

# Annual Report and Accounts 2013



Age Action

AgeAction

For all older people



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# GENERAL INFORMATION

## Directors

Margaret Pilkington (Chair)

Owen O'Sullivan (Vice Chair)

John Quinn (Hon Treasurer)

Roger Coughlan

Rosemary Hanna

David Healy

David Henshaw

Joan McDermott

Miriam Simon

## Company Secretary

Robin Webster

## Chief Executive

Robin Webster

## Registered Office

30/31 Lower Camden Street, Dublin 2

## Bankers

Permanent tsb

70 Grafton Street, Dublin 2.

## Solicitors

PJ Walsh & Co

12 Upper Fitzwilliam Street, Dublin 2

## Auditors

Mazars

Chartered Accountants & Registered Auditors

Harcourt Centre

Block 3 Harcourt Road

Dublin 2

**Company Registration Number: 198571**

**Charity Number: CHY 10583**

# AGE ACTION IRELAND

Age Action Ireland was established in 1992 as the national non-governmental organisation concerned with ageing and older people, acting as a network of organisations and individuals including older people and carers of older people and as a development agency promoting better policies and services for older people.

## Our Vision

*“Ireland becomes the best country in which to grow older”*

Our vision is that Ireland becomes the first country to apply fully the United Nations Principles for Older Persons by incorporating them into our national way of life to improve the quality of life of all older people and to transform all our attitudes towards ageing and older people. The UN Principles are independence, participation, care, self-fulfillment and dignity.

Central to our vision is the vital role that older people should take in driving forward these changes for themselves and succeeding generations. Older people must reject the stereotypes of dependency, passivity and inevitable decline fostered by widespread ageism, and by their own actions replace these by positive images based on self-confidence, active engagement in personal development and community service and informed by a proper understanding of the ageing process.

## Our Mission

*‘To achieve fundamental change in the lives of all older people by empowering them to live full lives as actively engaged citizens and to secure their rights to comprehensive high quality services according to their changing needs’*

All our activities will be geared to supporting older people to speak and act for themselves in bringing about the fundamental changes they want to live full lives.

## Our Core Objectives

Our overarching objective is to eliminate discrimination and put in place positive ageing and the other objectives listed below are geared to that purpose.

- To mobilise and empower older people to advocate on behalf of themselves, their families and their communities
- To change attitudes towards ageing and older people in Irish society
- To effect changes in legislation and policies by influencing Government, state agencies and the Social Partners.
- To secure the right of older people to comprehensive high quality services and where necessary to initiate selected services.
- To focus on the needs of the most disadvantaged older people

# CHAIRPERSON'S REPORT

I am pleased to present to the members of Age Action this 21st annual report for the year 2013. This report shows that we have continued to develop our advocacy for the rights and interests of older people as well as our direct services to them. On the other hand, the accounts show that these activities were achieved in a difficult financial climate that was exacerbated by a decline in public confidence in charities due to the scandals about two charities that emerged towards the end of the year.

Compared to the previous year, our income was reduced and our expenditure increased resulting in a fall in our overall surplus, which was disappointing in view of the extra efforts made to increase the income from our charity shops and fundraising. The small increases in our reserves and cash position have largely been achieved by continuing controls on staffing costs and the Board wishes to pay a special tribute to the staff for their continuing commitment in these difficult circumstances.

The scandals about charities have not directly impacted on our fundraising and charity shops and for that I must express the Board's appreciation to our members and supporters for their continuing trust and loyalty to Age Action. We do not take this support for granted and we are doing everything we can to ensure that we are worthy of your continuing support. In response to many queries from members and the media, we have been completely open about our financial affairs including the salaries of the Chief Executive and other senior staff. The Board is fully committed to improving our corporate governance, not simply to comply with the minimal regulations, but to achieve the highest standards of best practice. We want all members to be proud of belonging to Age Action and all donors, whether public or private, to be confident that their money is spent wisely and well.

Two important trends that have greatly impacted on our work this year are the increases in members and volunteers and particularly those members who also volunteer to support our advocacy, charity shops and services. They will surely help us to improve and expand our work to protect the rights and meet the needs of our ageing population.



**Margaret  
Pilkington**  
Chairperson

I wish to thank all the directors for their invaluable contributions and commitment during the past year with particular reference to the other officers, Owen O'Sullivan, the Vice Chair, and John Cassidy the former Treasurer. I must also thank the directors who left the Board during the year, John Cassidy and Julia Horgan, who both made valuable contributions to the Board. Finally on behalf of the Board and all members, I wish to pay tribute to the leadership of Robin Webster, our chief executive, and the fine work and dedication of all our staff and volunteers.

“This report shows that we have continued to develop our advocacy for the rights and interests of older people as well as our direct services to them.”

# CHIEF EXECUTIVE'S REPORT

This has been yet another difficult year for many older people, especially the majority who are dependent on the state pension and other statutory benefits. The continuing reductions in benefits and services impose even greater pressures on those living alone, with little or no family support, and those with disabilities or in poor health.

One of the most disturbing aspects of the Government's policies in reducing public expenditure is the apparent disregard for the extra difficulties facing the poorest and sickest people of all ages. There seemed to be little understanding of the impact of the abolition of the telephone allowance as a security measure for people who feel isolated or the withdrawal of medical cards as a passport to a range of support services for people who are sick. These measures not only reduce the quality of life of those directly affected but also increase the anxiety of other people, worrying about how they will be able to cope when they need extra support. Through our advocacy work, we have and will continue to highlight the negative impact of Government policies and put forward alternative policies that will give priority to the care and protection of people who are most vulnerable and living in poverty. During the year, our advocacy was greatly strengthened by the active involvement of members through the Glór groups and The Opinion Project. We aim to become an even more effective advocacy movement working with other like-minded groups to bring about our vision of Ireland as the best place in which to grow older.

Our services have continued to flourish and grow led by our two largest and longstanding programmes, Getting Started and Care & Repair, which through dedicated volunteers supported by professional staff provide high quality essential services. These and all our other services are described in later pages but mention should be made of two programmes that have added new dimensions to our work. The Ageing and Development programme has compelled us to think of ageing as a global issue and given us opportunities to campaign for the human rights of older people throughout the world. Our most recent project on interculturalism within our life long learning programme should encourage us to understand our own culture within many other cultures in our increasingly multi-cultural country and to regard old age as a wondrous gift at the end of a life of positive ageing.



**Robin Webster**  
Chief Executive

As the Chair has already stated, this was a difficult year from a financial viewpoint and our financial position is set out in the audited accounts with a commentary in the financial review at the end of this report. Nevertheless, we have continued to expand our services to more people in more parts of the country. During the year, a total of 289,201 people used our services, read our publications, visited our website or shops and helped with fundraising. They took part in these activities 416,918 times. These activities were undertaken in 152 separate locations throughout the country in collaboration with 805 other organisations. This is a remarkable record of achievement by our 102 staff and 3,804 volunteers - supported by our 3,393 members. It augurs well for our future development. I am glad to commend this report to the members as demonstrating the fine work undertaken by all our staff and volunteers and the priceless support that we received from numerous other organisations and individuals.

Finally, I wish on behalf of all members, directors and staff to express our deep appreciation to Margaret Pilkington who as Chair has provided sound leadership for the Board and considerable support and encouragement for all the staff and volunteers.

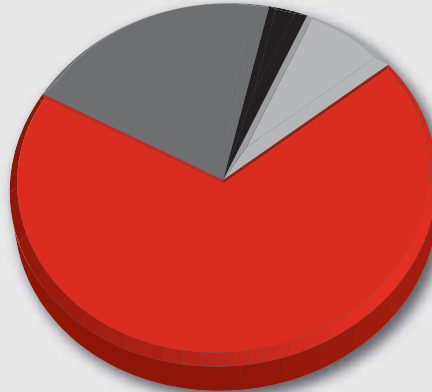
“One of the most disturbing aspects of the Government's policies in reducing public expenditure is the apparent disregard for the extra difficulties facing the poorest and sickest people of all ages.”

# MAKING A DIFFERENCE IN 2013



## FUNDRAISING

- Three charity shops
- 65,000 hats produced for the innocent Big Knit
- 60 abseilers descended Ireland's tallest hotel
- Over 1,200 people attended fundraising tea dances



## INCOME

- Donations & Gifts (8%)
- Programme Grants (69%)
- Charity Shops (20%)
- Other (3%)



## VOLUNTEERS

Our 3,804 volunteers provided a range of help, from computer training and DIY work, to fundraising and working in our charity shops

## HOW YOUR SUPPORT HELPED...



3,736 older people were trained to use computers and the internet



22,670 DIY jobs, befriending visits, trade referrals and telephone contacts were made with older people



2,311 information queries from older people and their families were handled



951 events were organised in 26 counties to celebrate Positive Ageing Week



500 older people attended our 17 University of the Third Age groups



We received 2,333 media mentions, ensuring the voice of older people was heard



We consulted older people across Ireland to prepare our pre-Budget submission, lobbied politicians and supported the public protest against cuts to older people's supports.

WORKING TO MAKE IRELAND THE BEST PLACE TO GROW OLDER



# ADVOCACY AND COMMUNICATIONS

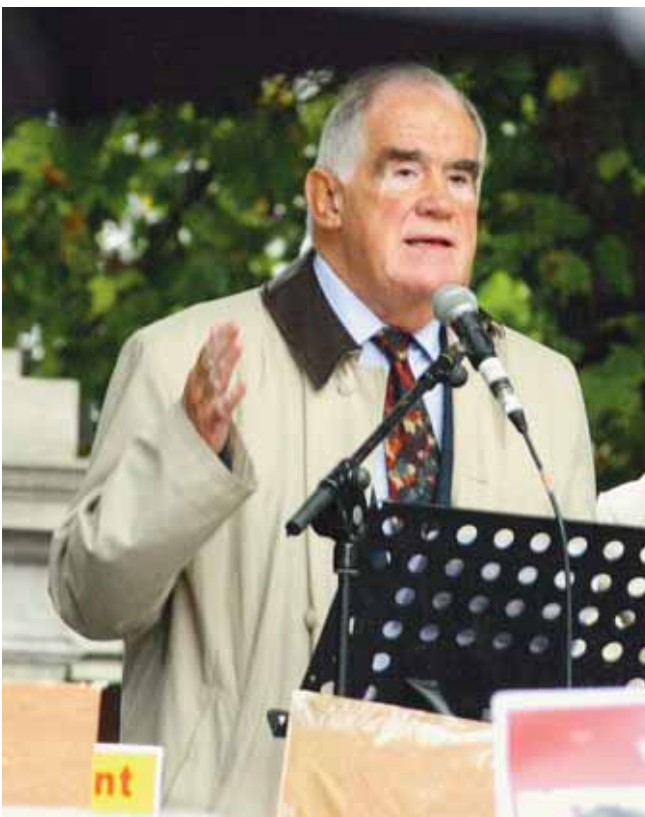
## Media

Age Action received 2,333 media mentions (1,782 in print and 551 on radio/TV/Internet) during the year. This was marginally up on 2012 (2,307 mentions). The coverage was driven, in part, by the pro-longed winter weather which lasted until April and related issues of heating and welfare for older people. Cuts to key services for older people (grants for monitored pendant alarms) and the HSE service plan received considerable coverage. The lengthy budgetary process (including threats to the State Pension) received much attention. Other annual events such as the Google Silver Surfer Awards, Positive Ageing Week and the innocent Big Knit also contributed significantly to coverage of Age Action's work.

## Website

The website continued to be an important means of disseminating information about Age Action. It had 136,097 visitors during the year (up 12% on 2012) who

**Age Action chief executive Robin Webster addressing the large crowds outside Leinster House during the protest rally against Budget cuts to older people in October.**



viewed 449,380 pages (down 4% on 2012). Considerable work was done during the year to design an upgraded website, but work was suspended due to changes in staff.

## Social Media

Our social media platforms are growing in importance for Age Action. During 2013 our Facebook page had 2,237 "likes" (up 61% in 12 months). We have 3,371 followers on Twitter (up 85% on 2012). Age Action was short listed in the charity category for the inaugural Rabo Tweets Awards. Our videos on our YouTube channel were viewed 9,621 times (up 31% on 2012). We posted 16 new videos during the year, promoting our services and fundraising.

## Information Service

The information service dealt with 2,311 queries during the year (up 26% on 2012). The most frequently raised issues related to safety and security, Age Action's services and health (14% each), followed by benefits and entitlements (13%) and social and recreation (9%). (See table 10) The busiest month was October, the quietest was December (see table 10) The information team also delivered 15 presentations to groups during 2013.

## Publications

Ageing Matters was published 10 times during the year. In addition to the readership of the printed edition (members, sponsors and policy makers), it has an online readership of over 2,000 readers per edition.

## Reference Library

The library is one of the largest reference sources on ageing in Ireland, with over 7,500 publications. It is a valuable resource which Age Action makes available to researchers.

## Political Advocacy

Our work began earlier than usual following the announcement that the Budget would be brought forward to October. Beginning in February, we sent our members a

short questionnaire which asked about the impact of austerity measures on the lives of older people and what issues should be highlighted in our Budget submission. We held four regional meetings – in Cork, Galway, Monaghan and Dublin – which assisted us in capturing the lived reality of austerity in our submission to the government.

To influence the Budget we met with the Ministers for Finance and Public Expenditure Reform and their senior officials as part of a delegation from the Community and Voluntary Pillar of Social Partnership. We met the Minister for Social Protection and attended her Pre-Budget Forum. We also met with the IMF in September to highlight our concerns. We presented to the Joint Oireachtas Committee on Health and Children.

We published our pre-Budget submission in the format of a document with accompanying audio and video case studies. Following the cuts to vital supports for older people, the Senior Citizens Parliament along with Age Action mobilised older people to take part in a march which culminated in 13,000 people rallying outside Leinster House.

Outside of the Budget, Age Action met with officials from the Department of Social Protection regarding measures that were needed to protect older workers affected by the abolition of the State Pension (Transition) from January 1, 2013. We were also consulted by officials reviewing the free travel scheme for older people.

Ahead of the introduction of water charges in 2015, Age Action met both Irish Water and officials from the Department of the Environment regarding the charges, the tariff structure and metering.

## Research

The team produced a number of written and oral submissions during 2013. These included: to the Department of Finance on Budget 2014, to the Department of Health on 'Money Follows the Patient', Submission to CARDI on 'Guidelines for policymakers in approaching research', to the Department of Justice on 'Assisted Decision Making (Capacity) Bill 2013: is it age friendly?', to the Constitutional Convention on 'Age Action Ireland's Contribution to the Constitutional Convention 14th October 2013'. We made an oral presentation to an Oireachtas audience on the Assisted Decision Making (Capacity) Bill 2013.

The team delivered lectures to the Institute of Public Administration 'On the health and social care needs of Irish older people'.

## Other Research, Policy and Campaigning Work

The work of the policy team involves working on a range of issues that impact on the lives of older people and their families and we do this work by collaborating with many different agencies in the public, private and community



Some of the banners at the public protest against budget cuts to older people, outside Leinster House in October.

and voluntary sectors. For instance, members of the policy team represented Age Action on the following advisory / steering groups: Dublin Mid/Leinster Elder Abuse steering committee; South County Dublin Alzheimer's Café steering group; Dementia Services Information and Development Centre advisory group; National Centre for the Protection of Older People User group; Legal Capacity NGO group.

We continue to raise awareness on the issue of elder abuse and this year we helped to organise intergenerational workshops on elder abuse. We, along with partners in Finland, Italy and Romania, were successful in obtaining funding under the Grundtvig element of the European Commission's Lifelong Learning Programme to address the issue of elder abuse. The purpose of this partnership is to expand knowledge and awareness on ways to prevent elder abuse and to share and develop innovative training material and methods.

Our engagement with members continued with the Glór group meeting eight times during the year. This also included a trip to the Netwell Centre in Louth along with a meeting with a new Glór group which has been set up in Cork. We have also begun engaging with members through The Opinion Project (TOP) which writes to those members who have signed up every month to six weeks.

To date, TOP has consulted on the Constitutional Convention and public libraries as well as giving members the opportunity to take part in research being undertaken by third level students.

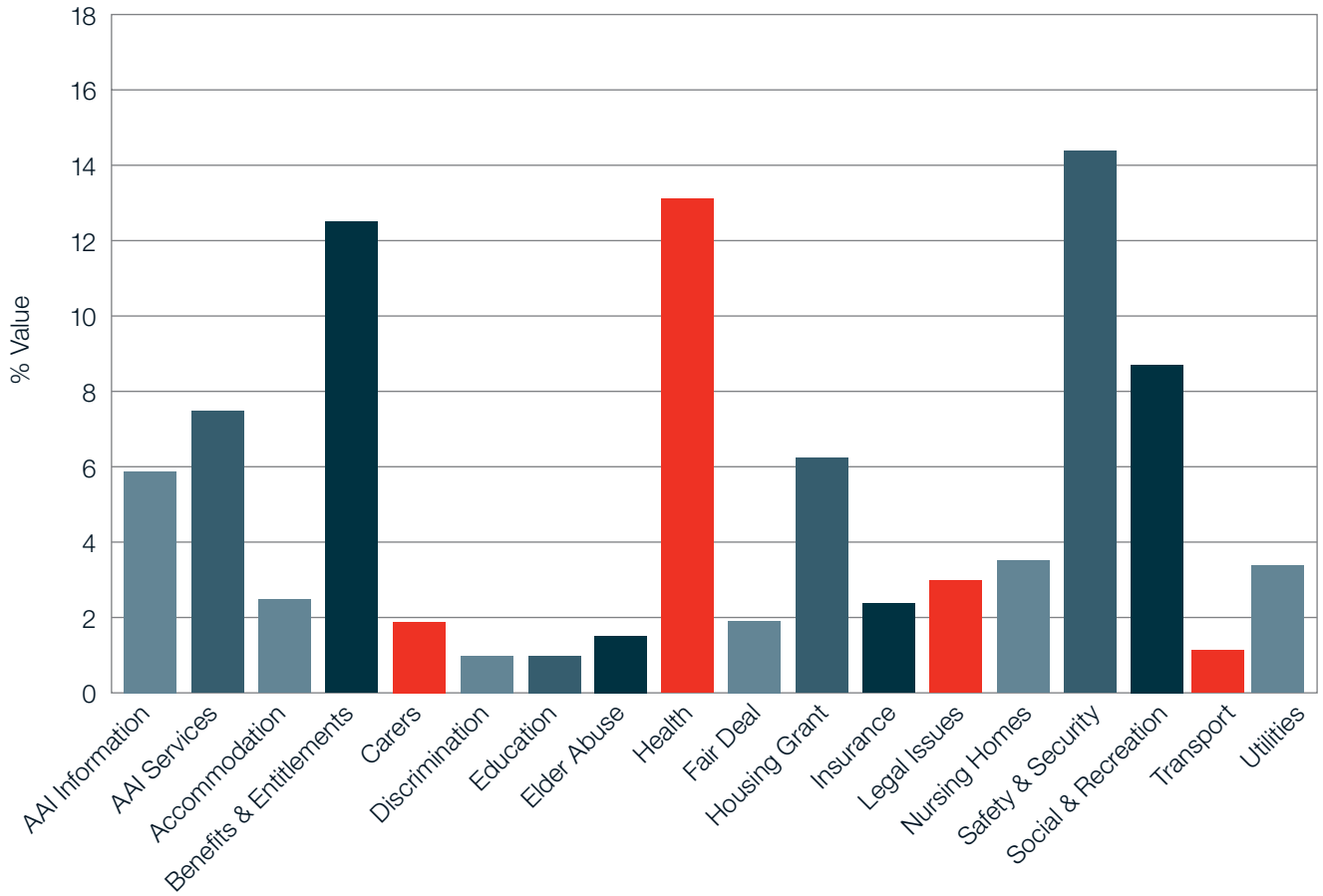
## Social Partnership

Age Action continued to represent the voice of older people within the Community and Voluntary Pillar of Social Partnership and at meetings with government departments (including the Departments of Finance, Public Expenditure Reform and Social Protection).

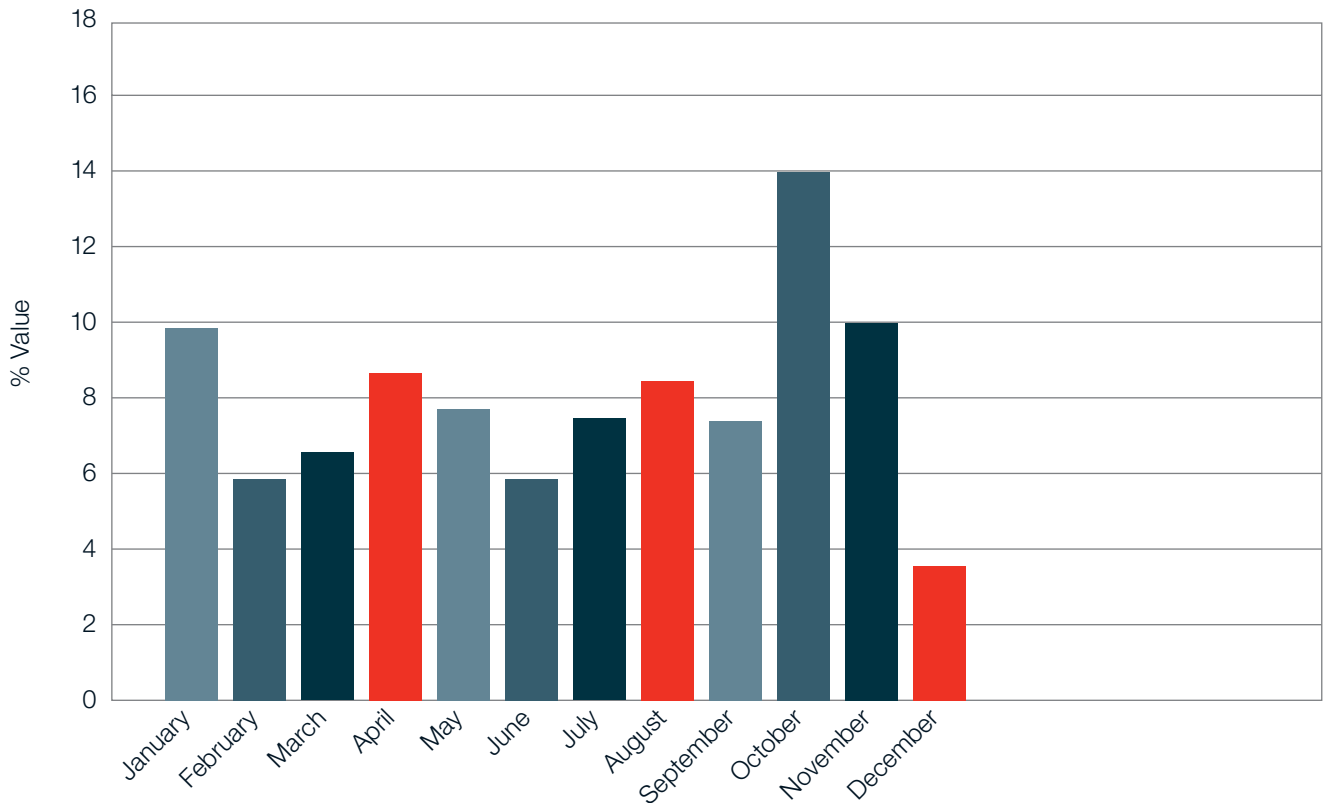
**Age Action members attending the pre-Budget consultation meeting in Galway (from left) Kathleen Boyle, Dorothy Murphy and Austin Barry.**



### Information Service Queries - by topic



### Information Service Queries – by month



# SERVICES AND REGIONAL DEVELOPMENT

## Membership and Volunteering

Membership stood at 3,353 at December 31 (an increase of 30% on 2012). Details of the increase in membership over the past 10 years are in the table below. The full list of members is too large to be included in this report but is available to members on request. We remember all our members who died during the year as well as their families. May they all rest in peace.

At the end of the year there were 3,804 volunteers listed on our database, 2,448 of whom were listed as 'active'.

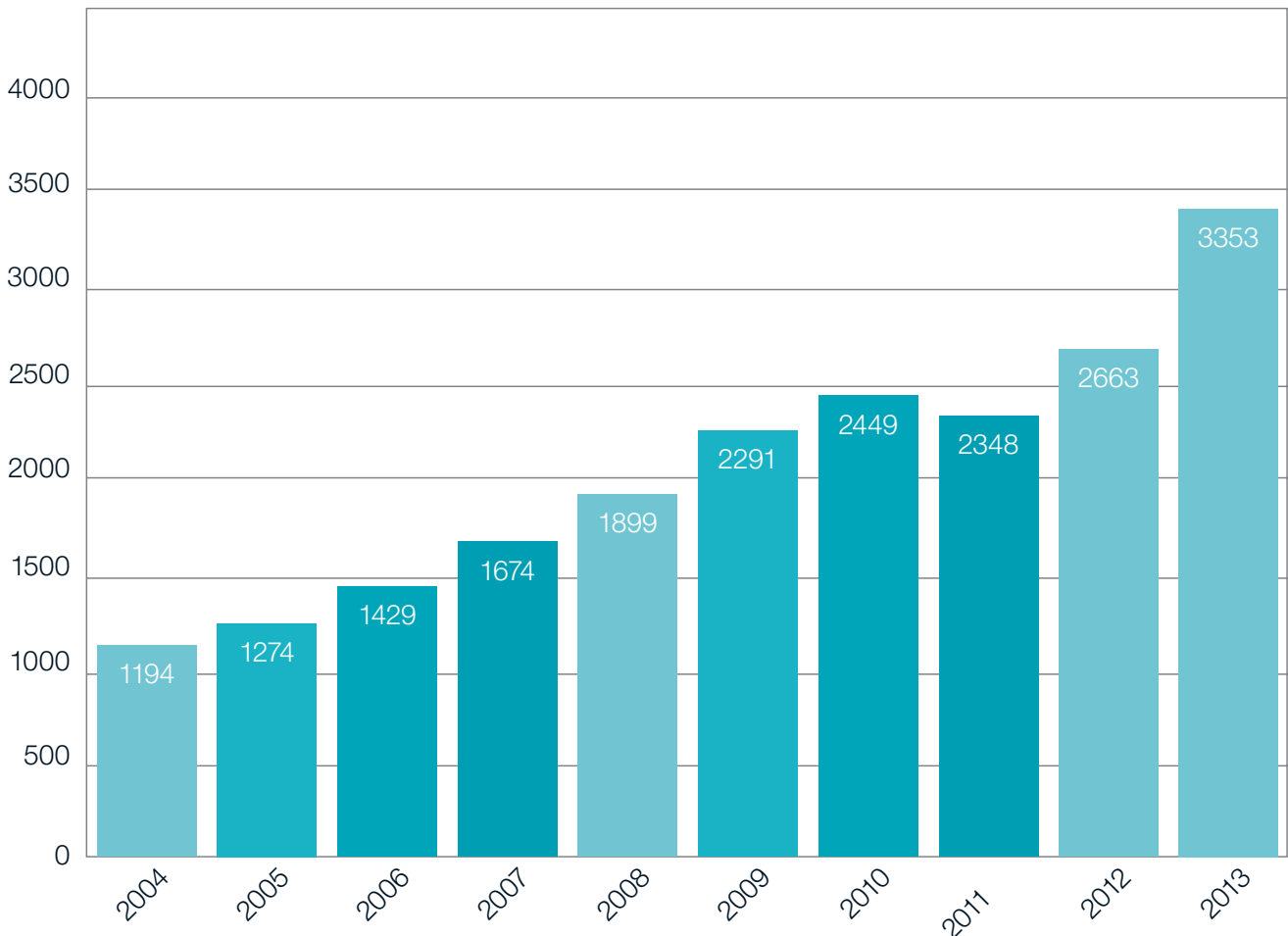
Age Action participated in various volunteer recruitment events during the year such as Dublin City Volunteer Fair.

Near the end of the year, volunteer appreciation evenings took place in Dublin, Cork, Galway, Trim and Monaghan. This was our way of saying thank you to all our volunteers for all their hard work.



Sylvie Barrett, Noel Barry and Willie O'Keeffe enjoying the volunteer appreciation evening in Cork in December.

## Membership Growth



## How we make a difference

Our Care and Repair team carried out a record 22,670 DIY jobs, befriending visits, trade referrals and telephone contacts for older people during 2013. These services have made a huge difference to the lives of older people, helping them to remain in their own homes in increased safety and comfort.

“I love to be busy, I get great satisfaction knowing a job we did has made somebody’s life more comfortable” – a Tús participant on our Care and Repair programme.”

Care & Repair volunteers Derry McCarthy and Connie O’Driscoll clear a shed to make room for a client’s wheelchair and related equipment in Cork.



Care and Repair client Ann Tierney receiving flowers from Age Action’s Daragh Matthews at the Care and Repair show case conference in September.



## Care & Repair

This programme carried out a record 22,670 DIY jobs, befriending visits, trade referrals and telephone contacts for older people during 2013. These services have made a huge difference to the lives of older people, helping them to remain in their own homes in increased safety and comfort.

The Care & Repair team comprises two full-time regional managers, a full-time senior administrator, seven part-time administrators, six maintenance workers and 190 volunteers. This team delivers the Care & Repair programme in Dublin, Cork and Galway. The programme is also delivered by a series of Community Partners throughout the country with the support of Age Action staff, using Age Action branding and procedures and their own teams of volunteers and staff. Five new community partners were launched in 2013, bringing the total number of partners to 31.

The success of the programme in 2013 is in line with one of the goals of our strategic plan to secure the right of older people to high quality services.

The team produced four quarterly newsletters and the programme has been promoted through local and national

The launch of the Care and Repair programme in Ballina, Co Mayo, provided by community partner Moy Valley Resources IRD.



press throughout the year. Care & Repair also featured on national TV and radio shows at Christmas.

Care & Repair's major event of 2013 was the September showcase exhibition celebrating all that the programme has achieved since its inception in 2006. The Minister for Social Protection, Joan Burton, opened the conference, which was held at Croke Park and was attended by over 100 delegates. Many of the programme's Community Partners took the opportunity to showcase their work at the event, and several other community groups expressed interest in launching Care & Repair services in their own local areas.

Another highlight of 2013 occurred when the Minister for Older People, Kathleen Lynch, launched the Care & Repair Computer Service at the Age Action office in Cork.

## Getting Started

The Getting Started programme went from strength to strength in 2013 providing opportunities for older people to learn basic IT skills with the assistance of trained volunteer tutors in 13 counties across Ireland. For many of the older learners it gave them the opportunity to connect with family and friends abroad, access information and be part of the modern digital age.

In 2013 the Getting Started programme provided training to 3,736 older people and a further 989 older people attended technology talks. The courses were run in Dublin, Wicklow, Kildare, Wexford, Louth, Monaghan, Galway, Mayo, Roscommon, Donegal, Kilkenny, Cork and Waterford. It is delivering on our strategic goals of securing

“I enjoy breakfast each Saturday morning with my grandchildren in Sydney, using Skype, thanks to the skills and confidence I got on my Age Action course. I cannot tell you how much I look forward to our weekly chats.”

**Catherine, Dublin**

the right of older people to high quality services, as well as extending Age Action's national reach.

In 2013 the programme had a large number of partners who supported the programme such as community and voluntary groups, family resource centres, libraries, nursing homes, sheltered housing complexes, companies, second and third level institutions etc. These partnerships provided facilities, volunteers and funding for the programme. Students from Dundalk and Letterkenny Institutes of Technology ran the programme as well as a number of secondary schools in Dublin, Waterford and Monaghan.

Corporate partnership provided valuable support for the programme with funding received from Ballina Beverages, Bank of Ireland, Citi, Dell, Google, HP, IBM, Micros, State Street and VMware. Ballina Beverages supported a Try IT!



**Age Action Google Silver Surfer of the Year David Lowen being congratulated by members of The Bugle Babes, who performed at the awards ceremony. Photo: Conor McCabe Photography.**

## How we make a difference

“I used to be intimidated by technology but feel much more positive about it now. The classes are very student friendly and one-to-one means you get very personal attention. It has made a big difference to me. Thank You.” Maire, Galway

“The course was beautifully organised by Age Action, everything for our comfort, coffee served when I (for one) badly needed some refreshment. My tutor was excellent at teaching and in her understanding of an older person  
**Patrick (85), Dublin**

event in Ballina library during Positive Ageing week and Bank of Ireland provide funding for the printing of updated training materials, a series of talks in 11 branches during Positive Ageing Week along with the donation of 2 iPads.

Many companies also gave employees time off to volunteer as tutors, such as Accenture, Allianz, Careworks, Citi, Cisco, Dell, Fujitsu, Google, Home Instead, HP, IBM, Micros, Openet, SunLife and Vodafone.

Google sponsored the 2013 Silver Surfer Awards and Age Action also partnered with Google for a Silver Surfer Towns initiative [www.silversurfertowns.ie](http://www.silversurfertowns.ie) to encourage volunteers to teach basic IT to older people in their communities.

Google hosted a series of technology talks in the Gibson Hotel in Dublin in June which was attended by over 100 older people. Employees from Citi also ran workshops in Dublin on mobile phones and iPads during the summer months.

Getting Started received EU funding to run a Grundtvig Senior Volunteering programme where four older Getting Started volunteers went to Lithuania in May to spend three weeks volunteering and Age Action hosted four older Lithuanian volunteers for three weeks in September. This



Cllr Fidelis Doherty (seated) presents certificates to a group of learners after finishing their Getting Started course at Ferrybank Library, Co Kilkenny.



## How we make a difference

A total of 660 events took place during Positive Ageing Week 2013, bringing fun and celebrations to communities in 23 counties and in Northern Ireland.

gave both groups of volunteers and organisations an insight into volunteer practices in other countries.

Age Action continues to be a member of INDIE (Ireland Network for Digital Inclusion and Engagement) and was part of a group which met with David Puttnam, Ireland's Digital Champion, to discuss issues of e-inclusion.

In the summer the Government launched Phase 1 of its National Digital Strategy for Ireland and the Getting Started programme was featured in one of the videos to promote awareness about the benefit of being online [www.youtube.com/watch?v=jG9SsneHja0](http://www.youtube.com/watch?v=jG9SsneHja0). The Getting Started programme was also featured as an example of best practice in Europe as part of a European research project called Value Ageing [www.valueageing.eu](http://www.valueageing.eu)

In Dublin, Cork and Galway the partnership with Care & Repair to provide a basic technical support service continued to grow. The drop-in service is also proving popular in Dublin and Galway for older learners who need some further support after completing their computer course. The monthly technology talks in Dublin were also very popular with talks being regularly over-subscribed.

In August Getting Started was successful in its funding application under the government's Benefit grant scheme, receiving €86,100 for training between August and December and a further grant in December of €155,160 for training between January and May 2014. Our partners for these grants are DCU, NUIG, IRD Duhallow and Access 2000 Wexford.

**Pictured at the handing over of the refurbished laptops to Age Action were Robert Carroll (Age Action), Peter Dee (dublin.ie), Mel Woods (Dublin City Council) and Gerry Draper (Rehab Recycle).**



## The Getting Started Programme in Dublin City Council Sheltered Housing Complexes

As part of the Getting Started programme, Age Action has been providing classes in Sheltered Housing complexes (SHCs) since 2008. SHCs are Dublin City Council social housing developments for the over 55s. The venues for classes are located across the city.

Holding classes in local venues creates the potential for benefits to the local community. For instance the classes may get people sitting down face-to-face with someone they might not otherwise encounter and in a venue (a SHC) they might never otherwise enter. The new person engaged with might be a SHC resident, a transition year student from a local school, another older person, a

neighbour they have never met, a foreign national, or a twenty- or thirty-something corporate employee.

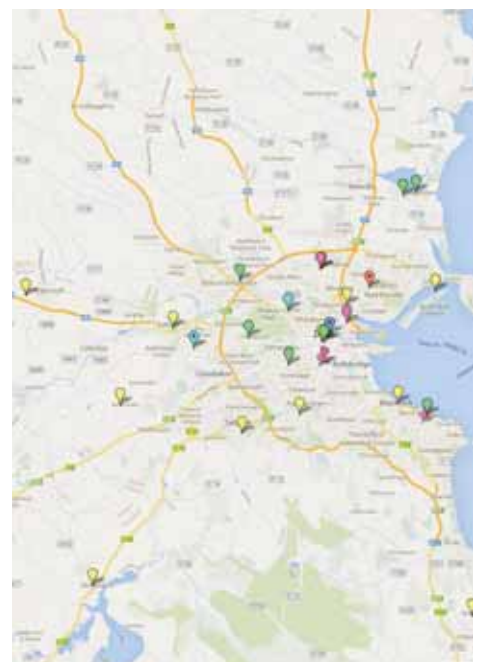
In 2013 almost 450 learners received one-to-one tuition in classes held in 18 SHCs and 130 volunteers provided tuition. The classes provide many stories of achievement and accomplishment. Una Fitzsimons attended a class in Finglas as a learner. Last year her tutor, Helene Dooley encouraged her to apply to participate in a Grundtvig project on life-long ICT learning. As a result Una travelled to Poland to take part in the project. Una has subsequently become a tutor in our classes.

In the last five years over 2,000 learners have received tuition through this part of the Getting Started programme. Funding to support these classes comes from Dublin City Council under its Community and Social Development Community Grants scheme.

## Geographic Spread



- 📍 Age Action Offices
- 📍 Age Action Charity Shops
- 📍 Getting Started Programme
- 📍 University of the Third Age (U3A)
- 📍 Care and Repair Programme
- 📍 Positive Ageing Week (PAW) Towns
- 📍 Nursing Home Advocacy Programme
- 📍 Information Service
- 📍 Ageing and Development Programme
- 📍 Generations Together Programme



## Positive Ageing Week

Positive Ageing Week (PAW) 2013 was a huge national celebration, consisting of 951 events in 26 counties, as well as counties Down and Armagh in Northern Ireland. This is an increase of 291 events from PAW 2012 (660 events).

Positive Ageing Week is organised as part of our strategic goal of changing attitudes towards ageing and older people in society. This is the 11th year Age Action has organised PAW.

Highlights included the Over 50's Event in Dublin Zoo, an intergenerational orchestral performance at the National Concert Hall, the Positive Ageing touring photo exhibition, a "human library" event, a Care & Repair showcase conference, Standard Life planning for retirement seminars, Boots health and beauty days, Bank of Ireland online banking training and the Google Silver Surfer Awards.

A large number of events were organised by nursing homes and libraries. Other groups / bodies that participated were active retirement groups; clubs and societies for older people; community resource centres; associations such as Irish Wheelchair Association, Irish Country Woman's Association and Retired Teachers Association; sports partnerships; county development companies; County Councils; theatres, galleries, museums, schools and care organisations. Many businesses supported the celebrations by offering deals and discounts to older people during the week.

As well as the hundreds of individual events that took place, 13 Positive Ageing Week Towns hosted a week-long series of events. They were Arklow, Co. Wicklow, Ballymun, Dublin, Boyle, Co. Roscommon, Cashel, Co. Tipperary, Drogheda, Co. Louth, Dublin city, Dungarvan, Co. Waterford, Galway city, Kinsale, Co. Cork, Midleton, Co. Cork, Sligo town, Trim, Co. Meath, Tullamore, Co. Offaly.

Bluebird Care selected Age Action as one of their two charity partners for 2013, sponsoring PAW and supporting other Age Action initiatives. Some Bluebird Care Offices also gave financial support to the PAW Town in their area.

## Ageing and Development

The Ageing and Development programme works to increase public understanding of, and engagement in, issues related to global ageing and older people's issues in



Jimmy Kelly, Martin O'Sullivan, Jimmy Griffin, Michael Dooley and Aiden McHugh At Maganey bridge, Athy, Co. Kildare, before the start of the annual River Barrow canoe as part of Positive Ageing Week.



Miriam Tormey, Gerry Mathews and Tom Kavanagh who played during the intergenerational concert at the National Concert Hall to open Positive Ageing Week.



Maeve Blehin (student), Padraig Mitchell (Tutor), Deirdre Blewitt (Ballina Library), Niamh Hennelly (Age Action) and Mayor of Ballina Cllr Johnnie O'Malley at the Try IT Ballina event for Positive Ageing Week at Ballina Library in Co. Mayo.

developing countries. This programme is run in collaboration with our partners, HelpAge International and is predominantly funded by Irish Aid, the Irish government's development programme.

One of the main ways we raise awareness about ageing, older people and development is through development education workshops. We delivered 10 workshops in 2013 reaching 187 predominantly older people. We worked with regional development education organisations, the One World Centres in Kerry, Galway & Waterford, Change Makers in Donegal and the University of the Third Age groups to deliver the workshops. The workshops delivered in April and March focused on the Millennium Development Goals (MDGs) and older people. The workshops in October and November focused on human rights and social protection for older people in developing countries.

In July we commissioned a MRBI/IPSOS poll to ascertain the public's awareness and attitudes on older people, ageing and development. The results were overall quite positive, showing more than 50% of respondents are aware that there is an ageing population in developing countries and 88% stating that ageing and older people should be taken into consideration when devising and implementing policies and programmes for developing countries.

We were successful in a grant application to the Department of Social Protection for publishing and launching a booklet on income security in Ireland and developing countries, for the UN Day for the Eradication of Poverty. The booklet was drafted in collaboration with the policy team who provided the detail in relation to income

security in Ireland. We were delighted that the Minister for Trade and Development, Joe Costello, launched the booklet on 14 October. Head of Policy at HelpAge International Eppu Mikkonen-Jeanneret also spoke at the launch about income security in the development context.

As part of the Irish Aid programme we are funded under we attended the annual learning and planning meeting in Durban, South Africa, and also made a site visit to Uganda to see the programme being implemented. South Africa and Uganda, along with Mozambique and Tanzania, are the countries the programme is working in. HelpAge International and their partners are implementing projects on social protection and access to health for older people there. The meeting and site visit will enable further materials on the programme to be gathered for dissemination by us in Ireland in 2014.

The human rights of older people were a broader focus of the programme in 2013. Much work has been done to build support for a new United Nations (UN) Convention on the Rights of Older People. We are now members of the Department of Foreign Affairs Human Rights Unit/NGO Standing Committee. We were delighted that Ireland, as a current member of the UN Human Rights Council in Geneva, co-sponsored a resolution to appoint an Independent Expert on the Rights of Older People. The appointment, due to take place in March 2014, is a positive step towards the full realisation of the rights of older people through a new Convention.

We were also part of the HelpAge International delegation that attended the fourth UN Open Ended Working Group on Ageing meeting, in New York in August 2013 and made an intervention on discrimination and older people. The



**Age Action's Lianne Murphy with Lalam Rose Oti who takes part in intergenerational activities in Uganda, pictured during Lianne's trip to Uganda.**

group is tasked by the UN to consider proposals for a new Convention on the Rights of Older People.

Turning homewards we also became members of the recently formed human rights and older people working group, whose members are older person's organisations and domestic human rights organisations here in Ireland. The formation of the group is timely and is a very positive development for the ageing sector in Ireland. We joined to raise awareness about the potential for a new Convention and to feed in our knowledge of issues affecting older people we work with on the ground.

Other activities the Ageing & Development programme did in 2013 included speaking at a conference on people with disabilities in developing countries in May, contributing to the panel entitled "Beyond 2015 – Forging Inclusive Development for All". This event was significant as it was the first time an ageing organisation was asked to speak at a conference on people with disabilities in developing countries.

We also organised a roundtable on food security for older people in developing countries and continued our membership of the Act Now for 2015 Campaign which is looking at the post 2015 framework, a framework that will decide the follow-on to the MDGs. We are advocating that older people are included and that there is a strong human rights focus, both of which were missing from the MDGs.

**Age Action's Lianne Murphy visiting a aubergine farm in Uganda, which is run by older people to generate income.**



## Generations Together Programme

Throughout 2013, the Generations Together programme was successful in a number of intergenerational projects, most notably learning workshops to raise awareness of elder abuse with people of all ages and a very successful cross border project highlighting the importance of age-friendly cities for both young and old. This is in line with our strategic goal of developing a life course approach to our work.

In October 29 participants (of all ages) attended two Intergenerational Elder Abuse and Ageism Awareness Raising workshops in Dublin and Galway. An Elder Abuse and Ageism leaflet was produced and disseminated to the participants and relevant organisations. The aim of the workshops was to raise awareness about elder abuse among younger people and people working with younger people (e.g. youth workers and teachers) so that they are aware of it and how to go about preventing it from as young an age as possible.

In November an Intergenerational Cross-border Exchange Project (around the theme of age-friendly cities) was held in conjunction with Linking Generations Northern Ireland, Dublin City Council and Belfast City Council. The project goals were to foster solidarity between generations, foster cross border solidarity and to encourage conversation and debate around creating an age-friendly Ireland and Europe. An intergenerational group travelled from Belfast to Dublin and vice versa, both to examine the age-friendliness of each city. Approximately 30 people took part in the project.

In conjunction with The National Youth Council of Ireland and Linking Generations Northern Ireland, an intergenerational toolkit was produced and launched in December 2013. The toolkit highlights best practice in relation to intergenerational practice. It also addresses issues around social cohesion, shared experiences, inclusive communities and breaking down stereotypes. It provides guidelines on how to set up intergenerational activities in a community setting. The toolkit is available on our website.

As part of Positive Ageing Week, Age Action held an intergenerational human library event to challenge prejudice against age. The human library concept is an international movement for social change, based around the notion that encourages us to challenge our prejudices through social contact. Just like in a real library, a visitor to

the human library can choose a book to 'borrow'. The difference is that the books are people and prejudices are addressed through respectful conversations between the 'books' and the 'readers'. Approximately 30 people participated in this event which took place in Dublin City's Central Library.

Throughout the year, new and existing links and collaborations with organisations such as the National Youth Council, NUI Galway, CARDI, Linking Generations Northern Ireland, DCU and the Alzheimer's Society of Ireland were established and strengthened. Also, an international link was established with an organisation called Forever Friends USA to share best practice and learning from intergenerational work.

The Generations Together programme also continued to provide advice, guidance and support on intergenerational practice and projects to groups, schools and organisations who are interested in intergenerational work, as well as promoting intergenerational work and participate at national and regional events.

## Advocacy North East

During 2013 Age Action's volunteer befriending service had nine volunteer befrienders visiting St. Joseph's (Trim) and Beaufort House (Navan) Community Care Units.

There has been an increased interest in the programme since our conference in November (organised jointly with Age Action North Dublin). At the end of 2013 four further nursing care units were interested in engaging with us. We intend to commence recruitment in early 2014 to facilitate these units.

Currently we have 11 Third Age National Advocacy Programme volunteer advocates covering 13 Nursing Care Units in Meath/Louth and Westmeath. Age Action is



Ellen Reddin (right) taking part in the "human library" event as part of Positive Ageing Week.

supervising and supporting these volunteers and visiting their units on a regular basis.

We are working with the residents committee at the St. Joseph's Community Nursing Unit in Trim, dealing with issues/concerns that arise. We are also helping with queries from the day care service which is provide Monday-Friday each week. In addition, we support the residents committee at Beaufort House and act as advocate for the residents.

Our development officer, Maureen Finlay, represents Age Action on the HIQA steering group which is overseeing the revision of the National Standards for Residential Care Settings for Older People.

## University of the Third Age (U3A)

Two new U3A groups were established in 2013 - Roscommon U3A and the RAMS (Retired Active Men's) Association in Newbridge, Co. Kildare. It is especially welcoming that both groups have been set up outside of Dublin.



A section of the attendees at the intergenerational elder abuse and ageism awareness raising workshop in Dublin in October.

They join the existing network of U3A groups in Ireland – Dublin City U3A, Blackrock U3A, Ballyroan U3A, Ballymun U3A, Lucan U3A, Blessington U3A, Sutton/Baldoyle U3A, Active Virginians U3A, Monaghan U3A (3 groups), Maynooth U3A, RAMS U3A, An Cosan (Tallaght) U3A, Waterford U3A, Tramore U3A, Roscommon U3A.

In October, Monaghan U3A hosted a one day conference entitled “Positive Ageing in the 3rd Age: Enhancing the Golden Years” with the help of Age Action. Over 160 delegates attended from U3A groups all over Ireland.

In April, Trinity College acknowledged the great educational institution that is U3A by hosting an Open Day for U3A delegates. Age Action has also taken part in Trinity College’s EngAGE which addresses ageing and independent living. Age Action advised on educational matters.

Cross border meetings took place with the regional committee in Northern Ireland. A meeting took place in Dublin in May with representatives from each U3A group. Arising from this a think tank group (consisting of representatives from each U3A group) meet every few months to explore opportunities to expand and discuss the U3A programme.

## The ForAge Project

Forage is a European project involving 14 countries which aims to communicate and promote experiences of lifelong learning in Europe. The goal of the project is to raise the standard of practice of lifelong learning throughout Europe

and beyond. The project aims to make the Forage website a hub of activity and information for lifelong learning. More information on the ForAge is available at [www.foragenetwork.eu](http://www.foragenetwork.eu)

Age Action is working to promote Forage in Ireland and enlist key stake holder support for the project. Age Action was involved in a trip to Budapest in October 2013 to meet other partner organisations and share learnings and best practice. The project will run until late 2014.

## The @Learn Project

In 2012, the European Year of Active Ageing and Solidarity between Generations, a consortium of organisations across Europe decided to develop an Active Ageing Learning Community. Its aim is to enable people aged 60+ to learn more about how they could care for themselves and each other as they get older and broaden their social life and generally change their lifestyle to a more active and healthy one.

The @Learn Project was established to take an intergenerational approach to learning and issues of active ageing in order to empower all age groups to become active, healthy and independent older people, now and in the future.

The project partners are - Age Action, the Technical University of Gabrovo, Bulgaria, SIL Patto Territoriale Oristano, Italy, the Gerontology Research Group (University of A Coruna) and the Provincial Association of Pensioners



**Teresa Abbot (left) and Leah O'Donoghue taking part in the intergenerational focus group as part of Age Action's @Learn project.**

and Retired People, Spain, and the University of Ulm, Germany.

@Learn's main objectives include:

- Raising awareness of how stereotypes of all age groups fuels ageism and prevents all generations from enjoying, interacting and learning from one another;
- Developing learning modules in health self-management, in information and communication technology (ICT) skills and in intergenerational volunteering;
- Strengthening the cooperation of training providers, regional development agencies, organisations representing older people in the community and decision-makers in relation to active ageing learning and practice;
- To transfer knowledge of, and experience in, active ageing projects and initiatives across Europe.

An intergenerational focus group was held to discuss the three themes of health self-management, information and communication technology (ICT) skills and intergenerational volunteering and to develop a report focused on the issues and needs identified by the group from an Irish perspective.

The next phase of the project was to develop the learning modules around the three themes, with Age Action and the Italian partner taking the lead on the intergenerational volunteering module.

Age Action attended two project partner meetings during 2013 in Italy and Germany. The next phase of the project will focus on the pilot testing of the learning materials with the target audience.

The project is on course to be completed in October 2014.

## Intercultural Nursing Home Project

At the end of 2013, Age Action secured funding under the European Integration Fund (administered by Pobal) to pilot a new project and area of work for the organisation. The overall aim of the project is to promote and embed interculturalism and anti-racism among residents and staff of nursing homes in North Dublin.

The project proposal is based on research conducted by the Migrant Rights Centre in Ireland (MRCI) in 2012 and the Irish Centre for Social Gerontology (ICSG) (at NUI Galway) in 2009 which both identified high levels of discrimination experienced by migrant staff.

The research also found that migrant workers formed 27% of those working in elder care across both residential and care work settings in 2009. Given the high proportion of migrant workers involved in residential care for older people, and the lack of exposure to diversity that many older Irish people have had relative to younger Irish people, nursing homes are environments where significant cultural challenges can occur and consequently need to be addressed.

Age Action will be addressing these issues throughout 2014 by undertaking a number of actions including a needs analysis study, development of an intercultural guide, the development of intercultural training and piloting that training in nursing homes in north Dublin.

## Age Action South

Age Action South is responsible for the Munster region and the key pillars of our work there are advocacy and the Care & Repair and Getting Started programmes.

During 2013 the Care & Repair programme provided a total of 5,442 DIY jobs, trade referrals, befriending visits, telephone contacts and phone checks in 11 cities, towns and rural areas in Munster.

One of the many highlights of our work in the region occurred when Minister Kathleen Lynch launched the new Care & Repair Computer service in the Age Action office in Cork. This is a service where older people who learn to use computers through our Getting Started programme are offered support in their homes with issues such as connecting to the internet or connecting printers.

The Getting Started programme was also very active in the region, training 645 older people to use computers in counties Cork and Waterford.

Our advocacy work in the region included a well attended members' meeting in Cork where a lively discussion took place around the effects of austerity and recent budget cuts. The Cork Glór group was launched during 2013 and consists of 13 Age Action members who meet monthly to discuss issues that affect older people and take action locally to address them. The group took a very active part in the Age Action pre-budget campaign, meeting with five TDs to outline the issues that affect older people and presenting them with the Pre-Budget Submission. Glór group member Catherine O'Brien appeared on the RTE Budget day programme to speak about the budget.



The Mahon Age & Dementia Friendly Community Project was launched during the year. It is a joint project between Age Action, St. Luke's Home and the Alzheimer's Society and aims to raise awareness of the issues surrounding dementia and ageing by providing workshops for retail outlets, businesses and community groups in the Mahon area of Cork City.

Age Action also participated in a joint Cork City and County Council working group to advise on the issues that effect older people and the services that they require.

Four Positive Ageing Week towns ran events in the region; Cashel, Dungarvan, Kinsale and Midleton.

Our work in the region could not have happened without



**Minister for Older People Kathleen Lynch with Age Action's John O'Mahony and Care & Repair volunteers John Butler and Tony Kehoe at the launch of the Care & Repair Computer Service in Cork**



**Waterford Mayor Cllr John Cummins gives a hand at being a trainer for the Getting Started class in Lady Lane library in Waterford city.**

the support of over 300 volunteers who deliver our programmes. The Age Action South Regional Committee, St. Luke's Home, the HSE Community Department, Cork City Council and Tomar Trust also provide vital support to our work in the region.

## Age Action North Dublin

Age Action's Nursing Home Advocacy programme in North Dublin continued to expand and develop throughout 2013. Five additional nursing homes joined the programme, bringing the total number of participants to 17. A further four homes are currently on the waiting list. The programme aims to deliver on our strategic objective to secure the right of older people to high quality services.

In 2013, Age Action advocates in North Dublin facilitated 106 residents' council meetings. Through these meetings, we engaged with 380 residents. This represented a 45% increase in the number of residents availing of our service. The number of volunteer advocates on our team also increased significantly. After interview and Garda vetting,

successful candidates were invited to attend one of two training days offered in 2013. There are currently 19 trained volunteer advocates assigned to 11 nursing homes within North Dublin.

Age Action advocates continued to offer relatives' meetings where there was demand. During 2013, meetings were held in two nursing homes and we engaged with 30 family members.

A highlight of 2013 was an invitation to serve on the Fingal Senior Citizen's Forum and the steering committee for OPRAH (Older People Remaining at Home).

Building on work done in 2012, our development officer collaborated with other Age Action staff, representing Age Action at eight volunteering events as well as a series of information events in our Camden Street shop.

In November, Age Action North Dublin, in partnership with Age Action North East, organised a one-day conference entitled "Creating a Sense of Community & Supporting a Holistic Approach to Residential Care: The Role of Residents' Councils, Befriending and Advocacy".

“The volunteers are inspired by you and your work – and especially how you show that you value them. That’s a magic formula...”



Age Action’s Brenda Quigley (right) with volunteer advocates at a training day in March.

Attendance was excellent with 58 delegates attending from 30 nursing homes, the HSE, HIQA and Nursing Homes Ireland.

Interesting and thought-provoking presentations were given by representatives from two nursing homes as well as speakers representing the HSE, HIQA and NHI. However, for many, the most memorable part of the programme were the presentations given by the five residents, three advocates and two befrienders from seven nursing homes. They spoke from their personal experience, ensuring that the views and the voice of the residents were heard.

## Age Action West

Age Action West had a very productive year, extending their work to a wide selection of older people.

Age Action West has six staff, five are part-time, one full-time. In 2013 we were privileged to recruit three staff members through Tús scheme with the Galway City Partnership, and a staff member through CE Scheme with the Galway Peoples Resource Centre. Our office is located at the Small Crane, Galway.

Our main services are Care & Repair and Getting Started, which have been very useful to people interested in improving their IT skills, and carrying out minor repairs for vulnerable older people free of charge.

During 2013 Care & Repair provided 3,626 DIY jobs, befriending visits, trade referrals, telephone contacts and quote checks for older people in seven locations in the region. The service is available in Galway City, Ballinasloe, Ballygar, Leitrim, Belmullet, Claremorris and Ballina.

The Getting Started Programme ran 120 courses during the year, training 595 older people in Galway, Mayo and Roscommon.

We have 40 Care & Repair volunteers, and we have 112 volunteers working on the Getting Started programme. We also have one part-time handyman working for us.

Our book club runs once a month in Galway City Library. We run a weekly improvers Spanish class at the office. During May, Age Action West ran the “Journeys” creative writing programme at Galway City Library. Participants read from their creative work later in the year at the launch of Positive Ageing Week.

Positive Ageing Week was very successful in Galway during 2013. There were many events and activities organised in the city and county including: arts and crafts and games day, cooking demonstrations, and art classes held in the Sonas Day Centre in Mervue, Skype workshop, a healthy living day and a special cinema screening.

Age Action West supported Seachtain na Gaeilge and Social Inclusion Week. We work in partnership with many organisations, libraries and resource centres around Galway city and county, helping to convey Age Action’s message.

The office is considered by many as a place open to all those who want to drop in for a quick chat, and as such provides some valuable social contact, mostly for people who live alone.



There was music and craic at Age Action West’s offices to mark Seachtain na Gaeilge 2013.

# FUNDRAISING AND CHARITY SHOPS

## Charity Shops

The Camden Street Shop was just under target in 2013, the budget set was €302,575 with actual sales of €301,383.

Furniture sales have proved to be very lucrative, as well as the fortnightly window sales and vintage stock area, which attracted in new clientele.

The Dun Laoghaire Shop performed well in 2013 with sales of €93,763 in 2013, against a budget set for a larger new premises than acquired at €130,150. The move to a new premises resulted in the shop gaining a new set of customers and the loss of our old customer base. The new shop has attracted a more affluent customer and donations of a very high quality. The figures must be looked at in the context of the move, half way through the year, to smaller premises than envisaged when the budget was set and the added burden of set up costs.

The Monaghan Shop had sales of €77,389 in 2013 against a budget of €86,450. This was achieved by a team working hard together, an outstanding manager, who is also involved with our U3A groups and Getting Started programme in Monaghan. The shop is almost self sufficient when it comes to donations, thus requiring little extra support from Dublin.

## Stock Collection

More public awareness about bogus charities has greatly enhanced local donations to each of the shops. The Irish Charity Shops Association, of which we are a founding member, had a public clothes drive during February and March. They asked the general public to donate their unwanted items directly to their high street charity shop, thereby eliminating any possibility of bogus collectors stealing from their doorsteps.

The Age Action stock collection service offers a free collection Service within the M50 in Dublin. We also offer a delivery service for items purchased in our Camden Street shop, with over 850 deliveries last year all over Dublin, at a nominal charge to the purchaser. This is an important service as it enables those without transport to purchase items they normally would not, and helps us to clear the shop floor quickly, to make room for new stock coming in daily.

Our main objective for the year was to secure more furniture, vintage and bric-a-brac donations through in-shop, website, Twitter and Facebook, as posting house-to-house was no longer financially viable. We receive as many as 20 requests per day to collect donations from the public. We collected bags and furniture from nearly 3,000 donors last year, many calling us several times during the course of the year.



Our new charity shop which opened at Lower George's Street, Dunlaoghaire, during the year.

## Fundraising

We have had another trying year in our efforts to raise unrestricted funding for our continuing work with older people but we have had some modest successes.

Our summer and winter raffle campaigns were successful and we would like to take this opportunity to thank our loyal supporters and donors who, despite financial difficulties, continued to fundraise for us.

We hosted three tea parties sponsored by Bluebird Care in Dublin and Cork which was attended by over 1,200 people. We organised an abseil down The Clarion Hotel, Limerick with 60 people taking part on the day. We also had a small team who participated in The Camino Way who raised much needed funds for our work.

We took a more strategic view of our current work in fundraising and engaged external advice in preparing a three-year plan and programme of work. We need to develop longer term streams of income to provide confidence in our planning and for the sustainability of the organisation.

Our partnership with Innocent Drinks continued and is now in its fifth year. We beat the target of 65,000 woollen hats which were sold in retail outlets around the country. This is one of the more successful fundraising initiatives and we are grateful to the many knitting clubs and individuals who supported the campaign.

We continued to build relationships with the corporate sector. We are grateful for the support of Business in the Community who continue to be a great advisor and supporter of our work. We worked with Boots Chemist on their Over 60's Health and Beauty Campaign, Bank of

Ireland on open days with branches providing information about on online banking, Standard Life on talks on retirement planning, Bord Gais Networks on carbon monoxide awareness and safety, Hidden Hearing on awareness and hearing loss, Bluebird Care as supporters of Positive Ageing Week, and Home Instead on promoting *The Irish Pensioners Handbook*.

We held a successful corporate appreciation evening as a thank you to the many companies who support all areas of our work. This will become a regular part of our calendar of activities in 2014 and beyond.



Age Action fundraisers (from left) Tadhg and Saibhe O'Sullivan and Lorraine Fitzsimons in the square outside the Cathedral of Santiago de Compostela at the end of their 115 km walk of the Camino Way.



Abseiler Daire Casey descends Limerick's Clarion Hotel to raise funds for Age Action.



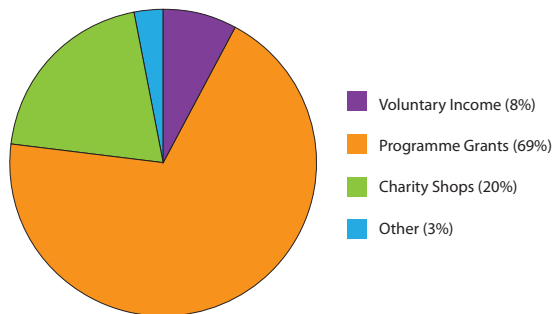
Some of the innocent Big Knit knitters with TV3's Alan Hughes on Ireland AM.

# FINANCIAL REVIEW

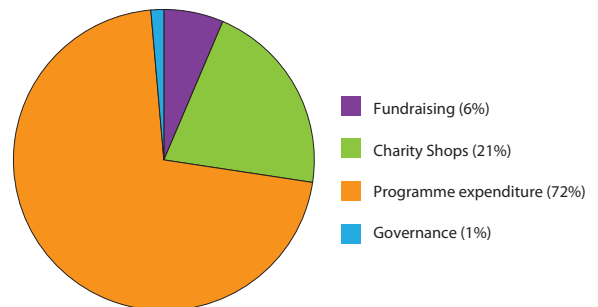
The table below summarises our overall financial position in 2013 compared to 2012 and 2011. The full details are set out in the audited accounts that follow.

	2013	2012	2011
Income	€2,376,227	€2,494,798	€2,427,211
Expenditure	€2,352,588	€2,184,853	€2,195,875
Surplus	€23,639	€309,945	€231,536
Cash at Bank	€990,484	€831,134	€829,635
Reserves	€657,773	€634,134	€324,189

## INCOME



## EXPENDITURE



This has been a difficult year financially and considerable efforts were required to achieve a small surplus. Compared to the previous year our overall income declined by €118,000 (nearly 5%) largely due to the fall in the level of programme sponsorship (€138,000). That was partially offset by a welcome increase in donations and gifts (€27,000). Our overall expenditure increased by €167,000 (nearly 8%) largely due to increased programme costs (€51,000) and additional staffing costs (€66,000) due to four staff being included for the full year in 2013 compared to 2012. There were also extra investments in the charity shops, fundraising and IT systems, which are expected to lead to better returns in the longer term. We have maintained our cash position and increased our reserves but our target is to increase the reserves still further to 50% of annual income to protect the long-term viability of the organisation.

We are most grateful to the many bodies that supported us financially including the 21 Government Departments, state agencies, corporate and philanthropic bodies listed in the accounts. We also want to express our appreciation of the priceless support of so many individuals as members, volunteers, donors and customers of our charity shops.

The Board wishes to thank the Finance & Audit Committee for their expert advice in overseeing our financial policies and procedures, John Quinn, the Treasurer, John Cassidy, the former Treasurer, Eoghan Corish, Miriam Doyle and Owen O'Sullivan. Finally we wish to thank our auditors, Mazars for their help and advice during the year, especially Mairead Divilly, Stephen Stack and Aoife Condon.

# CURRENT STAFF (AS OF DECEMBER 31, 2013)

**Chief Executive:** Robin Webster  
**Deputy Chief Executive:** Lorraine Fitzsimons

## ADMINISTRATION

**Team Leader:** Lorraine Fitzsimons  
**Office Manager:** Jennifer Coen  
**Assistant CE Supervisor:** Nicola McLoughlin  
**Database Manager:** Laura McQuaid  
**Administrative Staff:** Martina Blake, Anna-Marie Byrne, William Fitzgerald, Arta Gjini, Annette Hanlon, Lina Kijauskaite, Ann Marie Martin, Colette Masterson, Aileen McCooey, Ciara O'Brien  
**General Maintenance/Domestic:** Patricia Byrne, Claire Curran, Brian Weldon

## ADVOCACY & COMMUNICATIONS

**Team Leader:** Eamon Timmins  
**Senior Policy Officer:** Naomi Feely  
**Policy Officer:** Lorna Roe  
**Senior Information Officer:** Gerard Scully  
**Information Officers:** Philomena Cooley, Serena DiMurro, Ashley Kavanagh, Niamh Moloney

## FINANCE

**Team Leader:** Kathleen Gately  
**Finance Staff:** Urszula Dziegiel, Martin O'Leary, Marie Perry

## FUNDRAISING

**Team Leader:** Robin Webster  
**Business Development Officer:** Daragh Matthews  
**Development Officer PAW:** Lorraine Murphy  
**Fundraisers:** Deirdre Devaney, Robert Loonam, Eileen O'Malley, Sheila Ward

## CHARITY SHOPS:

**Team Leader:** Lorraine Fitzsimons  
**Head of Retail:** Edwina Brady  
**Monaghan Shop Manager:** Mary Beagan  
**Dun Laoghaire Shop Manager:** Patrick Mangan  
**Stock Collection Manager:** William Ralph  
**Stock Collectors:** David Connolly, Joseph Fagan, Philip Kavanagh, James Lawlor, Maxamed Saalim Maxamed, John Murray, Anwar Omar, Lakhwinder Singh  
**Sales Assistants:** Michelle Allenden, Diana Antimonove, Sheila Berry, Diondra Fitzpatrick, Margaret Hayward, Anna Marziaz, Joseph McNamara, Dara Molloy, Frances Murphy, Thomas Nolan, Karen Roche, Anne Ryan, Kamran Sharif, Viktor Simonov, Octavian Szilagyi, Eilish Treanor, Rose Marie Wallace

## REGIONAL DEVELOPMENT & SERVICES

**Team Leader:** Lorraine Fitzsimons  
**Care & Repair Programme:**  
**National Development Officers:** Claire Bellis and John O'Mahony  
**Administrators:** Isabella Cwizewska, Rosanna Doyle, Marie Dowling, Przemyslaw Kolasinski, Kathleen Magee, Renata Murnaghan  
**General Maintenance:** Donal Keenan, John Lafferty, Peter Lynch, Brian Mahony, Gregory O'Doherty, John O'Mahony

## GETTING STARTED PROGRAMME

**Team Leader:** Lorraine Fitzsimons  
**Project Coordinator:** Pauline Power  
**Regional Project Officers:** Jennifer Glansford, Niamh Hennelly, Julie Oates  
**Getting Started Dublin City Council Sheltered Housing Complexes:** Robert Carroll  
**Administrators:** Sally Brotherton, Jennifer Byrne, Paula Nolan, Eileen McGoldrick

## LIFE LONG LEARNING

**Team Leader:** Robin Webster  
**Project Manager:** Keelin McCarthy  
**Intergenerational:** Sam O'Brien-Olinger  
**U3A:** Margaret Fitzpatrick

## ADVOCACY IN RESIDENTIAL CARE

**Team Leader:** Robin Webster  
**Age Action North Dublin:** Brenda Quigley  
**Age Action North East:** Maureen Finlay

## AGEING & DEVELOPMENT

**Team Leader:** Robin Webster  
**Development Officer:** Lianne Murphy

## MEMBERSHIP & VOLUNTEERING

**Team Leader:** Robin Webster  
**Development Officer:** Sarah Nevin

## Staffing

All paid and voluntary staff are deployed to teams, each with a team leader or programme manager responsible for their supervision, support and development (see “Current Staff” page 28 for details). We operate an equal opportunities policy in recruitment, training and promotion.

The Community Employment Programme started its 20th year in November 2013 with approval for 35 participants. In our 19th year three participants progressed into full time education or employment. We acknowledge the support of the Department of Social Protection (formerly FAS) for their continuing support in funding the CE Programme without which we would not be able to provide as many services to older people across Ireland.

In 2013 we worked with the following partnerships to provide work experience for unemployed people: Canal Partnership; Galway City Partnership; Monaghan Integrated Development; Southside Partnership; and West Cork Development Partnership.

We were also a host organisation for JobBridge interns and have up to eight full-time interns at any one time. During 2013 16 interns worked with us. Four of these progressed into employment.

**Getting Started programme volunteer Sarah Treacy (left) with her husband, Bob, and Danny Holmes, who volunteers with the Care and Repair programme, pictured at the volunteer appreciation evening in Dublin in December.**



# AGE ACTION IRELAND LIMITED

## Report and Financial Statements for the year ended 31 December 2013

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

## AGE ACTION IRELAND LIMITED



# REPORT OF THE DIRECTORS

The directors submit their report together with the audited financial statements for the year ended 31 December 2013.

## 1. PRINCIPAL ACTIVITY

The principal activities of the company consist of supporting a network of organisations and individuals concerned with ageing and older people and promoting better policies and services for older people and the carers of older people.

## 2. REVIEW OF RESULTS

The financial results for the year are set out in the Statement of Financial Activities on page 37 of the financial statements. Compared to the previous year our overall income declined by €118,000 (nearly 5%) largely due to the fall in the level of programme sponsorship (€138,000). That was partially offset by a welcome increase in donations and gifts (€27,000). Our overall expenditure increased by €167,000 (nearly 8%) largely due to increased programme costs (€51,000) and additional staffing costs (€66,000) due to four staff being included for the full year in 2013 compared to 2012. There were also extra investments in the charity shops, fundraising and IT systems, which are expected to lead to better returns in the longer term. The cost of corporate governance increased as we give it priority in order to comply with best international standards and prepare for the implementation of the Charities Act by the Charities Regulatory Authority and Regulator. We have signed up to the Code of Governance for Community, Voluntary and Charitable Organisations in Ireland, the Dochas Code of Governance for NGO's and the ICTR Statement of Guiding Principles for Fundraising.

Our work in advocacy and communications and provision of services continued to expand to more people and more parts of the country. During 2013, 289,201 people used our services, read our publications, visited our website or shops and helped with fundraising and they took part in these activities 416,918 times. These activities were undertaken in 152 separate locations in collaboration with 805 other organisations. This is a remarkable record of achievement by our 102 staff, 4,030 volunteers supported by our 3,393 members and augurs well for our future development notwithstanding the financial pressures that we face.

## 3. RISKS AND UNCERTAINTIES

In common with many charities, the organisation must maintain and develop its income sources to ensure the continuation of its role in Ireland. In order to mitigate this risk, the directors review the sources of income on an on-going basis. In addition, reserve levels are monitored to ensure that they are maintained at a reasonable level in the context of planned expenditure and future commitments. The directors are at all times conscious that maintaining the reputation of the organisation is critical.

## 4. GOVERNANCE

The Board met eight times during the year including a special meeting to review the overall strategy and performance of the company and a training workshop on corporate governance. The Board gave high priority to achieving the highest standards of corporate governance: including financial management and fundraising.

The Finance and Audit Committee is chaired by the Treasurer and comprises the Vice Chair and two non-directors with financial expertise. It meets on average four times a year to oversee the financial management of the

company through detailed quarterly reports. It also serves as the Audit Committee with responsibility for the oversight of the company's audit and control functions including external audit and risk management.

## 5. EVENTS SUBSEQUENT TO THE YEAR END

There have been no significant events affecting the company since the year-end.

## 6. FUTURE DEVELOPMENTS

The development of the company's existing activities and achieving the highest standards of corporate governance will be the main areas of attention.

## 7. DIRECTORS AND THEIR INTERESTS

The company is limited by guarantee and does not have any share capital. Therefore the directors who served during the year did not have a beneficial interest in the company.

All directors serve in a voluntary capacity.

## 8. DIRECTORS

In accordance with the Articles of Association, the directors retire by rotation and, being eligible, offer themselves for re-election. During the year the company reorganised its management structure resulting in the following appointments and retirements.

The following directors were appointed to the board:

Rosemary Hanna (31 July 2013) Miriam Simon (8 January 2014) John Quinn (26 February 2014)

The following directors resigned from the board:

John Cassidy (8 January 2014) Julia Horgan (8 January 2014)

## 9. BOOKS AND RECORDS

The directors are responsible for ensuring that proper books and accounting records, as outlined in Section 202 of the Companies Act 1990, are kept by the company. The directors have appointed appropriate accounting personnel in order to ensure compliance with those requirements. The books and accounting records of the company are maintained at the company's registered office.

## 10. AUDITORS

Mazars, Chartered Accountants and Registered Auditors, have expressed their willingness to be re-appointed in accordance with Section 160(2) of the Companies Act 1963.

### On behalf of the Board

**Margaret Pilkington**

**John Quinn**

**23 April 2014**

# STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the annual report and the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland, including the accounting standards issued by the Financial Reporting Council and published by the Institute of Chartered Accountants in Ireland.

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors confirm that they have complied with the above requirements in preparing the financial statements. The directors are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Acts 1963 to 1983 and 1990 to 2013 as applicable to companies limited by guarantee and not having a share capital. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in the Republic of Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**On behalf of the Board**

**Margaret Pilkington**

**John Quinn**

**23 April 2014**

# REPORT OF THE INDEPENDENT AUDITORS

## To the members of Age Action Ireland Limited

We have audited the financial statements of Age Action Limited for the year ended 31 December 2013 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is Irish law and accounting standards issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland (Generally Accepted Accounting Practice in Ireland).

## Respective responsibilities of directors and auditors

As explained more fully in the Statement of Directors' Responsibilities on page 33 the directors are responsible for the preparation of the financial statements giving a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with Irish law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

This report is made solely to the company's members, as a body, in accordance with Section 193 of the Companies Act, 1990. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

## Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the director's report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

## Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view in accordance with Generally Accepted Accounting Practice in Ireland of the state of the company's affairs as at 31 December 2013 and of its surplus for the year then ended; and
- have been properly prepared in accordance with the requirements of the Companies Acts 1963 to 1983 and 1990 to 2013.

# REPORT OF THE INDEPENDENT AUDITORS

## Matters on which we are required to report by the Companies Act 1963 to 1983 and 1990 to 2013

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion proper books of account have been kept by the company.
- The financial statements are in agreement with the books of account.

## Matters on which we are required to report by exception

We have nothing to report in respect of the provisions in the Companies Acts 1963 to 1983 and 1990 to 2013 which require us to report to you, if in our opinion the disclosures of directors' remuneration and transactions specified by law are not made.

**Mairéad Divilly**

**For and on behalf of Mazars**

**Chartered Accountants & Registered Auditors**

Harcourt Centre

Block 3

Harcourt Road

Dublin 2

**23 April 2014**

# ACCOUNTING POLICIES

The significant accounting policies adopted by the company are as follows:

**a) Basis of accounting**

The financial statements are prepared under the historical cost convention and in accordance with financial reporting standards of the Financial Reporting Council, as promulgated in Ireland by the Institute of Chartered Accountants in Ireland. The financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) (Revised 2005) "Accounting and Reporting by Charities" insofar as it complies with the Companies Acts 1963 to 1983 and 1990 to 2013 as applicable to companies limited by guarantee and not having a share capital.

**b) Incoming resources**

All incoming resources are recognised in the Statement of Financial Activities ("SOFA") when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy. Incoming resources comprise grants, donations, membership subscriptions and income from fundraising activities. For donations and legacies, entitlement is the date of receipt.

Monies received in respect of expenditure that must take place in a future accounting period is accounted for as deferred income and recognised as a liability up until the accounting period allowed by the condition to expend the resource.

Incoming resources are analysed as Restricted or Unrestricted. Restricted funds represent income recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions. Unrestricted funds represent amounts which are expendable at the discretion of the company, in furtherance of the objectives of the charity. Such funds may be held in order to finance working capital or capital investment.

**c) Resources expended**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related thereto. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

**d) Pensions**

The company operates a defined contribution pension scheme. This scheme is administered by independent investment managers. Pension costs are expensed to the profit and loss account as incurred.

**e) Tangible fixed assets**

Tangible fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided at rates to write off the cost of each asset over its expected useful life as follows:

Office Equipment - 2 - 7 years

Leasehold Premises - 7 - 23 years

Motor Vehicles - 3 - 5 years

IT / Development Equipment - 2 years

**f) Capital grants**

Grants towards capital expenditure are credited to deferred grants and are amortised to the statement of financial activities on the same basis as the related assets are depreciated.

# STATEMENT OF FINANCIAL ACTIVITIES

		Unrestricted	Restricted	Year ended	Year ended
		Funds	Funds	31 December	31 December
	Notes	€	€	2013	2012
				€	€
<b>Incoming Resources</b>					
<b>Voluntary Income</b>					
Donations and gifts		195,743	-	195,743	168,536
Grants unrestricted		496,565	-	496,565	508,673
Grants restricted		-	644,673	644,673	783,046
Membership		41,271	-	41,271	52,119
Community employment programme		310,604	-	310,604	293,758
<b>Activities for Generating Funds</b>					
Charity shops	2	651,814	-	651,814	651,595
Interest and rental income		35,557	-	35,557	37,071
<b>Total incoming resources</b>	<b>14</b>	<u>1,731,554</u>	<u>644,673</u>	<u>2,376,227</u>	<u>2,494,798</u>
<b>Resources Expended</b>					
<b>Cost of Generating Funds</b>					
Cost of generating voluntary income – fundraising costs		152,287	-	152,287	120,759
Fundraising trading costs – shop expenditure	2	498,598	-	498,598	487,573
<b>Charitable Activities</b>					
Project expenses unrestricted		1,024,109	-	1,024,109	781,322
Project expenses restricted		-	644,673	644,673	783,046
Governance costs		32,921	-	32,921	12,153
<b>Total resources expended</b>	<b>14</b>	<u>1,707,915</u>	<u>644,673</u>	<u>2,352,588</u>	<u>2,184,853</u>
<b>Net movement in funds</b>	<b>13</b>	<u>23,639</u>	<u>-</u>	<u>23,639</u>	<u>309,945</u>

**A statement of total recognised gains and losses has not been prepared as there were no gains or losses for the year or the preceding year other than as stated above.**

**All income is in respect of continuing operations.**

**On behalf of the Board**

**Margaret Pilkington**

**John Quinn**

**23 April 2014**

# BALANCE SHEET

	Notes	31 December 2013 €	31 December 2012 €
<b>FIXED ASSETS</b>			
Tangible assets	8	25,012	58,534
<b>CURRENT ASSETS</b>			
Cash at bank		990,484	831,134
Debtors and prepayments	9	117,937	133,641
		1,108,421	964,775
<b>CREDITORS</b>			
Amounts falling due within one year	10	<459,844>	<354,066>
<b>NET CURRENT ASSETS</b>		648,577	610,709
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		673,589	669,243
<b>CREDITORS</b>			
Amounts falling due after more than one year	11	-	<16,125>
<b>DEFERRED GRANTS</b>	12	<15,816>	<18,984>
		657,773	634,134
<b>FUNDED BY</b>			
Restricted funds	13	-	-
Unrestricted funds	13	657,773	634,134
	14	657,773	634,134

On behalf of the Board

Margaret Pilkington

John Quinn

23 April 2014



# CASH FLOW STATEMENT

	<b>Year Ended 31 December 2013</b>	<b>Year Ended 31 December 2012</b>
<b>Notes</b>	<b>€</b>	<b>€</b>
<b>NET CASH FLOW FROM OPERATING ACTIVITIES</b>		
Net incoming resources	23,639	309,945
Depreciation	33,522	35,260
Amortisation of deferred grants	<3,168>	<3,168>
Decrease/<increase> in debtors	15,704	<49,031>
Increase/<decrease> in creditors	89,653	<243,789>
	<hr/>	<hr/>
<b>Net cash inflow from operating activities</b>	159,350	49,217
<b>Capital expenditure and financial investment</b>	-	<47,718>
	<hr/>	<hr/>
<b>Increase in cash</b>	<b>15</b> 159,350	1,499
	<hr/>	<hr/>

On behalf of the Board

Margaret Pilkington

John Quinn

23 April 2014

# NOTES TO THE FINANCIAL STATEMENTS

## 1. LEGAL STATUS OF THE COMPANY

The company is limited by guarantee and has no share capital.

## 2. CHARITY SHOPS

	<b>2013</b>	<b>2012</b>
	€	€
Shop income	472,536	460,523
Community employment programme	179,278	191,072
	<u>651,814</u>	<u>651,595</u>
Shop expenses	<u>&lt;498,598&gt;</u>	<u>&lt;469,273&gt;</u>
Net surplus from charity shops	<u>153,216</u>	<u>182,322</u>

## 3. NET MOVEMENT IN FUNDS

	<b>2013</b>	<b>2012</b>
	€	€
Net movement in funds is stated after charging:		
Depreciation of tangible assets	33,522	35,260
Auditors' remuneration	8,500	8,500
Amortisation of deferred grants	<u>&lt;3,168&gt;</u>	<u>&lt;3,168&gt;</u>

## 4. STAFF COSTS

	<b>2013</b>	<b>2012</b>
	€	€
Wages and salaries	1,568,253	1,491,860
Social welfare costs	105,553	101,006
Pension costs	27,355	33,076
	<u>1,701,161</u>	<u>1,625,942</u>

### Number of employees

The average number of employees during the year was

	<b>2013</b>	<b>2012</b>
	No	No
Charity shops	18	17
Development projects and services	50	50
	<u>68</u>	<u>67</u>

The remuneration paid to the Senior Management Team amounted to €329,876 (2012: €302,908). The number of employees whose emoluments for the year fall within the followings bands are as follows:

	2013	2012
	No.	No.
€60,000 - €70,000	1	-
€70,000 - €80,000	1	1
€80,000 - €90,000	1	1
€90,000 - €100,000	-	-
€100,000 - €110,000	1	1

Emoluments include salaries and employer PRSI costs. No benefit in kind applies within the company.

A reduction of 5% of senior management staff remuneration was implemented during 2011 and still applies.

Contributions of 5% of salary were made by the company to the defined contribution pension scheme for the Senior Management Team members who fall within the bands €60,000 - €80,000.

Contributions of 10% of salary were made by the company to the defined contribution pension scheme for the Senior Management Team member who falls within the band €80,000 - €90,000.

## 5. PENSION

The company operates a defined contribution scheme. Pension costs for the year amounted to €27,355 (2012: €33,076) are included in the profit and loss account.

## 6. DIRECTORS' EMOLUMENTS

The directors received no remuneration or benefits for their services during the year.

## 7. TAXATION

The charity has been granted charitable exemption by the Revenue Commissioners.

## 8. FIXED ASSETS

	<b>Office Equipment</b>	<b>Leasehold Premises &amp; Fittings</b>	<b>Motor Vehicles</b>	<b>Total</b>
<b>Cost</b>	€	€	€	€
At 31 December 2012	208,431	148,708	15,800	372,939
Additions	-	-	-	-
Disposals	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2013	208,431	148,708	15,800	372,939
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Depreciation</b>				
At 31 December 2012	174,181	126,461	13,763	314,405
Charge for the year	26,834	5,521	1,167	33,522
Disposals	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2013	201,015	131,982	14,930	347,927
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Net Book Amount</b>				
At 31 December 2012	34,250	22,247	2,037	58,534
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2013	7,416	16,726	870	25,012
	<hr/>	<hr/>	<hr/>	<hr/>

## 9. DEBTORS

	<b>2013</b>	<b>2012</b>
	€	€
Amounts falling due within one year		
Debtors	37,495	37,592
Prepayments and accrued income	80,442	96,049
	<hr/>	<hr/>
	117,937	133,641
	<hr/>	<hr/>

**10. CREDITORS**

	<b>2013</b>	<b>2012</b>
<b>Amounts falling due within one year</b>	€	€
Creditors	36,162	34,323
Deferred income	285,261	171,679
Paye/prsi	27,709	36,012
Accruals	85,263	93,912
Other Creditors	9,324	-
Lease liability	16,125	18,140
	<u>459,844</u>	<u>354,066</u>

**11. CREDITORS**

	<b>2013</b>	<b>2012</b>
<b>Amounts falling due within one year</b>	€	€
Lease liability	-	16,125
	<u>-</u>	<u>16,125</u>

**12. DEFERRED GRANTS**

	<b>2013</b>	<b>2012</b>
	€	€
Balance at beginning of year	18,984	22,152
Amortised during year	<3,168>	<3,168>
	<u>15,816</u>	<u>18,984</u>

The grant refers to grants received from 'Help the Aged' towards the capital costs of acquiring the leasehold shop premises as well as a grant from the Department of Community Affairs for the refurbishment of the Camden Street premises. Deferred grants are amortised to the Statement of Financial Activities on the same basis as the related assets are depreciated.

**13. MOVEMENT OF FUNDS**

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>Total</b>
<b>Cost</b>	€	€	€
At 31 December 2012	-	634,134	634,134
Expended resources	-	23,639	23,639
	<u>-</u>	<u>657,773</u>	<u>657,773</u>
At 31 December 2013	-	657,773	657,773

## 14. STATEMENT OF FUNDS

	<b>Opening Balance 31 December 2012</b>	<b>Incoming Resources</b>	<b>Resources expended</b>	<b>Cross subsidisation from unrestricted funds</b>	<b>Closing balance 31 December 2013</b>
	€	€	€	€	€
<b>Restricted Funds</b>					
1. Care & Repair	-	110,000	216,732	<106,732>	-
2. Getting Started	-	166,962	328,766	<161,804>	-
3. Ageing and Development	-	75,810	113,268	<37,458>	-
4. MDG Project	-	4,036	4,036	-	-
5. Positive Ageing Week	-	10,085	35,465	<25,380>	-
6. Social Inclusion	-	48,615	86,472	<37,857>	-
7. Social Partnership	-	30,144	59,253	<29,109>	-
8. Life Long Learning: U3A/Generation Together	-	101,011	144,788	<43,777>	-
9. Advocacy in Residential Care	-	51,132	54,006	<2,874>	-
10. Advocacy in Residential Care	-	25,378	31,909	<6,531>	-
11. Elder Abuse Workshop	-	1,500	1,883	<383>	-
12. Age Action South	-	20,000	21,433	<1,433>	-
	-	644,673	1,098,011	<453,338>	-
<b>Unrestricted Funds</b>	634,134	1,731,554	1,254,577	453,338	657,773
<b>Total funds</b>	634,134	2,376,227	2,352,588	-	657,773

The above projects were funded by the following donors:

- 1 Irish Life and Tomar Trust
- 2 Google, Dublin City Council, Tomar Trust, Leargas, Department of Communications, Energy & Natural Resources
- 3 Help Age International/Irish Aid, Department of Social Protection
- 4 Irish Aid
- 5 Bluebird Care
- 6 Department of the Environment and Local Government.
- 7 Department of the Environment and Local Government.
- 8 Department of Education & Skills, Grundtvig, Ageing Well Network and Department of the Taoiseach
- 9 Health Service Executive North Dublin
- 10 Health Service Executive North East
- 11 COSC
- 12 Cork County Council and Tomar Trust

**15. RECONCILIATION OF NET CASH FLOW TO MOVEMENT IN NET FUNDS**

	<b>2013</b>	<b>2012</b>
	€	€
Increase in net funds in year	159,350	1,499
Net funds at the beginning of the year	831,134	829,635
	<hr/>	<hr/>
<b>Net funds at the end of the year</b>	<b>990,484</b>	<b>831,134</b>
	<hr/>	<hr/>

**16. FINANCIAL COMMITMENTS**

At 31 December the charity had annual commitments under non-cancellable operating leases expiring as follows:

	<b>2013</b>	<b>2012</b>
	€	€
In one year or less	26,079	26,000
In more than one year, but less than two years	12,000	25,500
In more than two year, but less than five years	100,000	6,600
In more than five years	-	88,000
	<hr/>	<hr/>
	<b>138,079</b>	<b>146,100</b>
	<hr/>	<hr/>

**17. RELATED PARTY TRANSACTIONS**

A company director, Margaret Pilkington, is an associate of Byrne Wallace Solicitors. Legal services costing €2,100 were provided by Byrne Wallace Solicitors in the year ended 31 December 2013.

A company director, Owen O'Sullivan, is a partner of PJ Walsh & Co. Solicitors. Legal services costing €2,725 were provided by PJ Walsh & Co. Solicitors in the year ended 31 December 2013.

These transactions were provided on an arm's length basis.

**18. PRIOR YEAR COMPARATIVES**

Certain comparatives for the prior year have been reclassified in the current year for the purposes of comparability and consistency.

**19. APPROVAL OF FINANCIAL STATEMENTS**

The financial statements were approved by the directors on 23 April 2014.



**Age Action Ireland**, 30/31 Lower Camden Street, Dublin 2

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