

# THIRD AGE



Valuing Older People, Empowering Communities, Enriching Lives

## ANNUAL REPORT 2012



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## **Valuing Older People, Empowering Communities, Enriching Lives**

Third Age is a national voluntary organisation working to promote the value of older people in communities throughout Ireland. Third Age also celebrates the third age as a stage in life when older people are encouraged to remain engaged in family and community life. Third Age has over 1,200 volunteers countrywide, working variously as tutors, listeners, befrienders, advocates, peer nutritionists and more. Thousands of people of all ages are positively impacted each week through availing of our services, volunteering on our projects, and participating in our programmes encompassing lifelong learning, health and social initiatives. Our work has been described as community activism at its best.

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

Third Age is a registered Charity 16647, Company Reg. No. 414509

### **Third Age Vision**

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

### **Third Age Mission**

To value older people's contribution to society and help to meet their personal and community needs through innovative programmes

## Chairman's Statement

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I have pleasure in presenting you with the Third Age 2012 annual report. During the year we completed our Third Age Strategic Plan 2012-2015. Our work during the year was to further our programmes and core activity, which contribute to this vision.

*Our main objectives during the year were to:*

- **demonstrate the value of older people remaining engaged and contributing in their own community for as long as possible;**
- **develop new responses as new needs emerge; and**
- **implement the actions identified in our Strategic Plan.**

The key targets of our strategic goals are to raise the profile and aims of Third Age so that both the organisation and the concept of third age as a positive life stage are better understood by the general public. We wish to strengthen and develop existing programmes through creating an organisational model to support appropriate structures for expansion, to improve and standardise quality and best practice, and to ensure sustainability. We also wish to build on our track record in innovation by establishing a formal step-by-step process to identify, assess, prioritise, design, pilot and evaluate new programmes.

During the year we had some changes at board and staff levels. Martin Donnellan resigned as a Director of the Board in March 2012, and Tom Dowling joined the Board in December 2012. We welcome Tom, and thank Martin for his years of service.

I would like to welcome all those who joined Third Age staff in 2012. Neil Bruton joined us as Marketing & Communications Officer. We had two new appointments to the Third Age National Advocacy Programme - Mary Cahillane was appointed Website Administrator, and Tessa Digby has been contracted as a part-time Co-ordinator of Volunteer Development Officers. Yvonne Keane joined Summerhill staff as an Administrative Assistant, and Mark Lynch joined locally as Laundry Manager.

In March, the Third Age seminar 'New Ways of Looking at Ageing' was held in Dublin, the second such annual event. Our new collaborative initiative 'A Third Way for the Third Age' was formally introduced at this event. Its aim is to improve the range and quality of services available to older people through innovative Public Interest Trusts. On October 1, World Day on Ageing, Third Age held its national conference which marked our contribution to EY2012 European Year of Active Ageing and Solidarity Between Generations. Keynote speaker was László Andor, European Commissioner for Employment, Social Affairs and Inclusion.

Our three national programmes continued to develop successfully during the year. Fáilte Isteach opened its 55th branch in 2012 and now reaches 1,600 migrant families each week. Senior Help Line increased service hours through the opening of our seventeenth branch in Leopardstown, Dublin 16. The Third Age National Advocacy programme, (TANAP) which held a well-attended seminar in November, continued its programme of volunteer recruitment, training, supervision and support. I would like to thank Nursing Homes Ireland and the HSE for their support and partnership with TANAP during the year.

We remain fortunate in having had the generous support of Atlantic Philanthropies over a number of years. However, they are now in spend down and will have ceased their inspirational work in Ireland by 2016. Consequently one of the biggest challenges facing Third Age is to replace this considerable financial contribution over the coming years in what is a difficult funding environment. We are confident that we can and will rise to this challenge.



So it is in this spirit of hope that we wish to thank our current stakeholders for their vital support. On behalf of my colleagues on the Board, I wish to express our heartfelt thanks to our core funder, the HSE, also to our benefactors The Atlantic Philanthropies, Iris O'Brien Foundation, The Office for the Promotion of Migrant Integration, JTI Ireland, and all others who contributed to the success and growth of our organisation.

I also offer our grateful thanks to our Third Age management, staff, volunteers, members, and all those partners, friends and benefactors who have assisted and supported us in so many ways over the past year.

**Michael Enright**  
*Chairman*

## 2012 at a glance

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**January** – We are supported by Electric Ireland in a successful campaign to promote Senior Help Line

**February** – Our choir entertains guests at the launch of European Year for Active Ageing and Solidarity Between Generations (EY2012) at Dublin Castle, Esther Rantzen UK broadcaster and campaigner visits Summerhill

**March** -Third Age's 3rd of the 3rd conference 'Spaces & Places for every Generation' is held in Dublin, Fáilte Isteach's 50th centre is launched by Kathleen Lynch, the Minister of State for Disability, Equality, Mental Health and Older People, the Garda Band entertains at Summerhill, and we are visited by BBC1

**April** –We participate in Active Retirement Ireland's Trade & Tourism Show in Citywest Hotel, Dublin, a fashion show for Senior Help Line is held in Cork

**May** – Third Age takes part in National Volunteering Day

**June** - Long Service awards are presented to Cavan volunteers, we mark the relationship between Charter Medical & Third Age, and Darina Allen launches Third Age programme 'Eating Well Into the Future'.

**July** - Third Age is featured on TV3

**August** – We showcase programmes and activities for 'Pride of Place' judges in Summerhill

**September** -We promote local membership opportunities in Bank of Ireland, Trim, Community Garda deliver a talk to members on 'Safety & Security at Home', newly established local fundraising group hold a successful event in Mullingar, and President Michael D Higgins contributes to a Third Age video short.

**October** - Our EY2012 conference is held at European Parliament Dublin, on October 1 UN World Day on Ageing, 'Meeting Your Local Politician' takes place for members at Summerhill, and we meet Minister of State Kathleen Lynch to discuss current programmes and activities.

**November** - The National Advocacy Programme's second annual conference is held at Bewley's Hotel Dublin Airport, our CEO travels to Limerick to receive 'Pride of Place' award, and the WeDO (Well Being & Dignity of Older People) programme is launched in Brussels.

**December** - We participate in the close of European Year of Active Ageing at Croke Park, Dublin.

# Who's Who in Third Age?

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## **Third Age**

**Board Chairman:** Michael Enright

**Company Secretary:** Maura O'Keeffe

**Board Members:** Katie Burke, Pat Cox, Mary Culliton, Tom Dowling+, Michael Meally, Mícheál Ó Muircheartaigh, Tim O'Connor, Martin Donnellan\*  
+ joined during year \* resigned during year

## **Senior Help Line**

**Board Chairman:** Michael Enright

**Company Secretary:** Michael Meally

**Board Members:** Katie Burke, Pat Cox, Mary Cooke, Mary Culliton, Thomas Kenny, Michael Meally, Maura O'Keeffe, Mícheál Ó Muircheartaigh, Tim O'Connor, Martin Donnellan\*  
\* retired during year

## **Third Age Staff**

### **Third Age**

Mary Nally,	<i>Chief Executive Officer</i>
Alison Branigan,	<i>Operations &amp; Finance Manager</i>
Jean Manahan,	<i>Head of National Development</i>
Anne Dempsey,	<i>Head of Communications</i>
Andrina Moore,	<i>Fundraising Executive, (until July)</i>
Neil Bruton,	<i>Communications &amp; Marketing Officer</i>
Maeve Carton,	<i>Administrative Assistant</i>
Monica Ryan,	<i>Administrative Assistant</i>
Yvonne Keane,	<i>Administrative Assistant</i>
Pat Russell,	<i>Administrator</i>
Rosemary Doyle,	<i>Project Support, (until May)</i>
Mark Lynch,	<i>Laundry Manager</i>
Christy O'Brien,	<i>Driver</i>
Martin Daly,	<i>Driver</i>



*Mary Nally, Third Age CEO*

## **Senior Help Line**

Damian Leneghan, *Head of Training & Volunteer Development*  
Ann O'Brien, *Administrator*

## **Fáilte Isteach**

Liam Carey, *Head of National Development, Fáilte Isteach*  
Ariana Ball, *National Development Officer*  
Ann Cox, *National Development Officer*

## **Third Age National Advocacy Programme**

Mary Fletcher Smith, *Consultant - Education & Training*  
Tessa Digby, *Co-ordinator Volunteer Development Officers*  
Mary Cahillane, *Website Administrator*

Third Age employs a number of staff under the Fás Community Employment Scheme

## *Third Age Developments 2012*

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### ***Third Age Strategy***

The Third Age Strategic Plan 2012-2015 was completed during the year. Three key goals have been identified:

- Promote understanding of the third age concept and Third Age brand
- Strengthen and develop existing programmes
- Become the leader in developing innovative community programmes involving older people

The Third Age Strategy has been accepted by the Board.

### ***A Third Way for the Third Age***

At present many older people who require higher level of supports than home care may have only one option available - long-term hospitalisation followed by institutional care. All the financial incentives of our health care system favour institutional care over home care, in spite of the avowed policy of successive governments to keep as many people as possible at home as they age.

'A Third Way for the Third Age' is an initiative which Third Age is exploring in partnership with others. The aim is to improve the range and quality of services available to older people through innovative Public Interest Trusts. The seeds for A Third Way were sown in 2011 at the Third Age seminar 'Spaces and Places For Every Generation' - part of the organisation's yearly series of new ways of looking at ageing.

Public Interest Trusts for older people with older people, run on social enterprise lines, have the potential to address the great diversity of support and care needs of older people, to create jobs, attract necessary additional resources and act as pathfinders for the next generation of public services.

The Third Way partnership organisations comprise Third Age, Southside Partnership, Cheshire Ireland, Irish Council for Social Housing, Order of Malta Ireland, Conference of Religious of Ireland, (CORI), Respond Housing Association, Genio, Crosscare, Trinity House, The Alzheimer Society of Ireland, Ageing Well Network, and Carers Association.

During this year the Partnership was formed, and relationships developed. Partnership members began to research relevant facts, discuss a common philosophy, and make contact with external key stakeholders. This work is on going.

### ***Ageing Well in Partnership***

The partnership between Third Age, Age & Opportunity and Active Retirement Ireland established in 2011 continued in 2012. The CEOs of the three NGOs met regularly during the year.

A Partnership Communications Group was established during 2012. With funding from European Year of Active Ageing, this group has written and designed a leaflet to celebrate the value of active ageing and participation, promote the partnership organisations, and offer ideas for becoming involved as volunteer or activist. This leaflet is being distributed widely within the health, NGO, local authority and community sectors.

### ***European Year of Active Ageing & Solidarity Between Generations***

European Year of Active Ageing and Solidarity between Generations, (EY2012) was launched in

February at Dublin Castle by the President of Ireland, Michael D Higgins. Active ageing includes creating more opportunities for older people to continue working, to combat social exclusion, foster active participation and encourage healthy ageing. The Year also refers to the mutual support and co-operation between different age groups towards a society where people of all ages have a role to play.

The Third Age choir entertained guests at the opening event. In launching the Year the President said: "The challenge is not population ageing per se; the challenge is keeping people as healthy and active for as long as possible. If ageing is to be a positive experience it must be accompanied by opportunities to realise our potential and to participate in all facets of society. This is the essence of active ageing".

Third Age was represented on the steering committee and communications sub-committee for the Year. We acknowledged the significance of the Year in the issues discussed in our 3/3 conference in March and in our international conference to mark World Ageing Day in October. The Third Age Intergenerational Fun Run also marked the Year, and we thank EY2012 organisers - the Office for Older People in the Department of Health - for their support in this event. Third Age was one of the organisations asked to reflect on the Year at the closing ceremony in November in Dublin.

### ***Third Age Wins Pride of Place Award***

Third Age won first prize in their category at the Co-operation Ireland All-Island Pride of Place competition in 2012.

The Pride of Place competition differs from other similar projects in that it specifically recognises the involvement of the local community in all aspects of rural and urban regeneration, including promoting social cohesion, involvement in planning, and the promotion of heritage and environmental awareness.

During the year the Pride of Place judges spent a day in Summerhill, talking to members and volunteers, familiarising themselves with activities and programmes and their impact on the village. Nominating bodies in ten categories included the Local Authority, and the Department of the Environment, Community & Local Government.

Our award was accepted by Mary Nally CEO at an awards ceremony in Limerick in November. "We are delighted to win. We see it as a vote of thanks to all those who support us in our work. More than that we see it as an acknowledgement and a valuing of older people which is a philosophy very close to our hearts. This competition demonstrates what can be achieved when people work together for the good of the whole community," she said.

### ***Third Age & Charter Medical Centre***

In 2011 Third Age was offered the use of office space at Charter Medical Centre, Smithfield, Dublin 8, providing the organisation with a valuable base in Dublin. In return Third Age provided focus group testing opportunities for Charter Medical, yielding information on the wishes, service needs and health-promoting attitudes of groups of older people. Third Age has also facilitated relationships between Charter Medical and the age NGO sector which have proved useful in promoting specific services such as its Sixty Plus Health Screening Service.

On June 8 Charter Medical and Third Age hosted the official launch of Charter Medical's Home Care Plus by Doctor James Reilly TD, Minister for Health. Before launching the programme, the Minister received a guided tour of the Rapid Access Clinic by Charter Medical Director, Doctor



Dermot Power. The Home Care Plus programme offers hospitals a nurse-led treatment in patients' homes in order to avoid unnecessary admissions to hospitals and to facilitate early discharge of patients from acute hospital beds.

A Dublin base for meetings and other work continues to be of great benefit, and we are extremely grateful to Consultant Doctor Dermot Power, Phil O'Neill, CEO and John Gallagher, Executive Director of the Charter Medical Centre for this facility.

## ***Promoting Our Organisation & Programmes***

During the year the organisation as a whole was promoted through events, speeches, conference presentations, fundraising opportunities, our web site, promotional literature, networking, and public relations. During the year we advertised in Iarnrod Eireann's Go Rail magazine, sharing costs with Active Retirement Ireland and Age & Opportunity. We also advertised in the Irish Pensioners Handbook. We were invited to contribute articles to specialist media including community newsletters. Our CEO and Head of Communications were interviewed regularly on radio and in print media, presenting on our programmes and other relevant topics including mental health and older people, the challenges and opportunities in retirement, and combating ageism. Third Age was featured on RTE1 and TV3, and the launch of Fáilte Isteach's fiftieth centre in March received extensive coverage in both national and local print media.

A news item on Senior Help Line topped the RTE early news headlines, and was the opening item on RTE Radio 1's Morning Ireland programme in July. This news story publicised the fears of being burgled as articulated on Senior Help Line by a growing number of older people living alone.

Third Age also received a publicity fillip through being contacted by campaigning journalist Esther Rantzen early in 2012. Ms Rantzen retained contact with us during the year, culminating in her participation in our national conference in October. Wishing to set up a telephone helpline for older people in the UK, Ms Rantzen originally contacted our organisation to learn more about Senior Help Line. She subsequently met Senior Help Line volunteers in Dublin and in Summerhill. A BBC programme on her new project included a visit to Summerhill and interviews in our centre.



*Esther Rantzen speaking at the Third Age conference October 2012*

Senior Help Line was promoted in parishes and libraries throughout Ireland, and most successfully through a national campaign supported by Electric Ireland.

The Third Age National Advocacy Programme, (TANAP) used media successfully throughout the year when recruiting applicants to enrol in a HETAC 7 course at UCD to train as volunteer advocates in different parts of the country. TANAP's website [www.myhomefromhome.ie](http://www.myhomefromhome.ie) offering up to date comparative information on Irish nursing homes which went live in 2009, was updated during 2012. TANAP's Personal Excellence programme was delivered to a growing number of nursing homes and staffs throughout Ireland during the year.

## ***Web Site***

During 2012 our web site [www.thirdageireland.ie](http://www.thirdageireland.ie) was further developed to allow more interaction with programmes and a more mobile news and fundraising section. New programmes were added to the website including information about and links to [www.myhomefromhome.ie](http://www.myhomefromhome.ie).

## ***Social Media***

Third Age is very aware that communities no longer exist just in a traditional context but also to a huge extent online. We also appreciate the power of online groups to come together and achieve positive change, and for these reasons 2012 was the year we more fully embraced the use of online social media with a view to putting us in a much stronger online position.

The result is that our Facebook followers are now into their thousands – a dramatic increase in one year. This was achieved originally through a small advertising spend on Facebook then through a strategic posting which influenced people liking and sharing our posts. There is now a large amount of interaction on the page, and average likes and shares of our posts are excellent. One post went viral, was liked by over 200,000 people and seen by almost one million people, providing unprecedented positive profiling for Third Age. On a weekly basis we reach anywhere between 30,000 and 70,000 people with our content.

Our followers on Twitter have also substantively increased during the year. Updates on Twitter are shorter and generally more statistic- and news-based. We strive to provide interesting content for our followers, using different media to engage followers in a two-way conversation where possible. We have had several themes over the last year including inspirational older people and inspirational quotes. The most popular content contains an image and information, allowing people to read our page without having to click on links.

We also use ‘hashtags’ (# symbol to mark keywords or topics in a tweet) around Third Age events so that all interested parties can follow event-related tweets. We have created and circulated a social media engagement policy to ensure that social media users on behalf of Third Age understand the rules and responsibilities involved.

## ***Rebranding***

The process of updating external publicity including stationery, literature and exhibition materials was completed during the year. The literature portfolio includes brochures promoting Third Age, Fáilte Isteach, our National Advocacy Programme and Senior Help Line. In addition we have produced a flyer and poster to promote Senior Help Line and developed new exhibition materials promoting all programmes.

## **Fundraising 2012**

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During 2012 we increased our fundraising activities at national and local level, and began to investigate other methods of generating funding, such as legacy, ‘donate now’ web site functionality, and a dedicated national Third Age annual fundraising event or activity. We held a number of fundraising activities including a fashion show, national coffee morning, Golf Classic and Fun Run. Third Age took part in the Women’s Mini Marathon in June, supported by TV3’s Sybil Mulcahy. Third Age in Summerhill has built up a loyal following for its two-monthly fundraising events in Summerhill, providing food and entertainment for local people drawn from a wide catchment area. During 2012, local members formed a Fundraising Group, and in September held their first event, a successful Greyhound Racing Night at Mullingar, Co. Westmeath.



*Three generations of the Flynn family at the Third Age Fun Run 2012*

We thank all those who have participated in, supported or otherwise helped us with our fundraising events, both national and local.

## **Third Age Events 2012**

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### ***Third Age National Seminar***

'Spaces & Places for Every Generation' took place on March 2, 2012 at the European Parliament in Dublin. Part of our New way of Looking at Ageing series, the seminar continued the conversation we began last year, noting that need for innovative and new thinking becomes ever more important due to changing demographics.

Jean Manahan, Head of National Development Third Age set the context. "While it is true that never before have we lived so hopefully or so long, I would add a caveat. Unless we actually plan in advance for changes we have never before had to face, it will not be a hopeful journey but a hopeless one. Part of the thinking needed is to question some ingrained attitudes. Why, for example, do we presume that the young, middle-aged and older generations need something different from each other in order to achieve self-fulfilment? Why do we presume that older people do not have the same need for intimacy, beauty, affirmation or love?" she asked.

"If we house older people in old workhouses and pre-fabs, we are saying that is all they are worth. The places and spaces we need when we are older are as important as when we were younger and as in every stage in life", she said.

Professor Rodd Bond, Director of the Netwell Centre, Dundalk Institute of Technology illustrated the need to design and provide places to flourish for 21st century living. Mervyn Taylor, Irish Hospice Foundation spoke of the Citizen Space, the Home Place and the Market Place, while writer and broadcaster, Mary Kennedy acknowledged the value in each generation.

GAA footballer, Alan Brogan, his father Bernard and his son Jamie took part in a photocall celebrating the link between generations.

## Eating Well into the Future

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'Eating Well into the Future', a nutrition and health education programme representing a collaboration between the HSE and Third Age was launched by well-known chef Darina Allen on June 28 at Doctor Steeven's Hospital, Dublin 8. The programme is supported by Summerhill GP Doctor Joe Clarke, HSE Primary Care Lead.

The project aims to encourage healthy eating among older people. One in three of this population admitted to hospital is at risk of malnutrition. 'Eating Well into the Future' aims to identify potential nutritional concerns and intervene with peer delivered user-friendly nutritional information. A syllabus was developed by HSE Community Dieticians in the midlands in collaboration with Third Age members. It includes nutritional information, healthy shopping and cooking, food hygiene and safety. Summerhill volunteers were trained in programme delivery by the HSE Community Dieticians. In launching the programme, Darina Allen spoke of the pleasure of food and the value of fresh, simple local ingredients. It is hoped that the programme will be piloted and evaluated before going on to a wider dissemination.

## Third Age National Conference, October 2012

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"I get particularly irritated if older people are regarded as a burden. Come on! Where would the voluntary sector be without us? Our national charities would simply not hold together without older people," said Esther Rantzen.

The campaigning journalist was speaking at the Third Age National conference 'An older wisdom, a younger vision – Europe's recovery through inter-generational solidarity'. She described how after she downsized her accommodation, she found herself coming home to an empty apartment. "Loneliness can act as a kind of glue that sticks the door closed," she said. Her research into loneliness led her to Third Age to learn more about Senior Help Line prior to launching Silver Line, a UK befriending service for older people.

Conference keynote speaker László Andor, European Commissioner for Employment, Social Affairs and Inclusion spoke of how the interests of young and old people are not as opposed to each other as one might think. "We can and must avoid confrontation between generations by developing a positive approach to tackling the challenge of ageing. An approach focused on creating better opportunities for an active and fulfilling life for people of all ages. The key is to ensure that, as people grow older, they can continue to contribute to the economy and society, and to look after themselves for as long as possible. This is what we call active ageing," he said.

The conference was a celebration of EY 2012 European Year for Active Ageing and Solidarity between Generations. Defining recovery as 'the development of new meaning and purpose', the day contributed some positive and practical suggestions to current economic and social problems by drawing on examples and ideas from across Europe and across the age range.

Other speakers included Ronan Toomey, Department of Health, Vincent McCarthy, Curator, Dublin City of Science, and organisational consultant, Mervyn Taylor. A panel comprising MEPs Mairead McGuinness and Marian Harkin, Irish academic and commentator Doctor Elaine Byrne, Independent TD Stephen Donnelly, and business mentor Senator Feargal Quinn was facilitated by Pat Cox, who chaired the conference. The day was introduced by Tim O'Connor. A special thanks to Ruth Loughran who chaired our conference committee.



## Third Age National Advocacy Conference November 2012

The Third Age National Advocacy Conference was held at Bewley's Airport Hotel, Dublin on November 16, 2012. The morning presentations offered different perspectives on advocacy, with workshop sessions in the afternoon. In delivering the keynote address, 'Advocacy with Older People: Person Centred Approaches', Professor Brendan McCormack, Director, Institute of Nursing and Health Research, University of Ulster defined person-centredness as 'an approach to practice established through the formation and fostering of healthful relationships between all care providers, service users and others significant to them in their lives'.

Professor McCormack offered practical suggestions as to how person-centred care would work in practice: "Ensure the older person's voice is given a primary place in conversation, discussions and decisions, use different strategies such as art and creativity to engage an older person in the assessment process, ensure the older person's views are highlighted throughout the decision-making process with others involved in their care," he said

Jean Manahan, Head of National Development, Third Age discussed the value of an independent advocate in a nursing home. "The advantage of someone who comes in from the 'outside' so to speak and to all intents and purposes is a lay person, is that they bring a fresh pair of eyes which hopefully can pick up things that a busy staff member may not. It is important to understand that this is not a negative but a positive contribution to a better quality service," she said.

Other speakers included Brian Merriman, Head of Communications and Legal Division, Equality Authority, Sinead Morrissey, Practice Development Facilitator Nursing Homes Ireland and Anne Dempsey, Head of Communications Third Age. The conference was chaired by Damian Leneghan, Head of Training and Volunteer Development, Third Age.

## Third Age National Programmes

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### Fáilte Isteach

While 2012 was another year of expansion for Fáilte Isteach, it also allowed time to reflect on the development to date and to identify opportunities for improvement and enhancement to ensure future sustainability. Fáilte Isteach, a community project that involves volunteers welcoming new migrants to their community through conversational English classes, now has 55 branches operating in 20 counties throughout Ireland. These branches are located in: Arklow, Athboy, Balbriggan, Ballina, Ballybofey, Ballymun, Baleskin, Blanchardstown, Bray, Cabra, Castlebar, Cavan, Celbridge, Clane, Clongriffin, Cork, Croí na Gaillimhe, Crumlin, Doughiska, Drogheda (3), Dunboyne, Dungarvan, Dunshaughlin, East Clare, Galway, Gorey, Inchicore, Johnstown (Kilkenny), Kells, Kilkenny,



*Failte Isteach in action*

Mosney, Mountview, Navan, Newcastle West (Limerick), Portlaoise, Rialto, Roscommon, Sandyford, Skerries, Sligo, Summerhill, Swords, The Liberties, Tralee, Tramore, Trim, Tubbercurry, Tullamore (2), Tyrrelstown, Waterford, Wexford and Wicklow.

On average, 1,600 migrant families from 62 different countries receive free English language tuition from 550 volunteers each week.

The programme works at breaking down the barriers that migrants and communities face by extending the hand of friendship and goodwill in a practical, welcoming and inclusive manner. At a local and national level, Fáilte Isteach volunteers are combating discrimination and promoting stronger communities.

In March, Fáilte Isteach celebrated the establishment of its 50th branch with a celebration in City Hall, Dublin. Guest speakers included Minister of State Kathleen Lynch, former President of the European Parliament Pat Cox, and businessman Denis O'Brien. Mícheál Ó Muircheartaigh was master of ceremonies. The event was covered in an editorial in The Irish Times, a news story in the Irish Independent, by RTE and in various local newspapers.

### ***External Evaluation***

In 2012 Fáilte Isteach commissioned an external, independent program evaluation by the School of Education in Trinity College, Dublin. The evaluation focuses on the areas of 1. Education, 2. Organisation & Management, 3. Social Inclusion. The Trinity team will examine strengths and weaknesses, and offer recommendations on how Fáilte Isteach can be improved, developed and enhanced. Due to be published in 2013, the findings will guide the direction of the project for 2013-2016.

### ***Best Practice Recognition***

Throughout 2012, Fáilte Isteach continued to forge strong links with groups working in the sector, most particularly with The Integration Centre and The Office for the Promotion of Migrant Integration. Fáilte Isteach was selected by the Department of Integration to meet former US Congressman, Mr. Bruce Morrison, who visited Ireland in November. Best known in Ireland as the author of the U.S. Immigration Act of 1990, Bruce Morrison now works as a consultant on migration issues. During his visit to Ireland, he met the Taoiseach, Enda Kenny and provided the government with a confidential report on his observations. During 2012 Fáilte Isteach received recognition as a model of best practice, achieving praise in a new report 'Monitoring Integration in Dublin City', commissioned by The Integration Centre. Fáilte Isteach was also shortlisted for an Aontas STAR Award, and, finally, St Patrick's College, Drumcondra, selected Fáilte Isteach as an example of best practice in Europe for Adult Migrant Education and Integration.

### ***Advisory Panel***

The Fáilte Isteach Advisory panel, which was formed in 2011, provided programme staff with excellent advice, support and guidance throughout 2012. Their recommendations proved particularly helpful in relation to the external evaluation conducted by Trinity College Dublin. Panel members are Harry Casey, Mary Killoran and Dr Helen O'Sullivan, who collectively offer expertise in the areas of education, policy and civic society.



*Senior Help Line in action*

## Senior Help Line

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During 2012 Senior Help Line experienced a significant increase in call volumes, opened a new centre in Leopardstown, Dublin, celebrated the official opening of the Kilkenny service, continued its programme of recruitment, training, and support for new volunteers, and training/support for existing volunteers and co-ordinators. The Senior Help Line Advisory Panel met on three occasions during the year. Calls in 2012 reflected the effect of the economic downturn on older people, as well as concerns around isolation, health and safety. Senior Help Line changed server from Eircom to Vodafone during 2012, a move which delivered immediate operational benefits. Corporate funding was secured for some future service promotion. At the same time, staff and board began to look at the need for rationalisation of the current decentralised model in order to ensure sustainability.

Senior Help Line is a national confidential telephone listening service for older people provided by trained older volunteers, LoCall 1850 440 444. Our vision is to be recognised as a centre of excellence. Our mission remains one of building the Senior Help Line brand so that every older person in Ireland would know of our service, know our LoCall number and receive a supportive response from the service. Volunteers are trained to listen empathically to each caller and help them explore options if such is considered helpful.

The service has expanded to include 325 volunteers living and working in 17 centre locations throughout Ireland - Ballyfermot, Cavan, Cork, Drogheda, Dundalk, Finglas, Galway, Kilkenny, Leopardstown, Limerick, Mullingar, Naas, Sligo, Summerhill, Tallaght, Waterford and Wexford. The Dundalk centre relocated during the year. In June, Cavan volunteers were presented with long service certificates.

During 2012 Senior Help Line received 28,000 calls from men and women throughout Ireland, representing an excellent result for the year. Increased call volumes are due in large part to support given by Electric Ireland at the beginning of the year, complemented by service promotion during the year. Senior Help Line was also promoted nationally in parish bulletins,

GP surgeries and in county and branch libraries. These three campaigns were reflected in increased calls, and many new callers reported hearing of the service through these three outlets. In July 2012 Senior Help Line was the first item in RTE Radio 1's 'Morning Ireland' programme. This news story publicised the fears of being burgled as articulated by many callers living alone. It led to many further interviews that week.

Calls continued to reflect the effects of the economic downturn. Callers were variously feeling financially insecure themselves, or worried about their families. There were increased reports of financial elder abuse, a number of callers are newly retired and having difficulty with the transition from work, and there has also been an increase in reports of depression and anxiety. There was a marked increase in callers affected by media reports of house burglaries. Overall, the calls to Senior Help Line underline the isolation which many older people can experience, exacerbated by sometimes carrying these worries alone.

Senior Help Line, Kilkenny which began operations in February was officially launched in November, while new volunteers in Leopardstown took up rota duty in spring 2012. These two new centres further extend the opening hours of Senior Help Line - from 10 am to 10 pm each day of the year, excluding 4-7pm on Friday, and 1-10pm on Sunday. Volunteer co-ordinators from all centres received residential training in Dublin in February. At this training volunteers received a new training module called 'Losses in Later Life'. This aims to increase empathy of volunteer to caller and will become part of core training.

Our change from Eircom to Vodafone confers a number of advantages including our ability to reroute the LoCall number to a home phone at short notice if necessary. This facility has enabled us to deal with unexpected volunteer or centre availability so that interruptions to service have been greatly reduced.

The change will also provide greater access to caller data which we look forward to capitalising upon in the future. During 2012 Senior Help Line secured funding for a two-year partnership with a public relations consultancy to promote the service in a planned and co-ordinated way. This relationship will begin formally in 2013.

### ***Advisory Panel***

An advisory panel established for Senior Help Line in 2011 met three times during 2012. Panel members Bernard Brogan, Liam Marnane and Colm Butler have collective expertise in business, marketing and IT. At our first meeting in January, issues of branding, promotion and publicity were discussed, and the panel made a number of suggestions in this regard. In April, the panel assisted staff in the development of a planned promotional campaign and offered helpful contacts and ideas. At our autumn meeting, the future of Senior Help Line and the need for rationalisation was discussed. The advisory panel has provided valuable support to Senior Help Line during 2012 and we thank each member for their commitment and insight.

### ***Future***

Funding of Senior Help Line in terms of staff, training and administrative costs has been met to a large degree with support from the HSE and The Atlantic Philanthropies. Continued HSE cutbacks and The Atlantic Philanthropies coming to the end of its philanthropic work in Ireland pose particular questions about the future sustainability and funding of Senior Help Line. As a result, the Board and staff are considering a number of options which include a rationalisation and remodelling of the service. We are at an early stage of this development.





*Professor Brendan McCormack, University of Ulster, speaking at the Third Age National Advocacy conference 2012*

## Third Age National Advocacy Programme, (TANAP)

During 2012 the Third Age National Advocacy Programme continued to develop its programme. A Programme Co-ordinator was recruited, and will take up office in January 2013, a part-time Development Officer Volunteer Co-ordinator began work with the programme, and new volunteers were recruited and trained in Kildare, north Dublin and Meath.

The website [www.myhomefromhome.ie](http://www.myhomefromhome.ie) was enhanced, the Personal Excellence programme for nursing homes continued, and TANAP held

their annual national conference in Dublin as described above.

The Third Age National Advocacy Programme was launched by the HSE in 2007 following the Enquiry into revelations of abuse of older people in Leas Cross Nursing Home in North Dublin. In 2011 the Third Age took over the programme, and TANAP today represents a partnership between Third Age, the HSE and Nursing Homes Ireland. There are three strands to the programme.

### ***Training of Independent Advocates***

Within the programme accredited training is provided at UCD to independent volunteer advocates to work in nursing homes with residents. The volunteer advocate visits weekly with the residents, provides one to one support, develops a mutually trusting relationship, listens to and represents their views and wishes at all times. The service is also accessible by the family of an older person, friends, carers or relevant professional.

After completion of the 15 week HETAC 7 course, volunteer advocates attend a six-month course in Continuous Professional Development, (CPD). They are supported in their practice by monthly meetings with a Volunteer Development Officer. These regional Development Officers come together as a group with their Co-ordinator every two months and avail of on-going professional development. The Officers are pivotal in liaising with nursing homes, organising peer support meetings and providing one to one support and supervision for the advocates. Given that 80% of residents in residential care have a form of cognitive impairment and dementia, TANAP advocates benefit from support in their role.

During 2012 fifty new volunteers completed training and were placed in nursing homes in Kildare, North Dublin and Meath. TANAP is currently operating in Cork, Kerry, Clare, Galway, Mayo, Roscommon, Monaghan, Armagh, Longford, Cavan, Meath, Louth, Dublin, and Kildare. 325 volunteers have been trained since inception with approximately 130 in active practice.

### ***Personal Excellence Training***

During the investigation into events at Leas Cross, care staff were interviewed and were found

to feel undervalued and unrecognised in their role. The ten-week Personal Excellence training course for care staff in nursing homes offers an excellent response. In 2012 the programme was delivered to another two nursing homes bringing the total number now involved to 17. Its aim is to encourage health workers to reconnect to the heart of their practice, to allow compassionate caring to rise above institutional rules and limitations, and to promote and encourage the quality of care that serves the needs of residents and families.

An extract from this course was further developed and is now presented as part of the UCD training programme for the Advocacy course. This programme was then adapted for a two-day course and delivered to the Volunteer Development Officers in 2012. Presentations have also been made to Third Age staff in Summerhill and others involved in the caring professions.

A growing number of nursing homes are requesting to receive TANAP's Personal Excellence training programme, pointing to its universally positive reception.

### ***Information Website***

The website [www.myhomefromhome.ie](http://www.myhomefromhome.ie) aims to provide accurate accessible information for people wanting to select a nursing home for themselves, a family member or others, with nursing homes accessed by name or location. During 2012 the overall design has been updated. More information on nursing home services is provided and there are links to HIQA Inspection reports.

Details of each nursing home are provided in a standard format thus helping the user to compare like with like. The web site anticipates the kinds of questions people may ask, and provides a set of guide questions before and during a visit to a prospective home. The aim is to help families consider all options and make the best choice when faced with decisions around long-term care. The database will also be helpful to professionals such as geriatricians, GPs, public health nurses, social workers and allied health professionals. The website was promoted during 2012 at the Nursing Home Ireland's annual conference, and at the national conference of Sonas Ireland.

## **Well Being & Dignity of Older People (WeDO)**\_\_\_\_\_

This European project which began in November 2010 reached its formal conclusion in November 2012 with a conference in the European Parliament hosted by AGE Platform at which Third Age presented. 14 EU countries participated in WeDO. The aim was to form a sustainable and lasting European coalition committed to the well-being and dignity of older people and to work for the prevention of elder abuse through the development of a European Guide and national strategy specific to each participating country.

During the year the European Guide for long-term care services was completed and published. It contains principles and guidelines for the wellbeing and dignity of older people in need of care and assistance at home, in the community and in long-stay settings, plus examples of good practice from many European countries.

Third Age coordinated the Irish coalition of WeDO during the project. During 2012 the members of the Irish coalition changed and expanded to include in total representatives from: Age Action Ireland, Alzheimer Society of Ireland, Carers Association, Garda Síochána, HSE, Irish Gerontological Nurses Association, Irish Hospice Foundation, Law Reform Commission, National Council for the Protection of Older People, Nursing Homes Ireland, Older & Bolder, UCC, UCD, University of Ulster.

Ronan Toomey Irish coordinator of EY2012 was an invited speaker at the final conference in Brussels, and the Irish coalition was one of six asked to present to the conference. We DO, with its emphasis on vulnerable older people in need of care, complements the Third Age National Advocacy Programme and A Third Way for the Third Age. The Irish coalition plans a national launch of WeDO in Dublin in January 2013.

## Third Age Summerhill

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Third Age, Summerhill had another busy year continuing to provide activities, programmes and services for members and others within the catchment area. In March, a BBC film crew came to profile Esther Rantzen in Summerhill and to interview members, and fashion designer Aideen Bodkin visited the Trauma Teddy Knitting Project in Daingean National School. In August, Third Age showcased all programmes for Pride of Place judges, and a Mass was held for deceased members. In September, Community Garda Dean Kearns gave a well-attended crime prevention talk to members, and in October Co Meath TDs and local councillors met members in Summerhill to listen to their concerns. Third Age's new fundraising group organised a successful Night at the Dogs in Mullingar

The national office of Third Age, located in the village of Summerhill, Co Meath manages all national and local programmes and events. Many local members are volunteers on local, regional and national programmes. The philosophy is one of inclusion and collaboration, with programmes developing in co-operation with members. Third Age Summerhill pilots new programmes, some of which go on to national development. In addition, many local members act as spokespersons for Third Age and for ageing issues generally. Third Age members are interviewed regularly on national and local media.

### **Activities**

Third Age Summerhill offers a menu of activities and services for members including choir, chiropody, reflexology, bio-energy treatments, and an Internet cafe. There are talks, members' meetings, shopping trips, holidays and outings. Third Age operates a laundry service for local older people, provides drop in hospitality and a members' library. Courses and classes provided for members and staff in 2012 included IT, Arts and Crafts, Cookery Demonstration, First Aid and CPR, Go for Life, Movement to Music and Drama. During the year a hairdressing service and Ondamed (pain relief) treatments were added to weekly services.

Third Age provides transportation for members to GP, pharmacy, and community health nurse visits, hospital and outpatient appointments. Members enjoyed a holiday in Wexford in May, and in Carlow in November. There were shopping and theatre trips, day trips to Galway, Knock, Glendalough, Howth, the Zoo, and the Over 50s Show in the RDS. Third Age ran several successful social/networking events for visiting older people's groups from Meath, Louth, Kilkenny, Dublin and Kildare. Guest performers at these events included Crystal Swing, Garda Band, Susan McCann, Kathy Durkan and Paul Griffin.

Following planning permission obtained during 2011 for a new purpose built Third Age Centre housed within the proposed Summerhill Primary Care Centre, meetings with architects and developers took place throughout the year. Plans for the new centre are now well advanced, and it is hoped that the sod for the new Centre will be turned early in 2013.

During 2012, Third Age submitted 37 applications to the Department of Environment and Local Government under the Senior Alerts Scheme. This provides grants towards the cost of safety

and security devices for older people, and also covers additional pieces of equipment including monitored smoke alarms, security lighting and carbon monoxide detectors.

A number of Summerhill members are also volunteers on two of Third Age's national programmes – Senior Help Line and Fáilte Isteach. The help line operates from Summerhill twice a week and Fáilte Isteach classes are held in the centre every Tuesday evening during the academic year. In addition, Summerhill members have their own volunteering projects.

### ***The Way We Were***

The intergenerational programme 'The Way We Were' enjoyed a busy year within Leinster, and also presented the exhibition at the National Museum of Country Life, Castlebar, Co Mayo.

'The Way We Were' began in 2009 when members of Third Age assembled a collection of over 200 artefacts of earlier times and began exhibiting and hosting them in national schools. In 2011 some local nursing homes heard of the exhibition and invited the group to visit. During 2012 the group visited both schools and nursing homes, being very positively received in both places. The exhibition includes items of equipment in daily use in times gone by. Such items include carbide bicycle lamp, fire bellows, fountain pen and ink, spinning wheel, medicine bottles, wooden wash board, coins, weighing scales, baby's bottle, early school report card, penny catechism, chamber pot and many more. The Way We Were has received consistent positive feedback from schools, nursing homes and participants.

A strong emphasis in the Irish primary school curriculum today is placed on the exploration of the child's personal and family history and local environment. This has created a space for older people to contribute as partners in intergenerational programmes. The learning from The Way We Were crosses urban, rural, cultural and intergenerational boundaries. The visit is regarded as a special event in the school in contrast to classroom learning.

Presenting The Way We Were in nursing homes has been likened to reminiscence therapy. Often used with older people, reminiscence therapy respects the life and experiences of the individual with the aim of helping them maintain good mental health. Studies have shown that it can increase ability to communicate, fosters social interaction through the sharing of experiences, and values the identity and unique experiences of each person.

Knowledge of and familiarity with the artefacts by volunteers means that they are engaged in on-going learning. Volunteers say they benefit from the sociable nature of the project as they travel together and work in pairs in presenting the exhibition. They like the immediate and direct feedback from the children and enjoy their questions. The intercultural nature of the experience in meeting an increasing number of children from other countries is also appreciated.

### ***Trauma Teddy Knitting Project***

In March 2012 the Third Age Trauma Teddy Knitting Project welcomed award-winning fashion designer Aideen Bodkin to Summerhill. The designer is researching the role of volunteerism in intergenerational learning, particularly how older people can pass on heritage crafts to a younger generation.

Every week a number of Third Age Summerhill members visit Daingean National School in Summerhill to teach knitting to the children. They knit soft toy teddies in brightly coloured integrated jumper and scarf. These are now carried in the Irish Ambulance Service for children going to hospital.



To date over 1,000 handknitted bears have been completed and delivered. Currently nine older people and over 100 local children are involved in this knitting project each week of the academic year.

In this European Year of Active Ageing and Solidarity Between Generations, the Trauma Teddy project is a fitting one. "This is a wonderful project. I think it is very important that we pass on these crafts and what better way to pass it on from one generation to the other." says Aideen Bodkin.

### ***Social Networking for Older People***

Third Age has been involved in a project co-ordinated by IBM and Business in the Community called 'Social Networking for Older People'. The aim is to facilitate greater use of computers, Internet and social media in a way that benefits older people. The objective of the project is to develop an easy-to-use website, [www.socialcomputing.ie](http://www.socialcomputing.ie), to access useful tools and sources of information and to connect more easily with family and friends.

Third Age was involved in developing and refining the content for the new website and ensuring it was relevant to older people. As well as providing input at several meetings to develop the site, Third Age also tested the site with some members and provided feedback.

The website was launched in 2012. It offers an introduction to computers, gives step-by-step lessons on using a keyboard, a mouse, the Internet, how to send and receive email, how to use Skype and social networking. There are sections on health and welfare, money matters, using community resources such as libraries, accessing entertainment, sport and hobbies.

## **Third Age Alliances**

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### **International**

Age Platform  
European Anti Poverty Network  
European Network of Older Volunteers  
International Federation on Ageing  
Retired Senior Volunteer Programme

### **National**

Age Action Ireland, Age & Opportunity, Ageing Well Network, Alone, Alzheimer Society of Ireland, Aontas, Arthur Guinness Fund, Ashoka Ireland, Carer's Association, Centre for Ageing Research and Development in Ireland, Centre for Social Gerontology NUIG, Commission on Ageing, Citizens Information Board.

Department of Health – Office for Older People, Department of Integration, Department of Justice, Equality & Law Reform, Department of Social & Family Affairs, Department of Trade, Enterprise & Employment.

Equality Authority, Fundraising Ireland, Garda Síochána, Gay & Lesbian Equality Network, HSE, Integration Centre Ireland, Irish Gerontological Nurses Association, Irish Hospice Foundation, Irish Senior Citizens Parliament, Law Reform Commission, Local Authorities, National Adult Literacy Agency, National Council for the Protection of Older People, National Disability Authority, National Economic & Social Forum, National Office for Suicide Prevention, National Office for the Prevention of Domestic, Sexual & Gender-based Violence (COSC), National Women's Council of Ireland, Netwell Institute, Nursing Homes Ireland, Office for Older People, Older & Bolder, Older Women's Network, Outhouse, Reach Out to be a Good Neighbour

Campaign, Social Entrepreneurs Ireland, Social Policy & Ageing Research Centre Mercer's Hospital, Society of St Vincent de Paul, Telephone Help Line Association, The Equality Authority, The Irish Longitudinal Study on Ageing (TILDA), The Wheel, VECs, Volunteering Ireland

## Local/Regional

Droichead Arts Centre,  
Local Sports Partnership  
Meath County Council,  
Meath Partnership  
NUI Maynooth,

## Looking Forward to 2013

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Looking forward to 2013, Third Age will continue to be inspired by our mission and vision and our Strategic Plan 2012-2015. We will continue to promote the value of the contribution of older people, and continue our work in the thought-leadership area to develop a national dialogue on the needs and wishes of Ireland's older people.

We will hold our third seminar in early March 2013, taking ownership of 3rd of the 3rd. We look forward to the Irish launch of the Well-Being & Dignity of Older People (WeDO) in Dublin, and will continue our collaborative work on 'A Third Way for the Third Age' initiative. We will consolidate fruitful alliances within the sector and be open to new ideas and new partnerships which are in line with our own aims. We will build on our fundraising activities both local and national having regard to the need to be ever more self-sustaining in this competitive environment.

Turning to our programmes, Fáilte Isteach pledges to continue to respond to the growing need for their services, while consolidating the work already done through offering monitoring and support to existing centres. We look forward to the publication of the evaluation of the service being carried out by the School of Education, Trinity College Dublin. Through its work, Fáilte Isteach hopes to realise its vision of Ireland as a caring society, which values diversity, and sees our new migrants as a positive force in Irish life.

Early next year Senior Help Line training staff will embark on a national training campaign for current volunteers. During 2013 the Board of Senior Help Line and staff will continue our discussions regarding the future sustainability and funding of Senior Help Line. These include a rationalisation and remodelling of the service. We expect to make a decision next year. We see this time as a dynamic and exciting period for the service offering new challenges and opportunities.

During 2013 the Third Age National Advocacy Programme will continue training and developing its work of recruiting and supporting new cohorts of volunteer advocates. We aim for continuous quality improvement in the overall service particularly in terms of policy development. We look forward to the official launch of [www.myhomefromhome.ie](http://www.myhomefromhome.ie) website and attracting extra traffic to the site. The Personal Excellence programme will continue to develop in residential settings and within other training programmes

Third Age, Summerhill will continue with its programme of activities and services, and offering volunteer opportunities to members. We hope that significant progress will be made towards the opening of the new Third Age centre in the purpose built primary care centre in the heart of Summerhill.

Extracts from the audited accounts for Third Age Foundation Ltd for the year ending December 31, 2012. The full set of audited accounts for Third Age Foundation Ltd are available from the Companies Registration Office or the Third Age office on request.

**THIRD AGE FOUNDATION LIMITED**

**(a company limited by guarantee and not having a share capital)**

**INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 DECEMBER 2012**

	<i>Notes</i>	2012 €	2011 €
<b>INCOME</b>	2	707,613	425,791
<b>EXPENDITURE</b>			
Staff Costs	3	229,212	197,594
Depreciation		6,718	11,154
Interest Payable and Similar Charges	4	1,535	940
Administration Expenses		363,787	139,238
		601,252	348,926
<b>SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>	5	106,361	76,865
Taxation	6	-	-
<b>SURPLUS ON ORDINARY ACTIVITIES AFTER TAXATION</b>	9	106,361	76,865

All recognised gains and losses have been reflected in the above income and expenditure account and result from continuing activities.

The financial statements were approved by the Board of Directors on 20th August 2013 and signed on its behalf by:

  
Director

  
Director  
20 August 2013





Extracts from the audited accounts for Senior Citizen's Helpline Ltd trading as Senior Help Line for the year ending December 31, 2012. The full set of audited accounts for Senior Citizen's Helpline Ltd trading as Senior Help Line are available from the Companies Registration Office or the Third Age office on request.

**SENIOR CITIZENS HELPLINE LIMITED**  
**(a company limited by guarantee and not having a share capital)**

**INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2012**

	<i>Notes</i>	2012 €	2011 €
<b>INCOME</b>	2	617,442	784,870
<b>EXPENDITURE</b>			
Staff Costs	3	465,277	428,310
Depreciation	7	30,568	30,038
Interest and similar charges	4	203	236
Other expenses		121,933	196,355
		<u>617,981</u>	<u>654,939</u>
<b>(DEFICIT)/SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>	5	(539)	129,931
Taxation	6	-	-
<b>(DEFICIT)/SURPLUS ON ORDINARY ACTIVITIES AFTER TAXATION</b>	11	<u>(539)</u>	<u>129,931</u>

All recognised gains and losses for both the current year and previous year are included in the Income and Expenditure Account.

The financial statements were approved by the Board of Directors on 20/8/2013 and signed on its behalf by:

  
 Director

  
 Director

Extracts from the audited accounts for Senior Citizen's Helpline Ltd trading as Senior Help Line for the year ending December 31, 2012. The full set of audited accounts for Senior Citizen's Helpline Ltd trading as Senior Help Line are available from the Companies Registration Office or the Third Age office on request.

**SENIOR CITIZENS HELPLINE LIMITED**  
**(a company limited by guarantee and not having a share capital)**

**BALANCE SHEET**  
**AS AT 31 DECEMBER 2012**

	<i>Notes</i>	2012 €	2011 €
<b>FIXED ASSETS</b>			
Tangible Assets	7	128,941	156,849
<b>CURRENT ASSETS</b>			
<b>DEBTORS:</b> (Amounts falling due within one year)	8	22,177	14,825
Cash at bank and on hand		960,805	899,255
		<u>982,982</u>	<u>914,080</u>
<b>CREDITORS:</b> (Amounts falling due in one year)	9	(376,015)	(334,482)
<b>NET CURRENT ASSETS</b>		<u>606,967</u>	<u>579,598</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u><u>735,908</u></u>	<u><u>736,447</u></u>
<b>FUNDED BY:</b>			
Income and expenditure account		735,908	736,447
<b>ACCUMULATED FUNDS</b>	11	<u><u>735,908</u></u>	<u><u>736,447</u></u>

The financial statements were approved by the Board of Directors on 20/8/2013 and signed on its behalf by:

  
 Director

  
 Director



# THIRD AGE

Valuing Older People, Empowering Communities, Enriching Lives

For more information

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