

third age

Responding to the Opportunities
and Challenges of Ageing in Ireland

Annual Report 2019



third age

Responding to the Opportunities
and Challenges of Ageing in Ireland

A Year in People





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

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

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

Chairman's Report

Third Age is a voluntary organisation working with and for older people. For over 32 years we have been developing creative and innovative responses to the needs of this group, and during that time the proportion of the older population in the community continues to increase, pointing to an ever-greater need for our reach, our services and our vision.

We focus on ageing as a positive life stage. We provide older people throughout Ireland with learning and volunteering opportunities, create local support structures to help this cohort become more active citizens, to get more out of life and make a positive difference in their own communities. We take a holistic approach to ageing, focusing not only on activities and services to help older people to age well, but also providing them with challenges and choices that impact positively on their physical, emotional and mental health and wellbeing.

We are committed to helping alleviate the social isolation that primarily affects older people and that also reaches into every generation.

Third Age supports people to live well and age better.

Third Age has a national network of over 1,400 trained volunteers who help us deliver our services. In 2019 we began work on a new programme Navigate Your Work Future, which joined our existing programmes - Fáilte Isteach, SeniorLine and AgeWell, not forgetting our Summerhill programme of services and supports. The current funding environment remains a challenge. We are grateful to funders who continue to support us. So we thank the HSE, Department of Justice, Department of Communications, Pobal, Meath County Council and the Community Foundation for Ireland. We were very fortunate in 2019 to also receive support from Accenture, Facebook, Google, Healthy Ireland Fund, HSE Community Supports Programme, JP McManus, National Lottery, and Slaintecare. This support is helping us to impact positively on the lives of thousands of older people annually. We thank these bodies for their belief in Third Age and for their practical contribution towards the continuance and development of our services.

We would like to recognise the people who donated to and supported our fundraising efforts during 2019. To those who donated time, prizes, funds and sponsored actions, we appreciate your kindness and help. Thank you from our staff, volunteers and beneficiaries.

We would 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 them, we would not be in a position to provide some local services.

We could not achieve all we do without the generosity and dedication of our teams of volunteers. Your commitment and enthusiasm continues to make a positive difference to the lives of older people nationwide. I thank my fellow Board members for their guidance and expertise in a year of continued consolidation, reflection and planning. On your behalf, I express our gratitude to our CEO, Áine Brady, for managing a very busy year with great thoughtfulness and expertise. I note that Áine is always the first to pay tribute to her management team and local and national staff, and this recognition and appreciation is echoed by the Board of Directors.

The needs of an ageing Ireland continue to grow and evolve. I look forward with optimism to the future, in the knowledge that Third Age will continue to adapt and evolve to meet the needs of our growing older population, while remaining relevant, practical and caring.



A handwritten signature in blue ink, appearing to read 'Tom Dowling', written over a horizontal line.

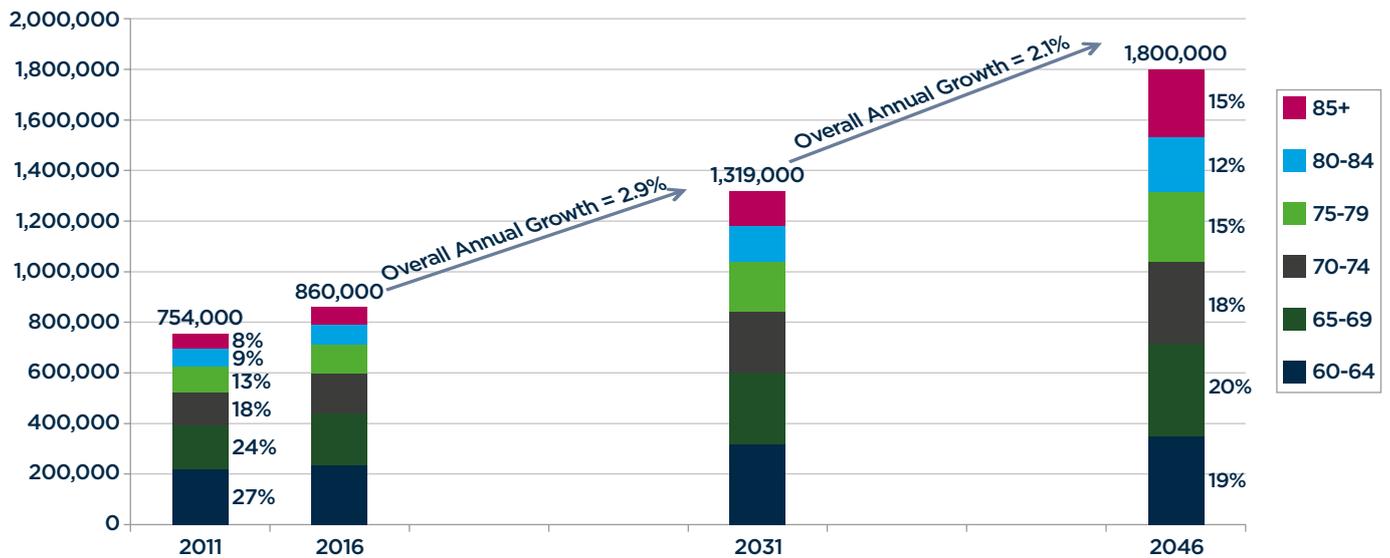
TOM DOWLING
CHAIRMAN

Overview of Older People Living in Ireland

Long Term Population Growth of Over-60s

Long term population projections paint a clear picture in terms of the growth of demand for effective supports for our older citizens. The over-60s population is expected to grow to over 1.3M by 2031 and 1.8M by 2046. In addition, the growth will be most rapid in the older age segments (e.g. over 85s will comprise 8% of all over-60s in 2011, growing to 15% by 2046).

Over-60s in Ireland: CSO Population Census and Projected Long Term Growth



Source: Central Statistics Office Ireland, [http://www.cso.ie/en/statistics/population/populationandlabourforceprojections 2016-2046/](http://www.cso.ie/en/statistics/population/populationandlabourforceprojections%202016-2046/)



CEO's Report

Ireland is ageing. The number of older people as a proportion of the general population continues to increase. These figures point to the need for services that support people to age with dignity and confidence and to continue to live in their own homes for as long as possible.

Many studies have shown that people age better at home in their own environment and surroundings, providing they have access to appropriate care and support structures.

Third Age is part of a positive movement providing that care.

During 2019 we expanded all our programmes, reached and supported a growing number of older people as volunteers, service providers, clients and members.

- Fáilte Isteach achieves a presence in every county in the republic
- Fáilte Isteach begins working with migrants in Direct Provision Centres
- AgeWell extends its services in Co. Meath and now provides a county-wide service
- AgeWell clients are referred by a growing number of health care and community organisations
- SeniorLine is awarded the Volunteer Ireland Invest in Volunteer Award for Volunteer Management and Support
- SeniorLine wins a Google Impact Award
- Third Age develops a new programme Navigate Your Work Future to support workers in midlife.

These developments have been achieved against the background of a continuing difficult funding environment. Ireland does not have a large pool of high-profile philanthropic foundations or individuals. We are most grateful to the HSE, relevant Government departments, local councils and others who continue to support us. However, to bridge that funding gap and to ensure programme sustainability, we must continue to promote ourselves in the public arena, explaining our work and its positive impact.

We thank all those organisations and individuals this year who have listened, who believed in us and have offered help and support. We really appreciate your continued partnership.

It is thanks largely to our dedicated band of volunteers that we can confidently promote the excellence of our programmes and their value in dozens of communities throughout Ireland. This situation is transactional. Our volunteers equally tell us how much they gain from working with us, how valuable the initial training has been, and how their ongoing learning through our Continuous Professional Development programmes is enduringly beneficial.

My thanks to the staff members of Third Age for the way we worked together this year and for the spirit of cooperation we all enjoy. Finally, I would like to offer sincere thanks the Chair and members of the Third Age board and our sub-committees for the support they have given me during the past year.



A handwritten signature in blue ink that reads "Áine Brady". The signature is written in a cursive, flowing style.

ÁINE BRADY
CEO

Established in 1988 in Summerhill, Co. Meath.

Our mission is to value older people's contribution to society and to help them meet their personal and community needs through innovative programmes.

Our vision is for an Ireland where the third age in life is valued and celebrated.

Recognising that older people are a diverse group, **our goals** are:

- To support the wellbeing and social inclusion of older people
- To address societal needs through voluntary opportunities
- To represent older people at policy-making fora
- To challenge negative perceptions of ageing
- To continue to work for the implementation of the National Positive Ageing Strategy

Policy Priorities

- Funding and regulation of home and community care
- Equality of access to community care and nursing home care
- Implementation of the National Positive Ageing Strategy
- Addressing stereotypes in regard to ageing

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Responding to the Opportunities and Challenges of Ageing in Ireland

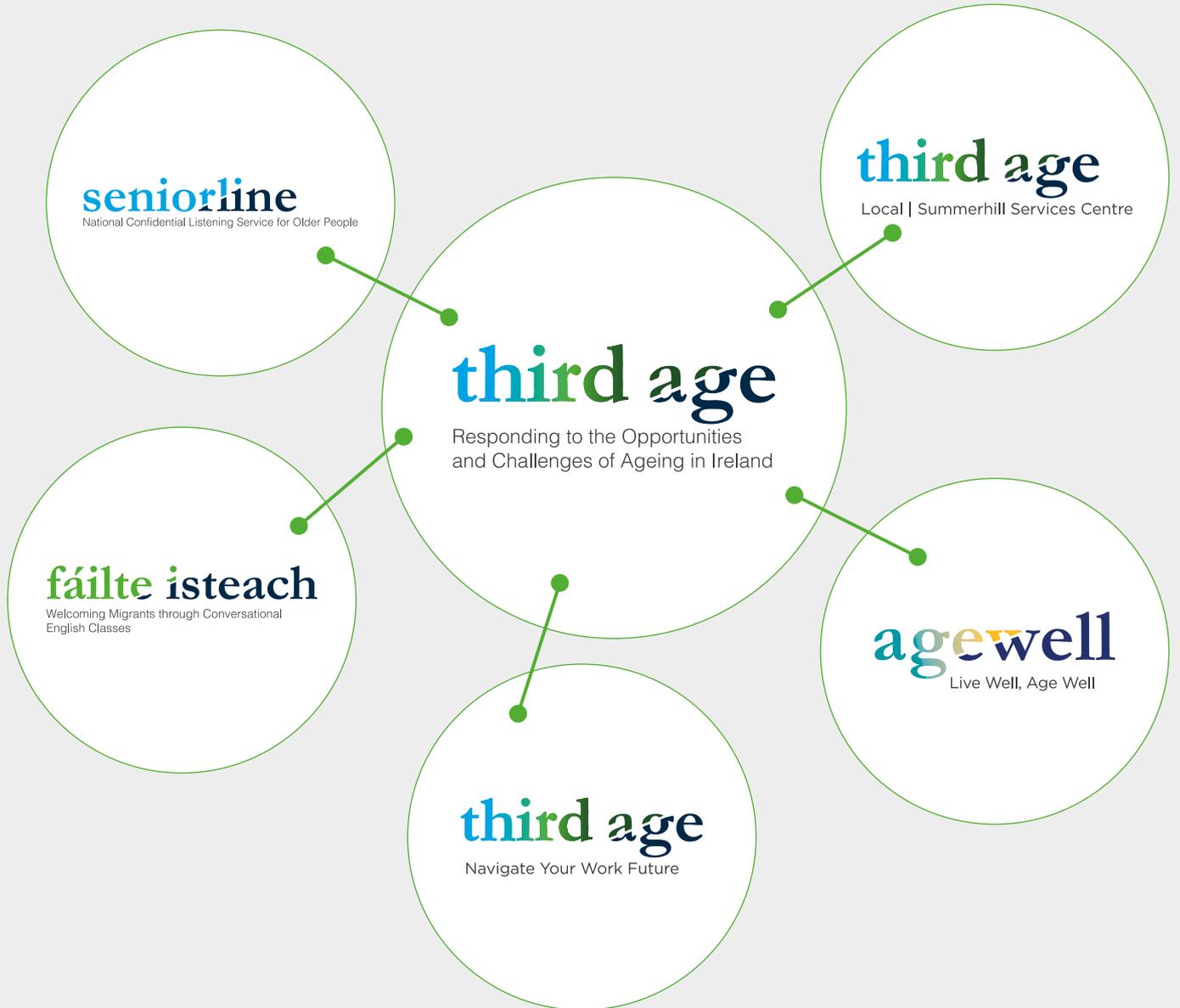
REPRESENTATION OF THIRD AGE ON OTHER BODIES

- Alliance of the Age Sector
- Board of The Wheel
- NGO Forum Age Friendly Ireland
- Aontas
- Telephone Helplines Ireland
- HIQA Advisory Groups
- Age Platform Europe
- Age Friendly Alliance Meath



Regional & National Programmes

SUPPORTING PEOPLE TO LIVE WELL AND AGE BETTER



Working With Others

TO BUILD AN IRELAND WHERE THE THIRD AGE IN LIFE IS VALUED AND CELEBRATED



Established 22 years ago, SeniorLine is the national peer-to-peer and confidential freephone service offering a listening ear, befriending and guidance support to older people.

Open 365 days a year, from 10am to 10pm, this cost effective service is provided by 180 professionally trained older volunteers. People who contact the service do so for a variety of reasons including loneliness, anxiety, depression or other mental health issues, seeking information or guidance on practical matters, over family problems or financial concerns.

As older people themselves, our volunteers are well placed to listen and understand the concerns of callers, and they provide reassurance as well as practical guidance, up-to-date information, and referrals to our wide network of partners.

External evaluations of SeniorLine have consistently confirmed its relevance and effectiveness, as well as its quality which is underpinned by continuous professional development of our volunteers. Seniorline is recognised by Invest in Volunteers Quality Mark for Volunteer Ireland.



FREEPHONE SeniorLine on 1800 80 45 91



OPEN

365 DAYS A YEAR
10AM TO 10PM



PEER-TO-PEER

180 TRAINED OLDER
VOLUNTEERS



ESTABLISHED

22 YEARS
OF LISTENING



AWARD-WINNING

INVEST IN VOLUNTEERS
QUALITY MARK FOR
VOLUNTEER IRELAND



CALLS

PROVIDING
8736 HOURS
OF SERVICE
ANNUALLY



Growth & Development

- Recruited, trained and mentored 45 new volunteers in 2019
- Completed our supervision programme with city centre and Donnybrook volunteers
- Extended our monthly professional development meetings for volunteers to a south city venue
- Celebrated Christmas with a fund-raising carol event in Grafton Street and volunteer 'thank you' lunch
- Implemented our award-winning project 'Closing the Gap' for older people in city centre and environs
- Involved older volunteers with IT skills as one to one tutors in this programme.

Calls & Callers

- SeniorLine received 9,601 calls in 2019
- These included 6,400 regular callers and 3,201 first time callers
- The female to male ratio was: three female callers to every one male caller
- SeniorLine provided 8,760 listening hours in 2019
- March was the busiest month, followed by January, February and April; there were fewest calls in September
- There were more rural callers than urban, with many calling from isolated locations
- Loneliness was expressed or implied in many calls from both new and regular callers. Other callers had mental or physical health problems
- SeniorLine research 2019 indicates that loneliness may be due to geographic isolation, poor family/ community support, bereavement, disability, immobility, shyness or family conflict
- Calls from regular callers typically last 10 minutes, calls reporting specific problems needing more support may last up to 30 minutes
- Some regular callers phone several times a day and depend on SeniorLine for vital support; they may be encouraged towards self-help if this is feasible
- All callers are listened to with compassion and respect
- All callers are given time to discuss helpful options, and may be referred to other relevant services detailed in SeniorLine's Resource Manual.



What Our Callers Said This Year

'I have a physical disability, and can't get out very often on my own. I phone SeniorLine a lot and I love the interest they show in me and my days.'

MARTIN

'I have a husband, children and grandchildren, but sometimes when they are getting you down, you need to let off steam to someone outside the family.'

PHILOMENA

'I began to phone SeniorLine this year. I was shy at the start and found it hard to talk, but they were very encouraging, no pressure, and now I feel as if they are my friends.'

JULIA

'I have had depression all my life. I live on my own, family are nearby and are very good. But I don't always want to bother them. Talking to SeniorLine can cheer me up and I usually feel better at the end of the call.'

LAWRENCE



SeniorLine in Action

Anne Finerty has been a SeniorLine volunteer for three years, having heard of the service on RTE's Liveline. *'That prompted me to contact as a volunteer. I had taken early retirement. I worked in Human Resources in a semi-state company, and I liked the idea of taking phone calls from older people. I had a special affinity with both my grandparents, and I always felt good in the company of older people'*, she said.

She found training for SeniorLine somewhat challenging, particularly the skills practice sessions. *'These weren't easy, but were necessary. At the end of the course we were mentored, hearing our trainer take real calls was very helpful'*.

The training prepared her well for the real thing, she says. *'I had no difficulty taking the calls, and it was far more relaxing than the training!'* Even with a trial by fire - one of the first calls Anne took was from a suicidal caller. *'My heart was jumping. But somehow I remembered my training, and that saw me through. I've never looked back'*, she said.

She considers the main issues facing older people today. *'I would think loneliness and isolation is a big thing. Even when a caller has family, they are very often slow to rock the boat to show their true feelings. Speaking to us, speaking to someone they don't know, accepting we are confidential, callers can often speak from the heart'*, she says.

She finds a difference in approach between male and female callers. *'We have more female callers. The men can be more difficult to get through to, they don't display their feelings, but often towards the end of the call, they may say, 'it's really lovely to have SeniorLine to phone, the fact that you just listen to whatever I want to talk about'. I never give advice. To be listened to is often just what people want'*, she says.

Looking to the future of older people in Ireland, Anne feels that greater numbers of older people in the population coupled with younger generations dealing with many pressures, could mean that future generations may be even more isolated. *'It means that SeniorLine is a very necessary service'*, she says.



ANNE FINERTY
SENIORLINE VOLUNTEER

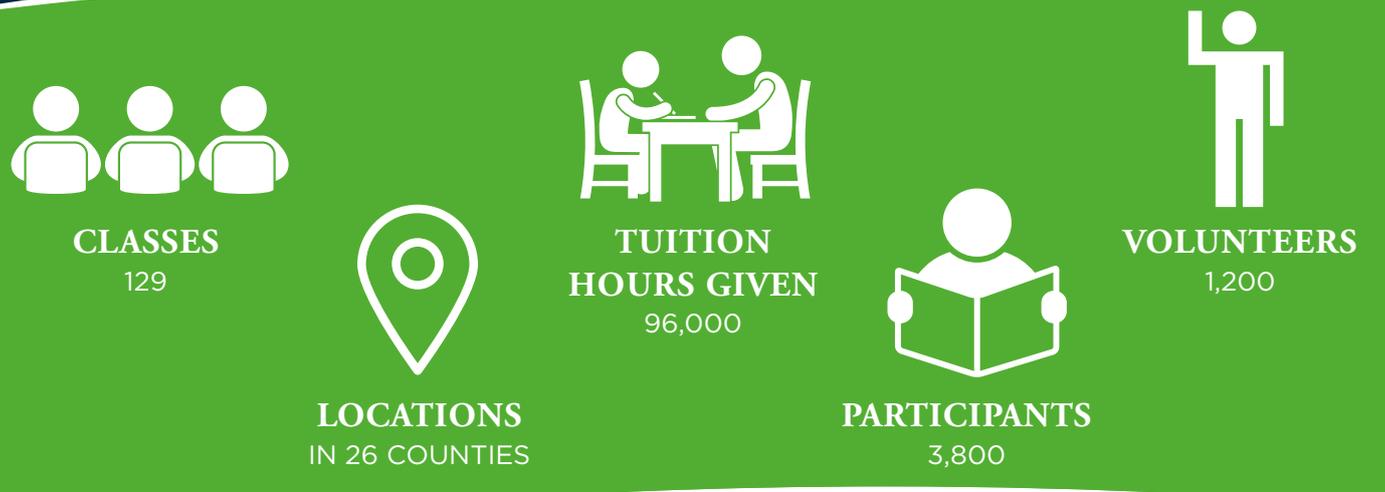


Fáilte Isteach is a community project involving predominantly older volunteers welcoming migrants through conversational English classes but to the 104 communities it impacts across Ireland, Fáilte Isteach classes are so much more.

Our groups provide a space for those who are isolated to connect; for perspectives to evolve; for attitudes to change. The informal, relaxed approach to learning allows the most marginalised in our society to engage with others and truly integrate into life in Ireland.

Fáilte Isteach embraces a relaxed, unstructured learning environment. Our classes are tutored entirely by volunteers who are encouraged to welcome participants to their community through language; identify needs through conversation and focus primarily on fluency and building confidence.

Our classes offer the opportunity to improve language proficiency to those who have lived in an Irish community for many years. They also welcome new migrants - many of whom have come from frightening, traumatic and challenging circumstances in their own countries. It is this inclusive approach and environment that makes Fáilte Isteach so unique.



Service Impact

Fáilte Isteach supports communities across Ireland to have a more active role in promoting the integration of migrants and plays a vital part in increasing mutual understanding between the host community and immigrants.

Fáilte Isteach is an open-door project welcoming all participants, and groups often include some of the most vulnerable and socially excluded migrants in Irish society. Our inclusive, volunteer-led approach caters for a diverse group of learners - participants are from many far-flung destinations, and we work with over 80 nationalities. Our classes offer a true snapshot of modern Ireland - a vibrant, multilingual, multi-denominational country, full of new possibilities.

Fáilte Isteach works to provide migrants with the tools and confidence they need to excel and feel truly at home in Ireland. The classes help migrants to navigate Irish society and public systems including health, education, rights, entitlements and transport. Classes increase the opportunities to discuss and learn more about accessing services, employment and becoming more active citizens. Fáilte Isteach staff provide resources to support learning in these crucial areas, plus interview preparation, formal language, form filling and CV creation, an introduction to voting, Irish political system, citizenship, volunteering, sport and Irish culture.

Growth & Development

At the close of 2019, Fáilte Isteach was delivering 129 classes in 104 locations across Ireland. Our classes improve language and reduce loneliness for over 3,800 migrants, allowing for long-lasting, authentic community integration. Our classes salute the often overlooked potential of 1,200 older volunteers who make Fáilte Isteach a reality.



Demand for our services led to the opening of six new branches throughout the year in Monasterevin, Newbridge, Cork, Carlow, UCD, Ballyhaunis and Portlaoise.

There are six Direct Provision residential centres (Balseskin, Portlaoise, Lisdoonvarna, Tralee, Newbridge and Monasterevin) adopting the Fáilte Isteach model. These classes welcome some of the newest members of our communities. Many who have come from traumatic and war-torn situations in their own countries need specialized support and attention on a one-to-one basis.

Fáilte Isteach provides:

- A comprehensive framework for the establishment of new groups including coordinator handbook, policies addressing volunteer management, vulnerable adult protection, health and safety, financial guidelines, a code of conduct and guiding principles; and insurance cover
- A complete training programme, from induction training to tutor training and CPD
- On-going training and support to all branches, coordinators and tutors
- In-house designed curriculum, covering absolute beginners through to advanced level, designed for the Irish context and in consultation with our tutors and coordinators
- An extensive tutor pack containing resource materials comprising our four teaching manuals, elementary, beginners, intermediate and advanced, and additional pedagogical materials
- Online supports including practical guidance around delivery of classes
- A range of Fáilte Isteach books at four levels (Elementary, Beginner, Intermediate and Advanced) to assist participant learning
- Regular communication with all groups throughout the academic year to ensure coordinators feel fully supported on insurance and legislative issues
- Management of all administration issues for groups led specifically by volunteer coordinators.



Our classes offer participants the opportunity to not only increase their language skills but also to make real and lasting connections in their communities. Feedback from participants shows that Fáilte Isteach classes can greatly help to reduce their loneliness through the ability to integrate more in their communities. Our tutors also welcome the chance to make new connections at this stage in life and to be involved in such socially useful work. The establishment of Fáilte Isteach groups help in dispelling racial tensions and unpacking existing prejudices. Fáilte Isteach offers more than language learning. It provides a space for individuals to find common ground, promoting enhanced understanding between all members of our communities.

Training & Support

In 2019 Fáilte Isteach offers ongoing support to our existing network in the form of:

- Access to online tutor resources
- Ongoing refresher training sessions in locations across Ireland
- Email group support for all queries
- Marketing materials for classes (posters, social posts)
- Volunteer recruitment
- Provision of additional teaching materials
- Point of contact for student enquiries for volunteer-led groups
- Regional seminars where groups come together to explore issues, address concerns and identify new approaches.

Refresher training sessions were delivered in 19 locations from September through November 2019, with over 225 volunteer tutors attending. The sessions were developed in collaboration with American educationalist Cathy Peck and involved workshops with an emphasis on the following topics:

- Understanding the tutor role
- Working with beginners / advanced groups
- Building confidence through a foreign language
- Cultural awareness
- Working in a multi-cultural environment.

Throughout the year, the Fáilte Isteach team supported established groups through regular newsletters, annual coordinator seminars and quarterly updates. We monitor and manage feedback through a Census twice a year, addressing any concerns highlighted. Our policies are reviewed annually and new policies introduced, where necessary.

Fáilte Isteach in Action

Bray Area Partnership established Fáilte Isteach Bray 11 years ago having attended a Fáilte Isteach conference which described the programme and its relevance in modern Ireland. The Bray Partnership saw their involvement as part of their services to members of new communities in the area. The project is resourced by Jennifer Jones, Community Development Officer and Lorna Lafferty, Education Development Officer.

Over the years, the Partnership has developed links with the local school and other community groups, and, at one stage, had a number of groups running in Bray and in Kilcoole, Co. Wicklow. In recent years, some migrant families left Ireland and returned home. There was also a decline in student numbers when rents in Bray became too high for many migrants. Today there are two Fáilte Isteach groups in Bray in the community hall and local school respectively, and one group meets in the community hall in nearby Kilcoole village, a total of 88 learners and 40 volunteers.

Some years ago, the Partnership was contacted by a local Deis school, whose pupil intake included a number where English was not their first language. The Partnerships began offering a morning class to the parents of these children – a very successful initiative: *“We could see how the parents benefited and how their children*

were benefiting as well." said Lorna. Fáilte Isteach worked with the home-school liaison officer and saw the parents becoming more involved in the school as their confidence grew.

In 2019 the Partnership collaborated with St. Killian's Community School to provide English language supports to seven young people who came to Ireland as unaccompanied minors and now live in the local area. Other community links have been established. The Partnership has supported the Bray Refuges Solidarity (BRS) group who work with asylum seekers living in temporary accommodation by providing free training, workshops, opportunities and relevant information to BRS clients.

The Fáilte Isteach learners range in age from 18 right up to the mid-fifties, and it is a successful model for students of all ages: *"You see them coming in with no English, and then gaining in fluency. There are great spin-offs. Our students begin getting involved in their own community. Improving their English helps learners participate more fully in society, and take part in further education and employment."*, said Lorna *"Our volunteers benefit also. They are mainly older people, and if you ask them why they do it, most will say they want to give something back. The volunteers have the opportunity to meet people they wouldn't ordinarily meet from very different backgrounds."* she said.

In 2019, guest speakers from the Central Statistics Office were invited to address the students and show them how to fill in the census form. While formal classes ended for the summer, a pilot project took place in Bray Library where small group classes continued once a week. *"The relationship between our learners and our volunteers is not confined to the classroom, and a number of volunteers also meet their students for coffee in an informal way."* said Lorna.



AgeWell is an award-winning innovative new model of integrated care, supporting older people to remain safer and healthier in their own homes for as long as possible by identifying potential health problems at the earliest possible point. This is done by combining peer-based social engagement and mobile technology to improve the emotional and physical health outcomes among older people.

The model combines best practice of several care coordination models and includes recruitment and training of AgeWell Companions, who then provide sustained social engagement to older people through home visits and phone calls.

The purpose of AgeWell is to continually assess and respond to evolving health issues and appropriately refer to the Primary Care Teams (PCT) and other social and community services, to prevent a problem becoming a crisis.

AgeWell Companions use a mobile-phone based health screening tool created by gerontologists to capture health, well-being and related information about our clients. Through this technology, evolving health, social and environmental problems are identified and addressed before they escalate and if needed, clients can be linked into the appropriate treatment, in the right place, at the right time.

The core aim is to enable clients to remain living in their own homes and communities for as long as possible - increasing access to early intervention and reducing the burden on acute, emergency and long-term care services.



**HOME VISITS
& HEALTH
ASSESSMENTS**
5,500+



PEER-TO-PEER
255 CLIENTS
24 AGEWELL COMPANIONS



**ESTABLISHED
WITH THIRD AGE**
MARCH 2018



**AWARD-WINNING
SOCIAL INNOVATION
AWARD IN RESILIENT
COMMUNITIES 2018**



REFERRALS
77% OF CLIENTS
REFERRED FROM
THE HSE



Growth & Development

- AgeWell delivers supports to 225 older people in Co. Meath
- Four new AgeWell Companions trained, bringing total number of Companions to 19
- Service expands to Navan and East Meath, now available to older people throughout the county
- Client data indicates that 68% are aged over 80 and 40% aged over 85. 64% are widowed and 75% are female
- Bi-annual programme evaluations show a sustained improvement in client wellbeing, including reduction in loneliness, improved social supports, and improved physical activity
- Specifically, 97% client satisfaction rate is recorded, with 99% stating the programme has met their expectations, and is worthy of recommendation to family member or friend
- AgeWell is selected by Slaintecare as one of 122 programmes throughout the country representing integrated care
- Paper 'AgeWell: A Unique Care Model for Older People' is accepted by the International Foundation on Integrated Care conference in Croatia to be held in 2020.

AgeWell Clients

AgeWell clients are typically coping with one or a number of issues:

- Living alone and/or in physically remote location
- Little family support nearby/complex family situations
- Deficits in sight, hearing, mobility
- Chronic conditions affecting physical and mental health and wellbeing
- At risk of homelessness
- Receiving palliative care.

Avril Hevey, AgeWell Manager says clients can be lonely for many reasons. *"Some are isolated in very rural areas. Some are in more populated areas, but may have moved there relatively recently, or frailty may keep them housebound and not in touch with neighbours. Many are bereaved after long and loving marriages, and they can be very lonely."* she said.



AgeWell Companion Support

AgeWell volunteers receive fortnightly Continuous Professional Development sessions providing the opportunity to raise relevant issues and to discuss specific cases. The AgeWell Care Coordination team provide monthly steering group meetings with group members including HSE, Primary Care representatives and local support providers. AgeWell collaborates with public health nurses, social workers, physiotherapists, occupational therapists, Gardai and other community services.

AgeWell in Action

90 year old John Lee, Navan, Co. Meath says his life has changed out of recognition since contacting AgeWell. He looked for help in 2018 when both his wife, Carmel, and his sister died. *"After that, I had no one really. I even thought of ending it all. I was so lonely. I felt my life was pointless at that stage. I felt there was nobody there, and when you get to that point you have to talk to someone."* he said.

"I'm the type who loves company and banter and the chat. But it's hard when you come home and close the door and there's no one to say 'welcome home' or 'how was your day?' There is just silence, silence, the silence that awaits you. My neighbours are fantastic, but you still have to come home to a quiet house. It's harder in the winter when there is no sound and no one really to talk to. I'm active enough, I go into Navan and my shopping, but loneliness is hard."

John says the care and contact of his AgeWell Companion and the service generally has made all the difference, and he urges others to look for support if they need it. *"Without my family, I had no one. My life was taken away really. It is thanks to AgeWell that I'm still here with a smile on my face. I know AgeWell will visit me once a week and phone as well, so it's something to really look forward to. They stay an hour with me and advise me on any problems or questions that I might have. I would say to people: look for help. Get out and exercise, try and not think about your situation. It's a fight and you have to be able to overcome it. Don't be moping, get out and try and meet people. These days are brighter."* he says.



JOHN LEE
CO. MEATH AGEWELL CLIENT

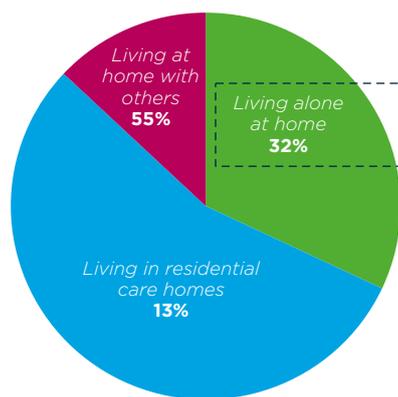


Overview of Older People Living in Ireland

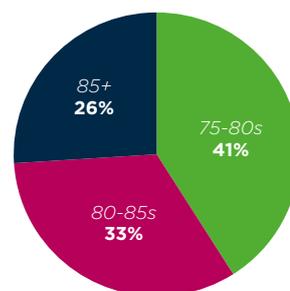
Our Core Target Market Size

The AgeWell core target population is **over-75s living alone at home**. 2011 census data suggests that nearly 1/3 of over-75s fall into this category. Our target 'sweet spot' is the middle 55% in terms of health and well-being, equating to around 51,000 in 2019 nationally, growing to 56,000 by 2021.

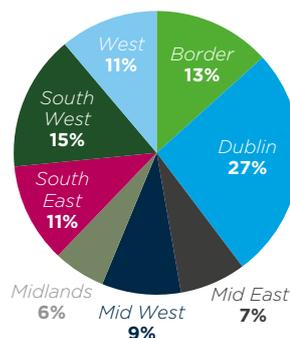
Breakdown of Over-75s Living Situation



Breakdown of Over-75s Living Situation



Breakdown of Over-75s Living Alone at Home by Region

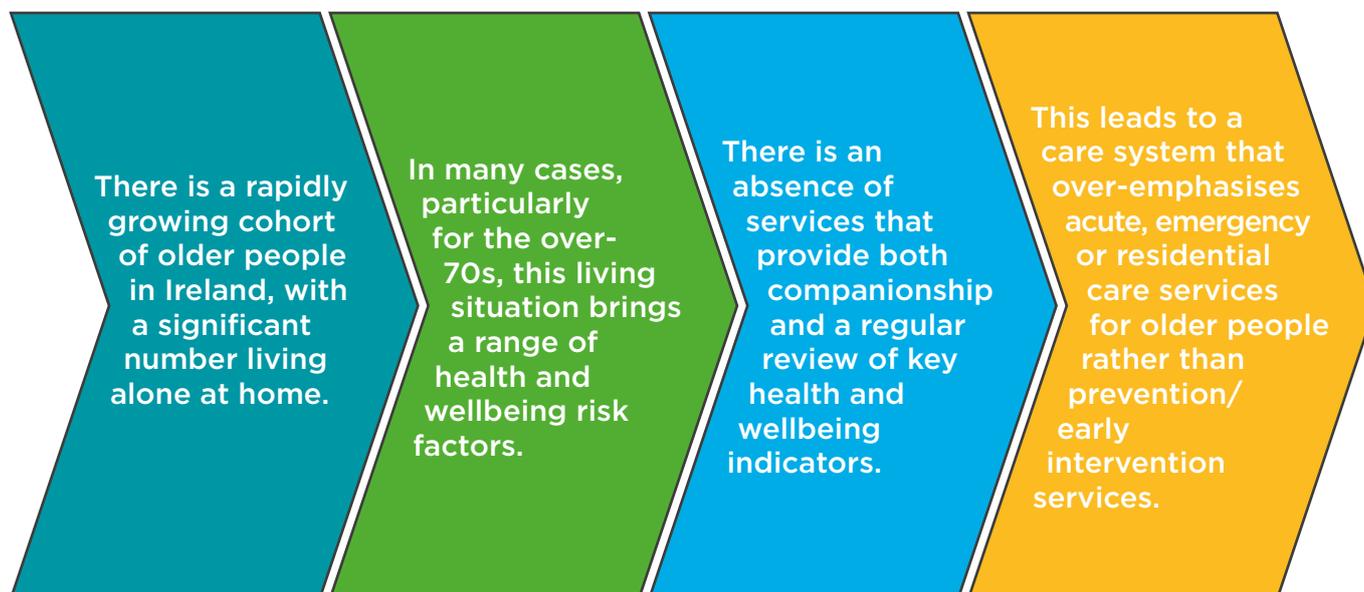


| | 2019 | 2020 | 2021 |
|--|--------|--------|---------|
| Estimated size of over-75s living at home: | 93,000 | 97,000 | 101,000 |
| Estimated size of over-75s living at home and in the middle 55% in terms of health and wellbeing (our 'core target market'): | 51,000 | 53,000 | 56,000 |

Source: Central Statistics Office Ireland, <https://www.cso.ie/px/pxeirestat/Statire/SelectVarVal/Define.asp?maintable=CD203&PLanguage=0>

Key Strategic Implications of the Environmental Review

This section of the strategic plan has sought to capture the key dynamics of the environment in which the AgeWell programme operates. In the diagram below we aim to summarise these factors in the context of a problem statement that we are seeking to address.



In May 2019, Third Age was approached by the global professional services company, Accenture, and invited to tender for a project that would upskill older people to meet the changing face of work in Ireland - part of Accenture's corporate social responsibility international programme. Third Age responded by designing a one-day workshop for older people, those in mid-career stall or needing to retain or upskill for their continued employment. We called it Navigate Your Work Future.

We were successful in our proposal. During summer and autumn 2019, a Third Age team worked with Accenture in developing the programme, plus promoting participation in Accenture's Skills to Succeed online programme.

Our Day was designed to help participants:

- Evaluate personal skills and strengths
- Learn how to apply to best advantage
- Understand more fully the changing workplace and future trends
- Identify new opportunities for reskilling, upskilling and lifelong learning
- Access follow up resources.

The delivery of this programme will begin in January 2020.



**PARTNERSHIP
PROGRAMME**
WITH ACCENTURE



TAILORED
TO OLDER WORKERS
LOOKING AT THE
FUTURE OF WORK



**ONGOING
FOLLOW-UP
SUPPORT**



SUPPORTED BY
THE DEPARTMENT OF
EMPLOYMENT ASSISTANCE
AND SOCIAL PROTECTION



WORKSHOPS
OFFERING SPEAKERS,
DISCUSSION AND
RESOURCE MATERIALS



Third Age Local

At a local level, Third Age delivers vital services to older people within a circa 25-mile radius of our centre in Summerhill, Co. Meath. From audiology and counselling, fitness and dance classes to film and knitting clubs, the Summerhill Centre provides positive healthy ageing initiatives, while offering the local older community a space to interact, engage and share a lifetime of knowledge and skills with others.

The Summerhill menu of activities is ever-growing based on the emerging needs of the local older population, and aims to offer a social outlet and opportunities for creative expression - reducing isolation and loneliness within the community. Quarterly group meetings are held to discuss potential new projects and to respond to suggestions and ideas from members.

The centre provides older people with access to health services, health screening and monitoring, transport, information, holidays and outreach. Third Age Local creates opportunities for older people to connect socially and build friendships and supports with peers.



FITNESS AND DANCE



COUNSELLING



DIGITAL SKILLS



HAIRDRESSING



TRANSPORT



Summerhill 2019

Third Age, Summerhill welcomed 18 new members in 2019. New programmes include line dancing and a summer programme of musical afternoons. 114 older people were fitted with socially monitored alarms under the Senior Alert Scheme. Funded by the Department of Rural and Community Development, Pobal provides funding for this service that enables older people to live securely in their homes with confidence, independence and peace of mind.

A-Z of Activities and Services



Aromatherapy



Drop-in Centre



Movie Mornings



Art & Drama



Holidays



Outings



Audiologist



Knitting Group



Reflexology



Chiropody



Library



Resource Centre



Computer Classes



Little Jobs Project
(community service)



Socials



Counselling



Movement to Music

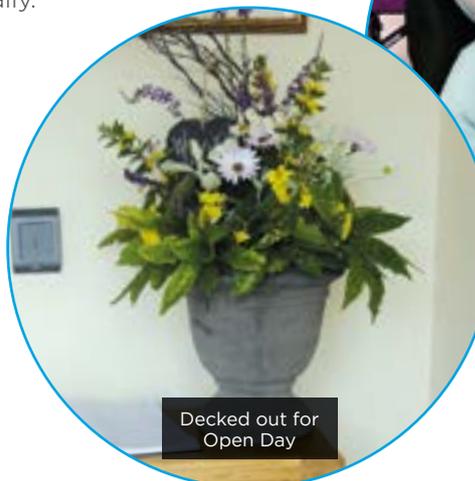


Transport Service

Events, Trips & Holidays

Regular events included socials, Open Days, and members meetings. The annual Mass for members past and present was well attended, and our quarterly members' meetings give an opportunity for discussion, the sharing of new ideas and guest speakers. Our Community Garda were two such speakers in 2019. They presented excellent advice on home protection and keeping safe generally.

During the year, members attended the Meath Partnership Health & Nutrition Roadshow, an enthusiastic group travelled to Navan for Computer Classes organised by Age Action, a gardening group polished up their green fingers in the Third Age garden and enjoyed a flower arranging demonstration at one of our socials.



Decked out for Open Day



Attending Mass at Summerhill

During Heritage Week in August, Third Age held an Open Day showcasing artefacts curated by 'The Way We Were' group, who have hosted their collection in schools and nursing homes in Leinster.

Members enjoyed day trips to the sea in Bettystown, Co. Meath, Howth, Co. Dublin and Bray, Co. Wicklow. There were trips also to Mullingar, and to the ICA Centre in Co. Louth. Members went shopping to the colourful markets in Meath Street, Dublin, to Blanchardstown and Whitewater Centre in Newbridge, and visited the Orchard Home & Garden Centre in Celbridge, Co. Kildare.

Members had a day pilgrimage to Knock Shrine, Co. Mayo and visited the historic city of Kilkenny. Nearer home, the residents from Beaufort Nursing Home visited Virginia Lakes in Co. Cavan. In February, members and friends enjoyed a five-day holiday to Westport, and in September the group travelled south for a short holiday to Killarney.

Moving towards the autumn, the Knitting Group visited the Knit & Stitch Show at the RDS, then displayed and sold their own work at our Christmas Fair. Members learnt some seasonal tips at a Christmas Cake demonstration in Summerhill in November, there was a trip to Kells to attend the pantomime produced by our musical director, John Grant, and a Christmas shopping trip to Navan.

A number of Bring & Buy and cake sales raised funds during the year, and a special Evening of Song fundraiser took place in Dangan Church, Summerhill in December, where the Third Age choir was joined by some notable musicians who contributed their talent and their voice.



Digital Skills

Third Age provides free classes for older people throughout Leinster through our Digital Skills programme and in our Digital Hub in our national office in Summerhill. The aim of this programme is to improve IT literacy, and encourage non-liners to embrace technology. Since the programme began in 2016, we have trained 1,336 people in Counties Dublin, Kildare, Laois, Louth, Meath, Offaly, Westmeath and Wicklow.

In 2019, we trained a total of 352 participants, and extended classes to Moate, Portarlington, Portlaoise and Stradbally. The classes were received with great enthusiasm, and spread by word of mouth resulting in repeatedly fully booked courses.

The free training course is a 10-hour programme over five weeks, two hours per week, with a maximum of 10 participants and an average of seven per class. These small numbers guarantee personal attention and facilitate learning.

The programme covers 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.

2019 course locations were as follows:

| | |
|---------------------------------|--|
| Dublin & Co. Dublin: | Cabra, Castleknock, Dublin City University, Finglas, Lucan, Raheny and Skerries |
| Co. Kildare: | Broadford, Johnstown Bridge, Kilcock, Kildare Town, Leixlip and Maynooth |
| Co. Laois: | Portarlington, Portlaoise and Stradbally |
| Co. Meath: | Ashbourne, Ballivor, Dunboyne, Dunshaughlin, Enfield, Navan, Summerhill and Trim |
| Co. Offaly: | Edenderry |
| Co. Westmeath: | Kinnegad, Mullingar and Moate |

Transition Year students from local schools in Cabra, Dunboyne, Kilcock, Lucan, Navan and North Dublin added fun and an inter-generational flavour to the learning.



Mary Brilly RIP

Mary Brilly who worked as a volunteer in Summerhill for many years, died in September this year. She will be missed for her devotion to Liverpool Football Club, for her cheerful good humour and for the place Third Age held in her life.



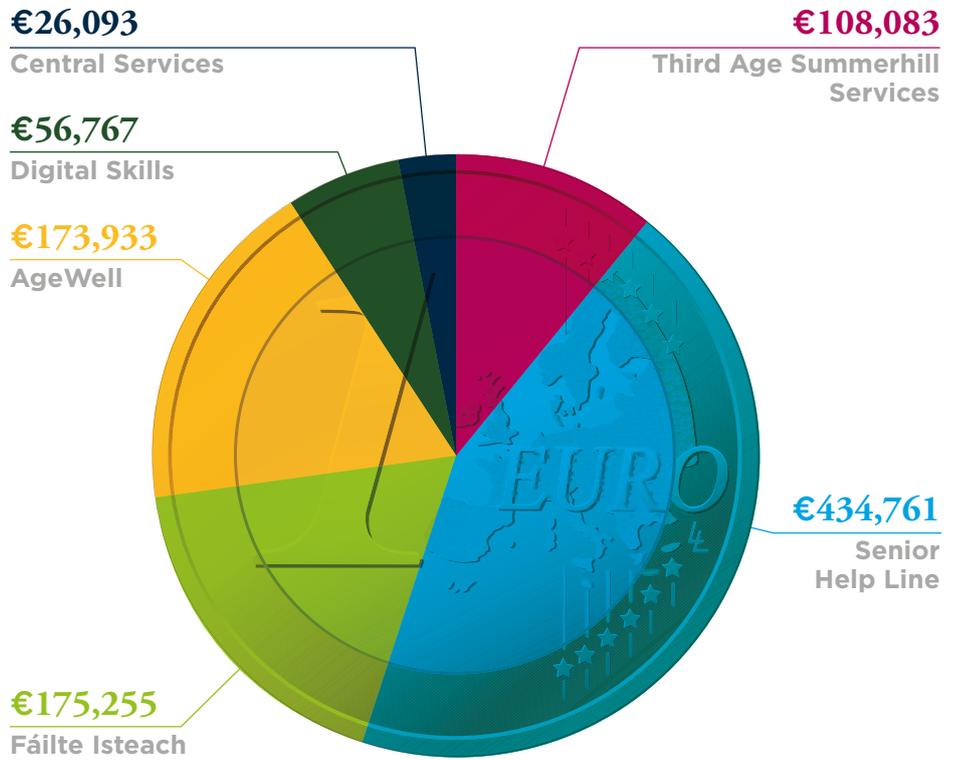
2019 Third Age in Numbers

PROGRAMME EXPENDITURE 2019

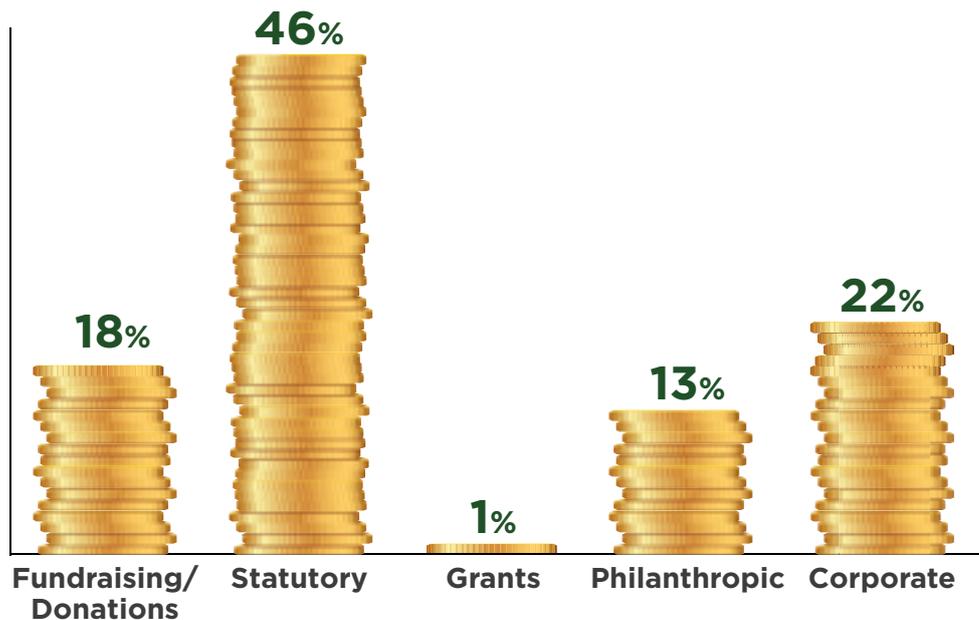
INCOME
€839,892



EXPENDITURE
€974,892



SOURCES OF INCOME 2019



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.

The Board

third age

| | |
|-------------------|---|
| Chairman | Tom Dowling |
| Company Secretary | Maura O'Keefe |
| Members | Harry Casey, Tom Collins, Pat Cox, Patricia Rickard Clarke, Anthony Nolan and Amanda Phelan |

seniorline

| | |
|-------------------|--|
| Chairman | Tom Dowling |
| Company Secretary | Tom Collins |
| Members | Pat Cox, Anthony Nolan and Maura O'Keefe |

The Staff

third age



Chief Executive Officer
Áine Brady

| | |
|------------------------------|-----------------|
| Operations & Finance Manager | Alison Branigan |
| Communications Manager | Anne Dempsey |

Programme Development

| | |
|--------------------------------------|--------------------|
| Digital Skills Administrator & Tutor | Yvonne Keane |
| Digital Skills Tutor | Ann Louise Coghlan |

fáilte isteach

| | |
|------------------------------|---------------|
| Programme Manager | Liam Carey |
| National Development Officer | Claire Dalton |

seniorline

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

agewell
Live Well, Age Well

Programme Manager

Avril Hevey

Care Co-ordinators

Paul O'Rourke, Ann Marie Slevin and
Monica Ryan (*resigned in 2019*)

Navigating Your Work Future

Project Team

Liam Carey and Anne Dempsey

Local & Regional Initiatives

Administrators

Rosemary Doyle and Maeve Carton

Administrative Assistant

Mairead Gillick

Drivers

Joe Gould & Pat Regan (*John Conlon retired
in 2019*)

Housekeeper

Sai Yin Pak (*Mary Rochford retired in 2019*)

Carers

Rena Murray and Joan Pratt





third age

Responding to the Opportunities
and Challenges of Ageing in Ireland

A Year in People





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 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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seniorline | fáilte isteach | agewell | local & regional initiatives