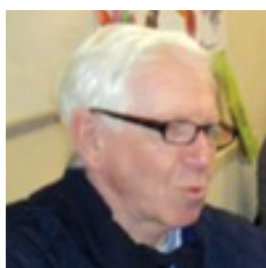
'I am having a lot of trouble with my neighbours, and it was good to talk it over with you.'

Lily, 68, Dublin

'I need someone to help me in the garden. Thank you for referring me to this national Care & Repair service.'

Linda, 70, Carlow

frank cullinane



Frank Cullinane has been a volunteer for four years: *'With all callers, I ask them their name, tell them mine, and listen to anything they want to say. I don't question whether they are gaining or losing. With some, I believe we may be a last resource. I think of one evening about five minutes before the lines closed, when a woman phoned and said 'please don't hang up'. She said she had not spoken to anyone for three days, and could not go to bed unless she talked to someone. I think we are a very valuable service. Even if I were to get only one call a night, that call would make it worthwhile,'* he said.

helena scanlan

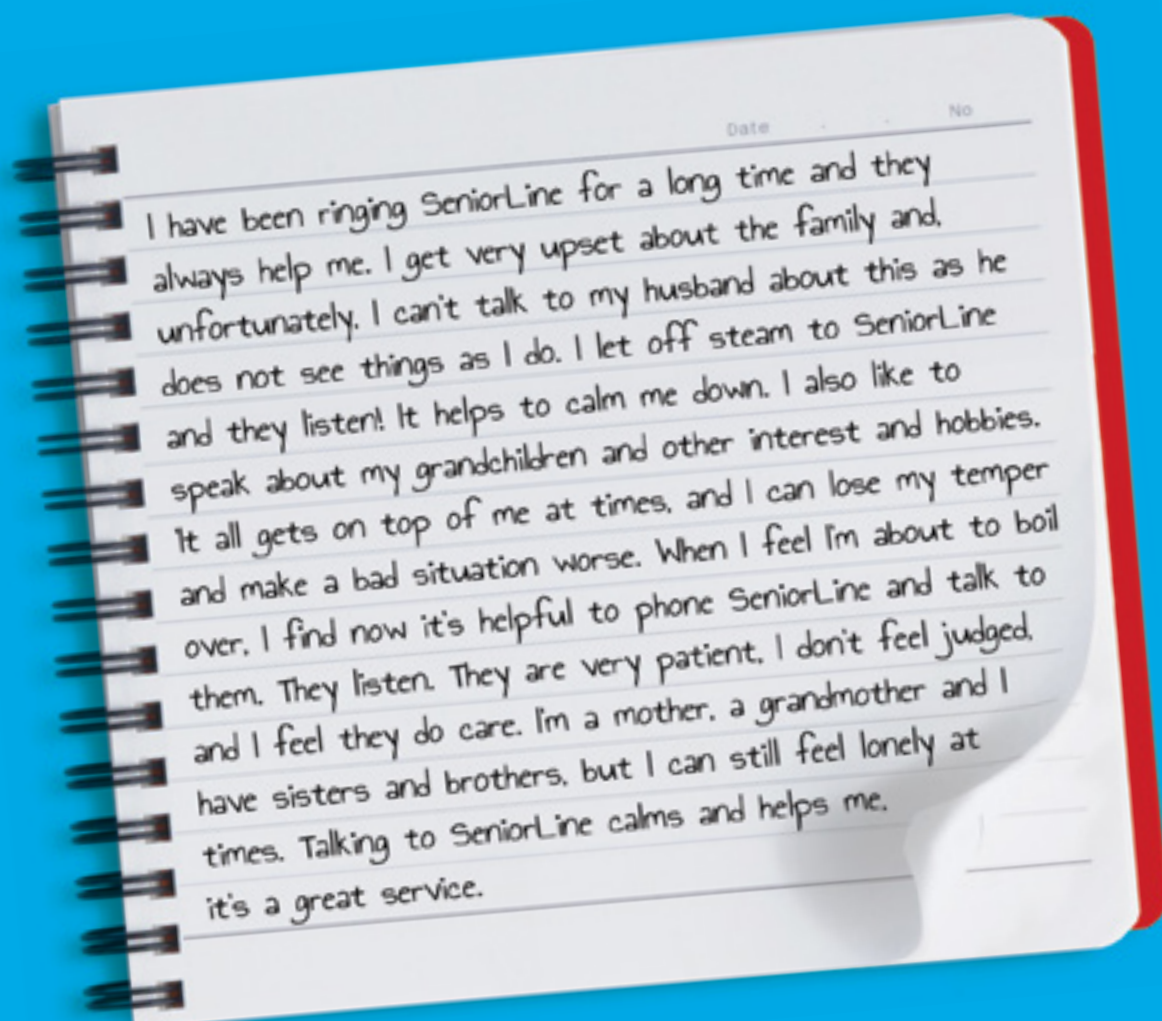


Helena Scanlan works in our Leopardstown centre: *'A lot of callers contact for a chat, possibly through loneliness. They want to talk about ordinary things, every day occurrences, they may want to reminisce about the past. When callers phone with a specific problem, I have the chance to use the skills I learnt in training, not offer them advice or a solution, let them talk as much as they need which can help them find their own way. Such calls can be very satisfying, and I don't come home feeling worried or sad. I feel, I hope, I may have helped,'* she says.

service promotion

- SeniorLine organised and delivered a media campaign Christmas & New Year 2016/2017. We concentrated on regional radio, and were successful in achieving a number of radio interviews to promote the service.
- In 2017, SeniorLine was invited to participate in 27 national, regional and local radio interviews. Subjects ranged from home security, family conflict, budgetary issues, health services for older people, ageism, older people and IT, older isolation and mandatory retirement.
- The relaunch of SeniorLine in June 2017 resulted in excellent national publicity and an immediate increase in calls by 41%.
- SeniorLine participated in 12 print media interviews, and had 12 magazine columns published during the year.
- SeniorLine generated 11 press releases in 2017. Subjects covered included: winter cold and isolation, safety of older people in winter, home security, elder abuse, home care packages, living independently at home, good neighbourliness in summer, Hallowe'en, and reaching out at Christmas.
- SeniorLine promoted our service with other health and community national and regional services caring for older people, and distributed our FreeFone bookmark 1800 80 45 91.
- SeniorLine presented our service at a number of exhibitions, networks, community and age-sector meetings.
- SeniorLine has distributed our new literature to 230 Community Information Centres nationwide, to over 20 Friendly Call Services, to Crime Victim Service Offices and Community Liaison Garda countrywide.
- Senior Help Line has become more active on social media with regular features on caller's stories. Other blogs have looked at ageism, the value of listening, rural isolation, and the contribution of grandparents.

philomena's story



valuing our volunteers

- There are currently 157 volunteers working in the service.
- New volunteers are mentored on to the line after training.
- Volunteers received 10 Continuous Professional Development workshops in 2017. These included presentations from age sector organisations, information from mental health organisations, Opportunities in Retirement, Professional Development and Social Support for volunteers.
- During 2017, SeniorLine continued our Invest in Volunteers Programme. In collaboration with Volunteer Ireland, we have clarified and improved a range of policies and procedures including; Volunteer Roles and Responsibilities, Data Protection, Health & Safety, Discipline & Grievances, Diversity & Equality, Induction, Recruitment & Training, Rota Duty Guidelines, Confidentiality, Call Logging and Exit Procedure.
- Staff CPD included workshops and conferences aimed at improving management and operational efficiency, and enhancing the volunteer experience. Topics covered included Data Protection for non-profits, Dispute Resolution, Health and safety - Risk assessment, PHECC Cardiac First Response: AED Defibrillator training, Volunteer Management Training and Recruitment, Befriending and Advocacy, Donor Care, Fundraising and writing successful grant applications, Governance, Funding Diversification, Leadership Challenges, Strategy and Measuring Outcomes.



Charity Impact Awards

SeniorLine was shortlisted for **The Wheel Charity Impact Awards in 2017**. The purpose of the award is to celebrate the work of community, voluntary and charitable organisations, clubs and other non-profit groups that have brought about positive changes across Ireland.



Minister of State Jim Daly TD,
Aine Brady CEO Third Age,
Damian Leneghan, Programme
Manager SeniorLine celebrating
the launch of new Freefone
number **1800 80 45 91**

seniorline christmas choir

SeniorLine was in good voice in Grafton Street on Saturday, December 9, 2017 our third fundraising outing. Particular thanks to everyone who sang, to our musicians and box-shakers. Special thanks to our honorary conductor, Emma.

student development support line

This partnership between SeniorLine and DCU's Counselling & Personal Development Service began in 2016. The aim was to provide telephone support for students who may have personal problems arising from loneliness, exam stress, family or relationship difficulties. Training for SeniorLine volunteers to work in the DCU service took place in January 2017, and the service ran on a pilot basis in spring 2017. There was a relatively poor take up from students, and subsequent discussions indicated that students preferred a face-to-face service rather than one delivered by phone. We wish to thank all our SeniorLine volunteers for their dedication in providing the DCU service, and record our appreciation to the DCU Counselling and Psychotherapy service, especially to Helena Ahern, Head of Service, for the excellent way we worked together.



national

third age

Responding to the Opportunities
and Challenges of Ageing in Ireland





GRANDPARENT OF THE YEAR



Nominate your grandparent and you could win an iPad Air for yourself, with the winning grandparent receiving a €750 hearcare voucher for Specsavers and a family weekend away.

See [specsavers.ie/hearing/grandparent](https://www.specsavers.ie/hearing/grandparent) for details

third age

Specsavers

Audiologists

grandparent of the year award

Specsavers Grandparent of the Year Award, in cooperation with Third Age, was launched in October 2017. Grandchildren of all ages were invited to nominate a grandparent, and the invitation drew entries countrywide. The aim was to recognise the important role that grandparents play in many families. Paddy McGuinness, aged 75, from Co. Louth, was awarded the title for his care and devotion to his grandson, James. Paddy was presented with his award by sports broadcaster and grandfather of eight, Johnny Giles. James was born with profound disabilities and not expected to survive for long or speak or interact with others if he did live. Paddy refused to accept this and spent days singing to his grandson, helping him to walk and take an interest in life. Today James is doing very well. *"James and I share a special bond, and I am so proud to see how far he has come and the progress he has made in recent years"*, says his delighted grandfather.

milestones

ARIANA BALL

Ariana Ball, Manager, Failte Isteach resigned in 2017 to take up a management consulting position in Dublin. Ariana has been the guiding hand behind Failte Isteach for the last number of years, bringing to the role an attitude of total care and commitment.

CLAIRE DALTON & NATASHA BAGNALL

Claire Dalton and **Natasha Bagnall**, National Development Officers, Failte Isteach both had babies during 2017. A warm welcome to Anna Kate and Dahlia - Claire and Natasha's daughters.

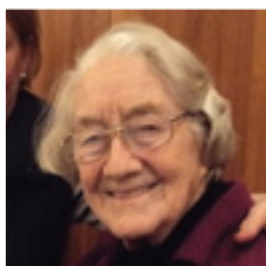
ANNE HEALY



RIP

SeniorLine volunteer **Anne Healy** died unexpected in 2017 while holidaying abroad. Anne joined the service in 2014 and worked in our Leopardstown centre on Sunday evenings. Anne was a charming, caring person. We will remember her for her commitment to SeniorLine, for her interesting and successful life, and for her enthusiastic attendance at all our functions. May she rest in peace.

JOAN COUGHLAN



RIP

Joan Coughlan, Summerhill, celebrated her 99th birthday in October, a month before she died. Joan, aunt of Third Age founder, Mary Nally, was a volunteer in our SeniorLine and Fáilte Isteach programmes for many years, and was held in great affection by all who knew her. May she rest in peace.

third age is represented on the following bodies



AGE FRIENDLY ALLIANCE MEATH



AGE PLATFORM EUROPE

Alliance of
the Age Sector
NGO's

ALLIANCE OF THE AGE SECTOR NGO'S



AONTAS



BEFRIENDING NETWORK IRELAND



BOARD OF THE WHEEL



HIQA ADVISORY GROUPS



NGO FORUM AGE FRIENDLY IRELAND

Telephone
Helplines
Ireland

TELEPHONE HELPLINES IRELAND

programme development unit

As an organisation committed to innovation, Third Age works to develop new approaches to the design, development and delivery of services to the public. Third Age welcomes partnership and collaborations, and currently has a number of exciting new initiatives - regional, national and international - at different stages of development. A new element is the application of modern technology to reduce loneliness and isolation among older people.

(1) agewell

In autumn 2017, Third Age introduced AgeWell in partnership with the HSE. AgeWell's vision is that every older person enjoys a happy, healthy life at home for as long as possible. The mission is to offer older people a care model that comprises companionship, health and wellbeing screening and integration with other key agencies. Through this model, older people will be enabled to access prevention and early intervention services as appropriate, thereby reducing long-term care costs to the state.



The model combines best practice of several care coordination models: engaging fit and healthy older people aged 50+ as AgeWell companions. The model provides social engagement through home visits and phone calls, and deploying a mobile phone based health screening tool and referral algorithms used by visiting AgeWell companions to identify and address evolving health, social and environmental problems before these escalate.

AgeWell supports people as they age. The model encourages the contribution and independence of older people, including those living alone at home offering benefits to them, their families, communities and society as a whole. Monitoring and evaluation will be carried out through quarterly assessments starting with a baseline assessment of clients at home in a one-to-one interview at the onset of the programme. Areas assessed include: well-being, emotional and informational support, self-rated health, loneliness and physical activity. Ultimately, the programme aims to provide a cost-effective healthcare model that identifies and reacts to health, social and environmental risks in a timely manner, thereby helping to alleviate isolation and loneliness amongst our client group.

In late 2017, Third Age began introducing the AgeWell programme to local Primary Care Teams, Community Services, Gardaí and others who could nominate older people who would benefit from it. We developed a successful recruitment campaign and training programme for AgeWell Companions, and expect programme implementation in early 2018.



AgeWell Companions at recruitment meeting.

(2) digital skills

Third Age has been funded to participate with other agencies in a new Digital Skill Scheme, part of the Government's Getting Citizens Online programme. Third Age is delegated to deliver the scheme in Counties Dublin, Kildare, Louth, Meath, Monaghan, Offaly, Westmeath and Wicklow. This involves sourcing tutors and learners. The free training course is a 10-hour programme over five weeks, two hours per week, 10 participants per course. The programme covers an introduction to the Internet, Internet security and safety, email, search engines and websites, online government services, conducting everyday transactions, online voice and video calls and use of apps. Ruth Loughran, Business Development Executive is co-ordinating this project with support from staff across a number of programmes.

During 2017 courses were held in:

DUBLIN & CO. DUBLIN	Amiens Street, Balbriggan, Castleknock, Clontarf, Drumcondra, DCU, Finglas, Lucan, Mountjoy Square, Navan Road, Raheny and Skerries
CO. KILDARE	Broadford, Clane, Johnstown Bridge, Kilcock, Kildare Town, Kill, Maynooth, Naas and Newbridge
CO. LOUTH	Dundalk
CO. MEATH	Ashbourne, Dunboyne, Dunshaughlin, Navan, Summerhill and Trim
CO. OFFALY	Edenderry
CO. WESTMEATH	Mullingar
CO. WICKLOW	Avoca, Greystones, Rathnew and Wicklow Town

A total of 657 participants received 6,570 hours of tuition delivered by five staff tutors, six volunteer tutors plus Transition Year students from Balbriggan, Cabra, Dunboyne, North Dublin, Kilcock, Lucan, Navan and Trim.

"This is a really worthwhile programme and very enjoyable from my perspective. Giving one-to-one time to some participants really helps to bring them on. Knowing how to use Google has been particularly useful for many, as is listening to music, the RTE player has proved very popular. A lot of people are now delighted to be able to do online banking".

YVONNE KEANE Third Age
Development Unit is a Digital Skills tutor



"I was working in the Department of the Taoiseach at the time and knew about the programme. Then I saw on Activelink that Third Age was looking for volunteer tutors in Naas. I live in Co. Kildare, had some spare time and have a general interest in digital and the value of upskilling. I had a supportive role to the tutor during the course, working my way around the room, answering specific questions, helping people to make progress, and making sure that they did the work and they had the learning."

"I think such courses are absolutely critical in Ireland today, not only for older people but also for children, and those still at work. I think each group should learn and upskill in whatever way is appropriate to them. Older people will be helped in knowing how to interact with the state online, learn about their entitlements and with many more normal daily activities. I think we need a national awareness-raising campaign, there is an immense demand for such courses, and there could be hundreds happening right round the country."

CONOR GOULDSBURY 36, lives in Co Kildare, and saw on Activelink that Third Age was looking for volunteer tutors in Naas. He had some spare time and has a general interest in the world of digital. Conor took a supportive role in the Naas course, answering specific questions and making sure the participants did the work and had the learning.

"When I retired 30 years ago, computers were very new. I rebelled against them, as I felt I had learnt enough. But now a whole new world has opened up for me, I am practising on a touch screen and looking forward to learning more."

OLIVER MCCANN is a Digital Skills student in Navan, Co. Meath and when he retired 30 years ago, computers were very new. But more recently, Oliver began to feel he had missed out in not being more technically literate. He made enquiries, discovered the Third Age Digital Skills course in Navan and signed up. His poor hearing was an initial difficulty as the room was rather noisy, but one-to-one tuition from volunteer tutor Colette Fearty solved the problem. Oliver who is now 93 has done very well. He has bought a Smartphone, has learnt how to Google for information and to send and receive texts.

(3) fáilte isteach international

Looking abroad, Fáilte Isteach continues to work with its partners in Europe. There are currently five branches in Germany, with a total of 80-100 participants, and two groups in Italy, providing tuition to 30 participants. An initiative in the pipeline in collaboration with third level colleges in Spain and Italy is for a programme to support migrants and refugees gain access to the European labour market.

third age summerhill

Third Age, Summerhill continued to host their popular activities and services throughout the year.

A-Z of established activities and services in 2017 includes:



Access to Socially Monitored Alarms Scheme



Counselling



Movie Mornings



Aromatherapy



Drop-in Centre



Outings



Art & Drama



Hairdressing



Reflexology



Audiologist



Holidays



Resource Centre



Beauty Therapy



Homeopathy



Socials



Bridge Classes



Knitting Group



Transport Service



Chiropody



Library



Yoga



Computer Classes



Movement to Music

new programmes and services

- A **Movie Morning** enjoying favourites old and new.

ongoing programmes

- **The Way We Were** - a mobile exhibition of artefacts hosted by volunteers visited primary schools and nursing homes in Co. Meath.
- Residents from St. Joseph's Hospital, Trim and Beaufort Nursing Home, Navan attended Third Age every fortnight for music, singsongs, arts, crafts and friendship. Residents also enjoy scenic drives during the year.



events

In October 2017 the Minister for Rural & Community Development, Michael Ring TD launched the new Seniors Alert Scheme in Summerhill. The scheme provides over 65s with a free personal monitored alarm, and is run by local groups around the country. Under the new scheme, people do not need to live alone to qualify. 224 monitoring alarms were applied for and fitted by Third Age in 2017.

Members had a short holiday to Kelly's Hotel, Co Wexford, a mini-break to the Great Northern Hotel, Donegal, and an eight-day holiday in Portugal.

Day outings for members included trips to Bettystown, Blanchardstown, Bray, Carlingford Lough, Dun Laoghaire, Howth, Knock Shrine, Lusk Garden Centre, Lismullen Cookery School, Meath Street, Mullingar, Newbridge, Newry, and Rathbeggan Lake, Co Meath.

There were a number of interesting presentations during the year. These included former model Grace O'Shaughnessy demonstrating style and grooming using 'Colour Me Beautiful' principles. Other speakers included life coach Mary O'Brien, Third Age's Monica Ryan on Thinking Ahead to the End of Life, and Ulster Bank's Community Protection Adviser, Denise Cusack on Protecting Yourself against Financial Harm.

Third Age played host to a Summer Garden Party, Christmas Party and Christmas Lunch for its annual mass for deceased members, and marked the retirement of driver Martin Daly with a farewell party in Summerhill Community Centre.

fundraising

Third Age Summerhill organised a number of fundraising events during the year. These included a coffee morning and cake sale, bring and buy sale, and raffles at Christmas and Easter. Fund-raising lunch and socials were well attended during the year with music provided by T.R. Dallas, Crystal Swing and the Frankie McDermott Band.



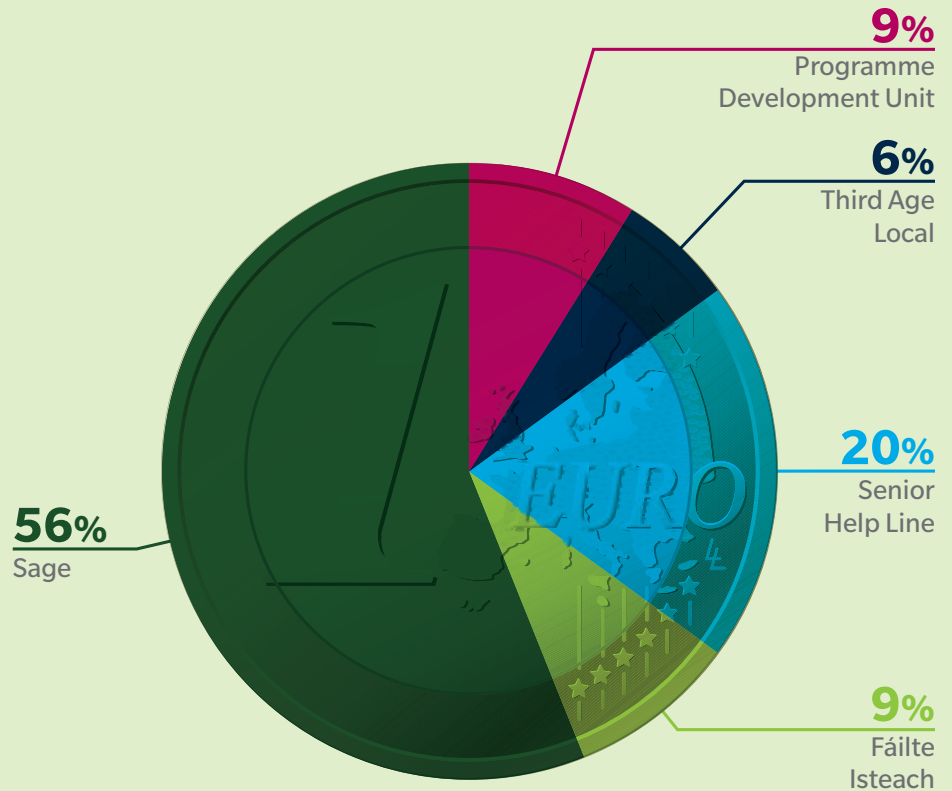
2017 Third Age in Numbers

PROGRAMME EXPENDITURE 2017

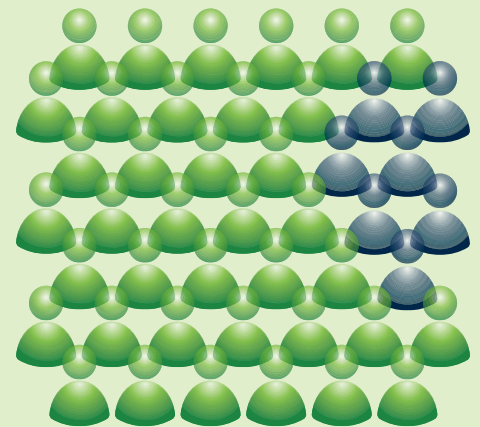
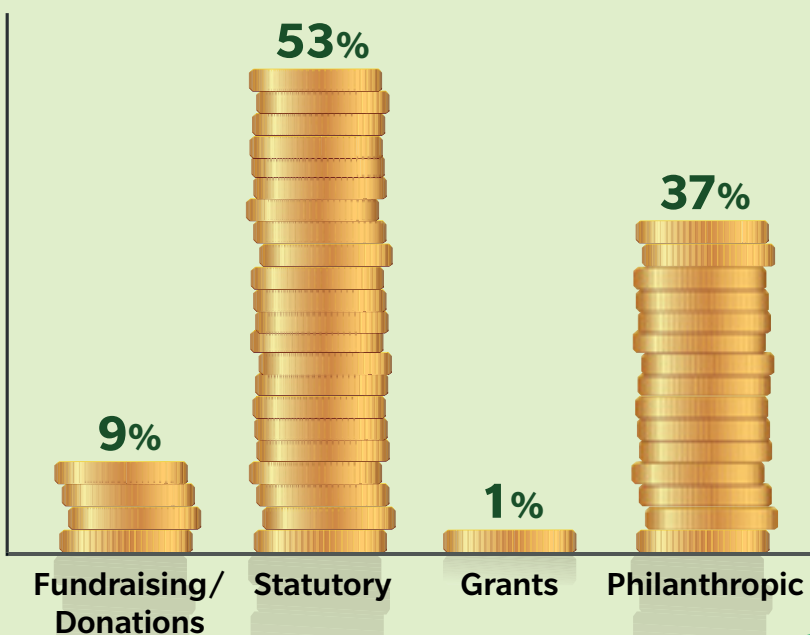
INCOME
€2,461,018



EXPENDITURE
€2,480,234



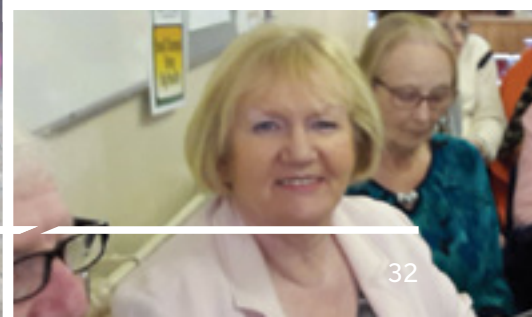
SOURCES OF INCOME 2017



In 2017, there were 38 Third Age employees working alongside seven community employment participants

Full details of the Audited Accounts and Financial Statements for both Third Age Foundation clg and Senior Citizens Helpline Company clg can be obtained from the Companies Registration Office.

third age - a year in people



third age

board

third age

Chairman	Tom Dowling
Company Secretary	Maura O’Keeffe
Members	Harry Casey (co-opted in 2017), Tom Collins, Pat Cox, Patricia Rickard Clarke, Amanda Phelan (co-opted in 2017)

seniorline

Chairman	Tom Dowling
Company Secretary	Tom Collins
Members	Pat Cox, Maura O’Keeffe

staff

third age



Chief Executive Officer
Áine Brady

Operations & Finance Manager	Alison Branigan
Communications Manager	Anne Dempsey
Administrative Assistants	Maeve Carton, Monica Ryan, Paul O’Rourke

sage

Manager	Mervyn Taylor
Administrator	Aedemar Torpey
Legal & Financial Co-ordinator	Michelle Rooney
Recruitment Information Compliance	Helen Fitzgerald
Legal Adviser	Mary Condell
Development Coordinator & Development Worker (North Dublin)	Eileen O'Callaghan
Case Co-ordinator & Development Worker (South East & Wicklow)	Renee Summers
Development Workers	Michael Cahillane (South West) Tessa Digby (North) Maureen Finlay (Louth & Meath) Anne Griffin (North West) Caroline Hanley (South East) Anne Harris (Special Projects/Midlands) Sinead Hyland (Midlands) Trish Martin (West) Emer Meighan (Development Worker/ Citizens Advisory Project) Danielle Monahan (North East) Brenda Quigley (Support) Padraig Ruane (Greater Dublin) Bibiane Savin (Dublin South West & Kildare) Fiona White (Mid-West)

fáilte isteach

Programme Manager	Ariana Ball (resigned 2017)
National Development Officers	Natasha Bagnall, Claire Dalton

seniorline

Programme Manager	Damian Leneghan
National Office Administrator	Ann O'Brien
Dublin Office Administrator	Beryl Carroll

programme
development
unit

Manager	Liam Carey
Manager AgeWell	Avril Hevey
Business Development Executive	Ruth Loughran
Administrative Assistant Digital Skills	Yvonne Keane
Tutor Digital Skills	Louise Coughlan

summerhill

Founder, Head of Services	Mary Nally
Administrative Assistant	Rosemary Doyle
Drivers	Martin Daly (retired 2017), Joe Gould
Housekeeper	Sai Ying Pak
Carer	Rena Murray



Third Age Foundation clg is a registered charity 16647
Charity number 20060459
Company number 414509

Senior Citizens Helpline clg is a registered charity 16756
Charity number 20061104
Company number 414508

third age

Responding to the Opportunities
and Challenges of Ageing in Ireland

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www.thirdageireland.ie

seniorline | agewell | fáilte isteach | sage | programme development unit