

Age Action

Annual Report and Accounts 2016



Age Action

For all older people

Cover Photo: RTÉ's Frances Brennan launching Positive Ageing Week 2016.
Photo: Naoise Culhane Photography.

Age Action adheres to the Dóchas Code of Conduct on Images and Messages.

TABLE OF CONTENTS

GENERAL INFORMATION	4
CHAIRPERSON'S REPORT	6
CHIEF EXECUTIVE'S REPORT	7
ADVOCACY AND COMMUNICATIONS	9
SERVICES AND REGIONAL DEVELOPMENT	15
FUNDRAISING AND CHARITY STORES	25
FINANCIAL REVIEW	27
CURRENT STAFF	28
STRUCTURE, GOVERNANCE AND RISK MANAGEMENT	29
AUDITED ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2016	30

GENERAL INFORMATION

DIRECTORS

Owen O'Sullivan
(Chair)

Anna McCabe
(Vice Chair, elected July 2016)

John Quinn
(Hon Treasurer)

Robin Webster
(Elected June 2016)

Anne Donnellan
(Elected June 2016)

Roger Coughlan

David Healy
(Re-elected June 2016)

David Henshaw
(Re-elected June 2016)

Sean Oliver

Patrick McCormick
(Elected June 2016)

Rosemary Hanna
(Resigned July 2016)

Miriam Simon
*(Re-elected June 2016
and resigned July 2016)*

COMPANY SECRETARY

Robin Webster

CHIEF EXECUTIVE

Eamon Timmins

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 &
Statutory Audit Firm
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-fulfilment 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 with widespread ageism, and by their own actions replace these with 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 to ensure positive ageing becomes the norm for everyone. 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 the 24th Annual Report and Accounts for 2016 to the members of Age Action.

This report is important for several reasons. It informs our members and our supporters of what the organisation did during 2016, of its achievements and of our impact on the lives of older people, and for all of us who hope to grow older in Ireland. There have been many great achievements over the last 12 months. 2016 was a good year for Age Action.

This report is also important because it shows how Age Action funded this work and managed its budgets during the year. Great trust was placed in this charity by statutory agencies, private companies and the many individual donors who provided us with the funds to do our work.

We value this trust, and in return, the Board and management of Age Action are committed to being as transparent as possible in showing how this money was used. We have worked hard to produce these accounts in compliance with the highest accountancy standards for charities.

We depend on the trust placed in us. Over the last 12 months the sector has again been shaken by scandals in poorly run charities. There is a danger that the damage done to one organisation can reduce the public's trust in all charities.

We cannot stand idly by and allow this to happen. We must respond by being transparent and open about our work, and ensure we strive to reach the highest governance standards. A huge amount of work has been done during 2016 to achieve this.

At the height of the largest charity scandal last summer Age Action wrote to its members outlining the checks and controls which were in place within the organisation which would prevent a similar controversy occurring within this charity. We encouraged them to contact us if they had concerns or questions.

We were heartened by their warm and generous response. However, we do not, and can never, take this trust for granted.



Owen O'Sullivan
Chairperson

I want to sincerely thank my fellow board members for their commitment and their valued support for me as Chairperson for the last three years. It has been my pleasure to serve and I warmly endorse my successor Anna McCabe to you the members. She will do an excellent job as your new Chairperson.

I would like to extend my appreciation to Rosemary Hanna and Miriam Simon who stepped down from the board during 2016, and welcome Anne Donnellan, Anna McCabe, Patrick McCormack and Robin Webster who were appointed to the board during the year.

I would like to thank our Finance and Audit Committee for their valuable assistance to the Board, in improving our financial management and planning, and providing invaluable oversight of our accounts. In particular I want to thank Eoghan Corish and Miriam Doyle who stepped down after three years valued service.

The huge contribution made by our members and volunteers is also greatly appreciated. Without them, the number of older people helped by Age Action last year would only have been a fraction of what it was.

Finally, I would like to thank the Chief Executive, Eamon Timmins, and all Age Action staff for their hard work and commitment during 2016.

This annual report shows what can be achieved when so many dedicated people – staff, volunteers and members – work together.

With best wishes

Owen O'Sullivan
Chairperson

CHIEF EXECUTIVE'S REPORT

Last year was a good one for Age Action. I am glad to present the 24th Annual Report which tells the story of the successes and the challenges we have faced over the last 12 months, and to commend it to the members.

It was a busy year for Age Action staff, members and volunteers, given the growing needs of older people that must be addressed, and the opportunities which arose to address them.

The General Election provided a key opportunity for those involved in our advocacy work. We worked very hard to ensure that parties and candidates heard the voice of older people amid the clamour for their attention from so many other interest groups.

Our members and older people were consulted for our manifesto document. We teamed up with six other older people's organisations for the "Earn Our Vote" campaign. We joined with Active Retirement Ireland to co-host a series of five lively, well-attended, hustings meetings with local candidates across the country.

The message coming out of those meetings was that many older people were struggling as a result of direct and indirect cuts to supports and services imposed in recent years, and that the next government needed to wake up and start planning for our ageing population.

Members spoke openly about their struggle to remain living at home, inadequate home care provision, poor rural transport and about their anger at the loss of the telephone allowance. They provided election candidates with a vivid picture of what it is like for some older people in Ireland today.

The Board adopted our new three-year strategic plan in February. This has shaped the work we are doing and the goals we are chasing. At the end of the first year of the plan, many key targets have been reached and, in some cases, exceeded.

During 2016 we reached a record number of older people with our services. Our Care and Repair teams carried out over 32,400 jobs, befriending visits, trade referrals and telephone contacts with older people.



Eamon Timmins
Chief Executive

Almost 3,000 older people were taught how to use a computer by our Getting Started team.

Our information service helped more than 2,600 older people and their families. Our membership topped the 4,500 mark for the first time ever. We opened our first own-door offices in Cork city.

The year also saw progress on generating additional funds for our work. The fundraising team developed new corporate partners during the year, such as Bank of Ireland and open eir. We opened two new charity stores in Ballincollig, Co Cork, and Terenure, Dublin.

The fact that these results were achieved with scarce resources is a tribute to the hard work of our staff and volunteers. I want to sincerely thank them for their passionate commitment. I also want to thank everyone who supported us during 2016 and contributed in any way – big or small – to our work.

Finally, on behalf of the Board of Directors and the staff, I want to thank Owen O'Sullivan, who is stepping down as Chairperson after three years service. He has made a huge contribution to the organisation, for which we are deeply grateful.

Eamon Timmins
Chief Executive

“Age Action united with other ageing organisations to put our issues on the General Election agenda.”



ADVOCACY AND COMMUNICATIONS

COMMUNICATIONS

Media Coverage

Age Action was in the news more than two thousand times in 2016, up 7.7 per cent from the previous year to 2,067.

We have continued to build the organisation's profile across print, broadcast and online media as the voice of older people in Ireland featuring regularly on top-tier media including six times on RTÉ Radio 1's Morning Ireland, the country's premier news programme.

On many occasions throughout 2016 we were asked to provide the perspective of older people to issues like downsizing, the Garda strike and the cost of car insurance.

But Age Action also drove the news agenda in coverage of older people's issues with high profile media interest in our research and advocacy work on homecare, Budget 2017, elder abuse and mandatory retirement.

We also ensured the positive side of ageing was highlighted with good coverage of Positive Ageing Week, a major profile of our Getting Started programme on RTÉ Nationwide and a series in the *Evening Echo* about our work in Cork.

Finally, we are very grateful to the Age Action members and supporters who assisted the communications team over the year in doing media work – the best way to ensure the voice of older people is heard is to put older people on the airwaves!

Information Service

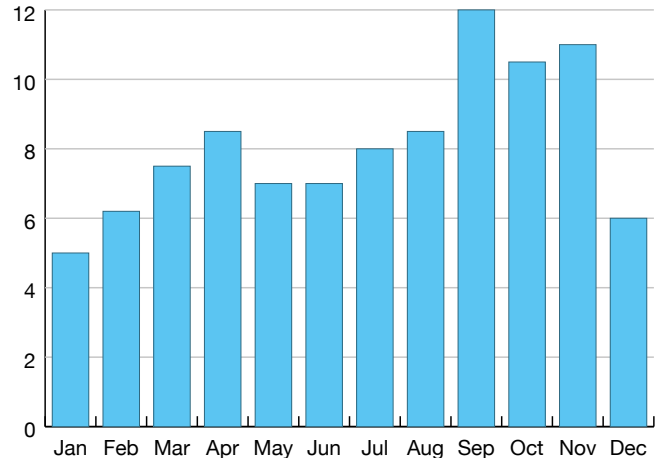
We had 2,450 queries directly to our information service during 2016 while we had a further 221 queries from 10 stands and exhibitions.

This means we are had a total of 2,673 queries for 2016, up just over 5 per cent on 2015.

This performance was despite a slow first quarter when queries were well below expectation. Increased online advertising, the popularity of our regular information blogs and more stands and talks drove demand in the second half of the year.

Our busiest month was September with 12 per cent of our calls in that month alone. The most popular topic throughout the year was nursing homes (13 per cent) including the Fair Deal (6 per cent).

Percentage of information calls across 2016



Both health and safety & security were also popular topics with 10 per cent each. Finally 16 per cent of our queries were about Age Action (combined services and general queries).

Digital Communications

Digital communications refers to our website and online platforms like Facebook and Twitter. A new Digital Communications Strategy was agreed last year and this, coupled with aggressive expansion of our social media presence, delivered large increases in Age Action's online audience.

The number of people who visited our website in 2016 rose by 20.15 per cent to 130,720 and total traffic was up 18.63 per cent. We also recorded a substantial increase in online donations, although starting from a low base.

Our social media platforms performed even better with a 21.3 per cent increase in Twitter followers to 7,686 and a staggering 40.4 per cent increase in our Facebook audience to 7,060.

We hope to sustain this level of growth in 2017, particularly with the increasing popularity of our blogs, and to develop our online donations with the Fundraising team.

CAMPAIGNS

General Election 2016

Our policy and advocacy team worked hard to ensure that older people's priorities were on the agenda in last year's election.

Through the 'Earn Our Vote' campaign, we joined with six other ageing organisations to campaign for a Minister for Older People, investment in community care and a fair State Pension.

Our own 'Join the 88%' campaign also identified these issues as top priorities and, with Active Retirement Ireland, we co-hosted election hustings in Cork, Dublin, Dun Laoghaire, Galway and Monaghan. Over 350 older people got to question more than 30 candidates. The hustings also received substantial media coverage.

Following the election we sent a copy of our manifesto to each elected TD and senator, meeting with a number of them, to ensure that our priorities were one of the first items on their desk when they took office.

Budget 2017

We met with more than 100 older people in Cork, Dublin, Galway and Castlebar during April to plan our pre-budget submission. We also had over 350 responses to our survey and all of this information helped set out priorities for the budget.

Age Action staff met with almost two dozen TDs and senators in advance of the budget, including the Minister for Finance and the Minister for Public Expenditure.

We also presented on our priorities to the Joint Oireachtas Committee on Social Protection and participated in the Department of Social Protection's Pre Budget Forum and the National Economic Dialogue.

Members were very active as well, with Glór groups meeting their local elected representatives and many members individually contacting their local TDs. A number of members were also involved in media work on the day.

The budget delivered the promised €5 pension increase in the teeth of opposition to a raise, but it was delayed and there was no additional funding for homecare. On the more positive side there was some progress on prescription charges.

Age Action also worked on a number of income-related issues outside of the Budget. We met with the Department of Finance to argue for measures to alleviate the impact of the property tax on older people.

We also campaigned with the National Women's Council of Ireland in support of a motion to restore the Transition Pension, which unfortunately did not pass in the Dáil.



Launching Age Action's election manifesto. Photo: Maxwells



Uniting to demand investment in homecare. Photo: Maxwells

Homecare

We set the agenda on the homecare issue for much of 2016, starting with the publication of a major report in June.

Meeting Older People's Preference for Care: Policy but what about practice? was produced jointly with the Alzheimer Society, the Irish Association of Social Workers and the School of Policy at UCD.

The report, which was launched by the Ombudsman Peter Tyndall, was based on a nationwide survey of social workers working with older people, including people living with dementia

It highlighted the crisis in Irish homecare services and garnered extensive national and regional media coverage, as well as putting a political focus on the issue.

We also raised the issue on a number of occasions with Minister for Older People Helen McEntee TD and in September Age Action took the lead in organising a coalition of 17 different campaign groups and charities to come together to call for investment in homecare.

Health

Age Action is a leading member of the Health Reform Alliance, campaigning for a rights-based approach to healthcare in Ireland, which is helping to transform the health debate.

We played an important role in the launch of the alliance and were part of the delegation to the Joint Oireachtas Future of Healthcare Committee, to which we also made our own submission.

During 2016 we also regularly highlighted issues in nursing homes, especially focusing on the issue of additional nursing home charges which we raised with the Department of Health and Nursing Homes Ireland.



Health was a major issue at our Monaghan election hustings.

Elder Abuse

Fighting elder abuse was a top priority for us last year with two different campaigns running simultaneously.

With support from Ulster Bank we launched an animated video and leaflet campaign to raise awareness of the issue of financial elder abuse. We are continuing to distribute these leaflets and to highlight the problem in the media.

With funding from ERASMUS+ we are working with a number of European partners to tackle elder abuse in residential care settings through a socio-drama approach.

This intensive project involved a number of workshops for older people and care staff as well as Train the Trainers sessions for participants from four different countries who wanted to apply our Respect to Prevent education programme.

The year's highlight was an international conference on elder abuse and human rights in Dublin attended by more than 130 people.

The keynote address was given by Professor Simon Biggs from Melbourne University, one of the world's top experts on how we can use empathy and understanding to tackle ageism and elder abuse.



Putting the tough questions to election candidates at our Cork hustings. Photo: ER Lyons



Launching our report on homecare with Ombudsman Peter Tyndall. Photo: John Brennan

Transport

As well as keeping a watchful eye on the Travel Pass in 2016, we were also campaigning against the rising costs of car insurance for older workers in the media and by contacting politicians.

We met with the Joint Oireachtas Committee on Finance to explain that older drivers are safer drivers and should not be punished by insurance companies.

Employment

Building on our work in 2015 we continued to campaign for the abolition of mandatory retirement last year.

We met with a number of supportive TDs and published a substantial briefing paper outlining our arguments for ending this discrimination against older workers.

By the end of the year two different Bills had been brought forward, from Sinn Féin and Fianna Fáil, to get rid of mandatory retirement.

Funding

We were delighted to receive a grant for over €210,000 from the Department of Housing, Planning, Community and Local Government to support our work over the next three years.

We also obtained financial support from the Irish Human Rights and Equality Grant Scheme for our pensions research and from the Community Foundation of Ireland to support the work of our Glór groups.

“Support from corporate partners like Cisco is essential to the success of Getting Started.”



SERVICES AND REGIONAL DEVELOPMENT

MEMBERSHIP & VOLUNTEERING

Membership

Our active membership rose to its highest ever level last year. At the end of 2016 we had 4,513 members, an increase of more than 34 per cent (see below), which was largely driven by graduates of our Getting Started programme. Membership across other categories remained stable.



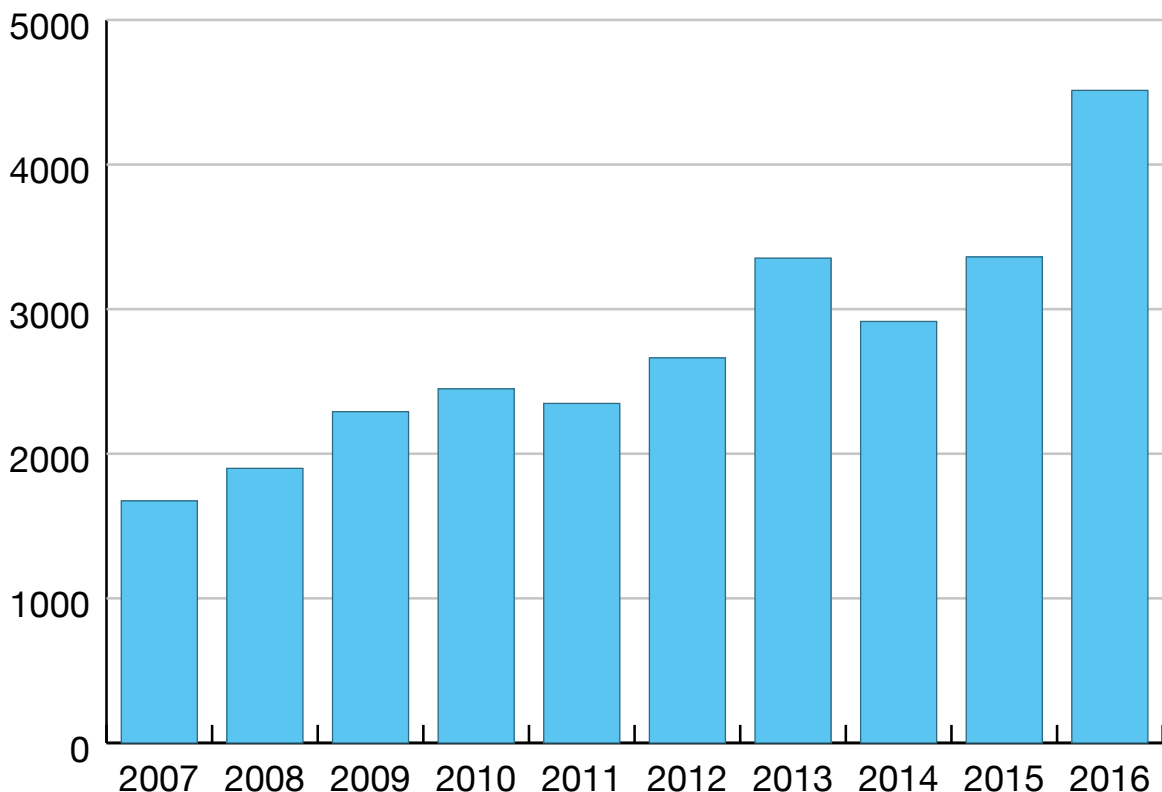
Members at our Cork election hustings. Photo: ER Lyons

The total number of members in each category on 31 December 2016 was:

Retired/Unwaged	1,516
Getting Started Graduates	2,728
<i>Getting Started graduates are entitled to one year's free membership.</i>	
NGOs and other charities	130
Couples	57
Employed	47
Exchange members	11
<i>Organisations with whom we exchange free membership.</i>	
Statutory bodies	8
Friends of Age Action	6
<i>Individuals who generously support us but are not full members.</i>	
Life Members	6
<i>Individuals given honorary life membership</i>	
Corporate members	4
Total	4,513

We remember all our members who died during the year as well as their families. May they all rest in peace.

Age Action's membership is the highest it has ever been



Volunteering

At the end of the year, we had 1,385 active volunteers plus 767 who had volunteered for short-term work experience.

Our volunteers contributed enormously to our work, particularly through Care & Repair and Getting Started, as well as our stores, offices and fundraising.

This year we set up a Volunteering Committee to work on new ways to support our volunteers and make volunteering with Age Action a positive experience.

They calculated that in 2016 our volunteers spent an impressive 40,069 hours helping us to campaign for older people and to provide essential services.

Volunteer appreciation evenings were held in Dublin, Cork, Galway and Monaghan to thank all our volunteers for their hard work and their valuable contribution.

CARE & REPAIR

Our volunteers, community partners and staff carried out a record 32,467 DIY jobs, befriending visits, trade referrals and telephone contacts for older people during 2016, an increase of over 14 per cent on 2015.

Together we made a huge difference to the lives of older people, reducing isolation and helping people to remain in their own homes in increased safety and comfort.

Age Action directly delivers the Care & Repair programme in Dublin, Cork and Galway.

Across the rest of the country we work with 33 Community Partners who deliver the service locally but who are supported by our core team and use Age Action's branding, training and procedures.

A new Community Partner joined us in Athy last year and we aim to continue growing our number of partners in 2017.

Last year Gas Networks Ireland provided 4,000 carbon monoxide alarms to Age Action and we installed them for free through the Care & Repair service.

The campaign was a resounding success and will ensure that older people are safer in their homes.

The team produced four quarterly newsletters and the programme has been promoted through local and national press throughout the year.

“An Age Action volunteer came and fixed my bathroom seat and installed two free carbon monoxide alarms. It's fantastic to have this support. I really don't know what I would do without them.”

Veronica, Care and Repair Client in Ballincollig

“Many thanks for putting me in contact with a builder from your list when I had trouble with my roof. He did an excellent job, was punctual, kept in touch and I highly recommend him.”

Declan, Care & Repair Client in Galway



Launching Athy Care & Repair.



Supporting Carbon Monoxide Awareness Week.

Positive feedback

We're always listening to the needs of our Care & Repair clients. Last year 1,705 clients were contacted to ask for feedback and the calls revealed an impressive satisfaction rate of 87 per cent.

During these feedback calls we also offered clients information about other services provided by Age Action and other organisations.

This ensured that if the call to Care & Repair was the first time an older person has reached out for help, they will be made aware of other supports available.

Age Action would like to acknowledge the support of Gas Networks Ireland, Electric Ireland, The American Ireland Fund, DD Williamson, Holden Plant Rentals and Tableau Foundation for their support of the Care & Repair service in 2016.

Most of all we would like to thank our volunteers and our community partners. Without their time, energy, professionalism and kindness we could not provide this crucial service to older people in our communities.

“I found the Age Action computer course to be an extremely rewarding experience. The laughs and fun you have with the learner always made it one of the highlights of my week. The difference just a small amount of your time makes in the learner’s life makes it all worthwhile and makes the programme a truly rewarding experience.”
Niall, Getting Started Tutor with Deloitte

GETTING STARTED PROGRAMME

Our amazing volunteers delivered another fantastic year for the Getting Started programme in 2016. We delivered one-to-one computer training to nearly 3,000 older people last year with classes in almost a hundred venues across 12 counties.

For many of our learners, the Getting Started programme is literally life-changing. It enables them to connect with family and friends on the other side of the world, reveals new hobbies and interests and lets them access essential public services online.

One of the critical parts of making the programme a success is that we provide it on a one-to-one basis, enabling learners to move at their own pace and allowing tutors and learners to get to know one another.

Taking this approach means we need a large number of volunteers and we are so proud that they come from a wide variety of backgrounds including local schools and colleges, businesses, and from the local community who often know the learners with whom they’re working.

We continue to be grateful to some of the country’s biggest companies for their ongoing support. Ericsson, EMC Cork, VM Ware, Qualcomm, Deloitte, Lionbridge and Cisco all hosted classes again this year. They were joined by Medtronic in Galway and by Carlson Rezidor and Dropbox in Dublin.

Volunteers from Eli Lilly and Apple in Cork and Paypal in Dundalk helped out at community venues and Bank of Ireland continued to support us by printing our manuals.



Getting Started learner John Glendinning from Cork being interviewed for RTÉ Radio 1’s Seán O’Rourke Show.



Lauren Russell and Age Action Silver Surfer Marie O’Gorman launching RTÉ’s Making Ireland Click.

Our work in schools and colleges has really expanded. Thirteen schools hosted classes and we worked with both UCD and Dublin Business School Freshman Programmes.

We also brought together local older people with visiting American students who volunteered while they were in Dublin, a really enriching example of an intergenerational and intercultural opportunity.

Last year we again partnered with the Department of Radiation Therapy to run one large class at Trinity College Dublin with third year students getting hands-on experience of engaging with older people.

The addition of a training room to our new Cork office really increased the number of classes we can run and made a big difference to our work in Cork.

Our training room in Inchicore was also used by An Cosán, Virtual Community College (VCC) & Aontas as a hub to run their new online digital course.

We had some excellent media coverage throughout the year with the main highlight being an RTÉ series Making Ireland Click which featured our classes at Dominican College in Dublin.

In April, RTÉ 1’s Nationwide filmed our classes at Inchicore extensively and the programme was broadcast in November. There was a big spike in calls from new learners and volunteers after both of these programmes.

Although we were unable to run the Silver Surfers Awards this year without a sponsor, we are delighted to report that open eir has agreed to sponsor the awards in 2017 and 2018.

“This course is a brilliant idea. Whoever thought of it – well done! I was for the first time in my life very comfortable coming to a computer class. I was afraid before – I will be back.”
Alice, Getting Started Learner in Dublin

LIFELONG LEARNING

Generations Together Programme

Throughout 2016, the Generations Together programme provided advice and support on intergenerational practice to groups, schools and organisations.

During the year, Billy O’Keeffe succeeded Keelin McCarthy as the Programme Manager for Lifelong Learning.

Intergenerational projects take place all around us every day, grandparents and grandchildren, older and younger people working, socialising and engaging with each other.

Making these projects sustainable and worthwhile is the focus for our Generations Together programme.

University of the Third Age

In April, Age Action and Trinity College Dublin hosted the annual U3A-Lifelong Learning Open Forum, attended by more than 120 U3A members.

During 2016, new U3A groups were established in Galway (Rusheen Woods), Dun Laoghaire, Dalkey & Killiney, Limerick city and Rathmines. This brings the number of U3A groups throughout the country to 24.

Age Action staff visited U3A groups to share best practice on lifelong learning, quarterly U3A Network meetings were held throughout 2016 and the lifelong learning newsletter continues to be distributed four times a year.

AGEING AND DEVELOPMENT

The Ageing and Development programme works to increase understanding of global ageing and older people’s issues in the developing world.

It was a busy 2016 that began with a field visit to Tanzania in February to collect case studies to assist our work on ageing and development education.

Over the course of the year we held workshops in Galway, Cork, Lucan, Monaghan, Drogheda, Bray and Tallaght that were attended by well over 150 people.

We also had a very successful intensive four week course on older people and international development in Dublin in October for members who are especially passionate about the issue.

One of our biggest events was a seminar on Healthy Ageing in the Global South that drew a range of experts working with older people and in development organisations, including a keynote address from Ritu Sadana of the World Health Organisation.



Members of Sutton-Baldoyle U3A Group with Miriam O’Callaghan on a visit to RTE.



U3A members at the launch of Dun Laoghaire, Dalkey & Killiney U3A.

Rights of older people

We continue to lead the fight in Ireland for a Convention on the Rights of Older People. We met with Emily Logan, Head of the Irish Human Rights and Equality Commission, and raised the matter with Minister for Foreign Affairs and Trade Charlie Flanagan TD, civil servants in his department and in the Department of Health.

There was some progress in September when Ireland voted at the UN to consider a new convention, a change in its previous position.

At the end of the year we published a briefing paper on why a convention on the rights of older people was needed which was widely circulated and we plan to continue working on this campaign in 2017.

Age Action was also involved, along with similar organisations throughout Europe, in an event in Brussels in September.

We lobbied Irish MEPs to apply pressure on the EU Commission and in the Parliament to do more to support the call for a convention and to do more to support older people through the EU's development programmes.

Finally, we continue to be very grateful to our funders who support this work including HelpAge, Irish Aid, the Irish Government's development programme and the European Commission.



Age Action member Eileen Adams receives a Dublin City Good Citizen Award from Lord Mayor Criona Ní Dhálaigh and Cllr Mary Freehill. Photo: Dublin City Council

AGE ACTION WEST

The Getting Started programme went from strength to strength and the Age Action West office was a hive of activity last year with older people learning new skills.

There were links developed with companies such as Medtronic and Cisco, and plans were made for partnerships with Resource Centres such as Ard FRC in Doughiska.

Positive Ageing Week was a great success. We linked with COPE Galway once again on an event on Safety and Security for Older People.

The launch was held in Ballybane Library, and there were opportunities for older people to get practical information on the Flu vaccine and pendant alarms.

Many people using the Sonas Day Centre in Mervue attended the launch this year. The Getting Started programme held an Apple workshop, which was successful and well attended.

At the request of our members, we started a new Spanish class for beginners at the end of 2015 and this flourished throughout the year.

The Spanish for Improvers class, Ciorcal Comhrá and Book Club were well attended in 2016. The Galway Glór group continues to meet at the office on a monthly basis and attracted a number of new members.

A new U3A group was formed, known as Rusheen Woods U3A, and it is led by Angela Glavee, who is also a Getting Started tutor.

AGE ACTION SOUTH

Having worked from an office in St Luke's Home since 2010, Age Action South opened its own doors to the public for the first time when we moved to a new office in Bishopstown in February of last year.

The new premises allow us to expand our services to reach more people than ever before. We have space for an expanded staff and volunteer team and our own training room for Getting Started classes.

The Care & Repair programme provided a record number of services for older people in 14 cities, towns and rural areas in Munster. Getting Started likewise set a record for the number of older people trained to use computers in Cork and Waterford.

The Cork Glór group spearheads our advocacy work and was particularly active this year, especially in the General Election campaign.

An election hustings took place in Cork where candidates got some tough questions from Glór members and they also organised a Pre-Election Street Stall.

Budget campaign

The Glór Group once again took part in the Pre-Budget Campaign. A members' meeting took place in Cork and Glór members met with Minister Simon Coveney TD, Minister of State David Stanton TD and Micheál Martin TD in advance of the Budget.



Opening our new offices in Cork. Photo Gerard McCarthy



Glór members campaigning during the election.

Glór Group member Phil Uí Mhurchú represented Age Action on the Cork Age Friendly City Alliance. Age Action is also represented on the Age Friendly City Steering Committee through Regional Manager John O’Mahony.

Positive Ageing Week Towns ran programmes of events in Kinsale, Middleton, Dungarvan and Cashel.

We would like to thank St Luke’s Home for supporting our work since Age Action South was launched in 2010. It was a big step forward to move to our own premises last year but the support provided by St. Luke’s Home in those early years was crucial.

We would also like to acknowledge the support of Eli Lilly, Dell EMC and Junior Chamber Ireland who donated much of the furniture and IT equipment required for our new office.

The continued support of Cork City Council, HSE South Lee Community Work Department, Cork City Partnership and Enable Ireland are also essential to our work.

Most of all we would like to thank our Regional Committee and the volunteers in all of our programmes without whom the work we do for older people simply could not happen.

POSITIVE AGEING WEEK

The 14th Positive Ageing Week took place from Monday 26 September to 2 October 2016 and was sponsored by Bank of Ireland. Over 550 events celebrating the contribution older people are making to their communities took place in 25 counties.

Everything from bowling to chess tournaments, from nature walks to musical sessions was on offer and thousands of people, young and a little older, took part.

One of this year’s highlights was a new initiative – Digi Hour – which encouraged people around the country to show an older friend or neighbour something new online.

We had the support of the fantastic celebrity social blogger James Kavanagh who recorded a video introducing Digi Hour and explaining the benefits of social media.

The video received more than 28,000 views in its first 24 hours, a truly remarkable achievement on which to build in 2017.

We are grateful for the support of all the event organisers, especially our sponsor, Bank of Ireland, whose employee and matched fundraising for Positive Ageing Week totalled a very generous €40,000! We are also grateful to Guerin Media who produced a fine magazine to celebrate the week’s activities.

“Bank of Ireland was delighted to support Positive Ageing Week, a fantastic initiative which promotes and celebrates the contributions of older people nationwide. We developed a strong relationship with Age Action and found them to be a great partner, with a very professional, open and collaborative way of working.”
Conor McCarthy, Head of Seniors Banking, Bank of Ireland



“The innocent Big Knit is one of our biggest fundraisers of the year.”

FUNDRAISING AND CHARITY STORES

“Now in its 8th year, the Big Knit is one of our biggest campaigns in innocent Ireland. We’re very proud of the campaign as, through it, we’ve been able to donate €140,000 to Age Action and help older people stay well and warm in winter. Age Action shares our core values and wants to help people live well, which is really important to us as a business.”

Bláthnaid McKenna, Brand Manager, innocent Ireland



Every little helps from Tesco in Galway.

In 2016 it cost almost €2.6 million to provide our services to older people all over Ireland, of which we relied on YOUR generosity for 45.6 per cent. Simply put, we could not be there for older people without YOU!

Each and every year we are truly amazed by the support from our members, donors, corporate partners, communities, schools, trusts and foundations!

In 2016 our supporters took on challenges, ran marathons, packed bags, shook buckets, baked cakes and our CEO even did a Sky Dive.

Among the highlights of a very successful year was a significant increase in those of you supporting us through regular gifts like direct debits. These are so important to us as they enable us to plan ahead much more effectively.

Friday 30 September is International Day of Older Persons and last year our volunteers and supporters

took to the streets to raise funds for our first National Collection Day. It was a great success and will be an important event in our fundraising calendar in the future!

We have a fantastic relationship with our friends at innocent Ireland drinks and last year's Big Knit was bigger and better than ever. Those tens of thousands of woolly hats raised €20,000 for our Care & Repair Service.

In an unexpected surprise innocent ran a new Secret Santa competition late last year. Every time a customer claimed a festive Christmas prize the company made a donation to Age Action and the additional €13,500 this campaign raised was very welcome.

Our raffles are still a reliable income for Age Action with our Summer Raffle performing well last year while our Christmas Raffle broke all records with a terrific €28,500 to support our work.

One of our main priorities is to help fund Care & Repair, which does fantastic work but gets little or no State funding.

We ran a direct mail appeal to potential new supporters and a major campaign at the end of the year called Keep the Lights on, which used online, radio and television advertising.

Together these campaigns raised €21,000, of which a significant amount are regular gifts from new donors.

In October Jennifer Foran Smyth joined us as a Regional Fundraising Officer based in Cork.

Her priorities will be encouraging more local and community support for our regional fundraising and also building relationships with corporates and schools in the area.

CHARITY STORES

Last year was a great one for our charity stores as we expanded from three stores to five with openings in Terenure, Dublin, and in Ballincollig Co Cork.

Our stores generated sales worth €716,352, up more than 12 per cent on 2015.

All stores have been rebranded with a new, modern, look that makes them instantly recognisable.

Our business is driven by high quality furniture items, designer clothing, and lots of crystal, designer handbags, footwear and costume jewellery.

There is new stock in each store on a weekly basis which keeps things fresh and exciting!

We want our stores to be closely aligned with our work with older people so we want them to be situated near our existing offices.

Our Ballincollig store is near our new Cork office and we are currently looking for a new location in Galway near our current office in the Small Crane area, which would be our sixth Age Action store.

All of our stores also function as places where people can contact Age Action to find out about our campaigns and our services.

It's important to us that our stores also work as community hubs, as places where older people can drop in, have a chat and a cup of tea or even take part in our knitting circles.



Taking vintage seriously at the opening of our Ballincollig store. Photo: Victor Horgan Photography



Our new stock collection team.

We're very proud of our work so far in turning our stores into community hubs and it will be a focus for us next year.

We provide opportunities for training and employment in retail through the Community Employment Programme and the TÚS community workplace initiative.

We are grateful for the longstanding support of the Department of Social Protection as well as the generous support of all our customers, donors, colleagues, volunteers and especially our dedicated Store Managers.

Stock Collection & Delivery Service

Our Stock Collection team is a critical part of our retail network. During the year, we made 2,600 collections and nearly 900 deliveries throughout greater Dublin.

In 2017 we will gradually extend the service throughout Ireland with our Cork, Monaghan and Dun Laoghaire stores all running their own local collection and delivery services.

Our investment in fleet hire vans has helped improve the efficiency of our stock collection service which has driven the development and growth of our retail stores.

Its success means we are attracting an increasing volume of high-quality furniture, clothing and collectables from our regular donors but also from businesses.

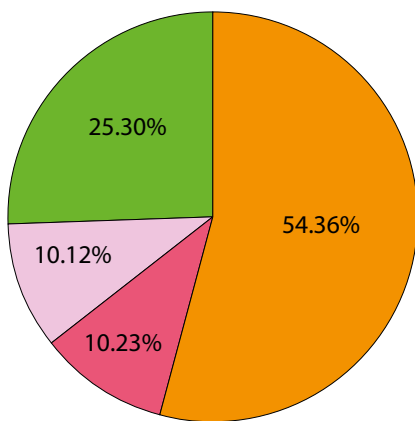
We're very grateful to all of our donors and we'd like to specially mention the donations from Special Olympics Ireland, the Swiss Embassy, Central Statistics Office, Heineken, Alex Callow Phonographic Performance Ireland, Nine Crows Dublin and Eli Hostel Dublin.

FINANCIAL REVIEW

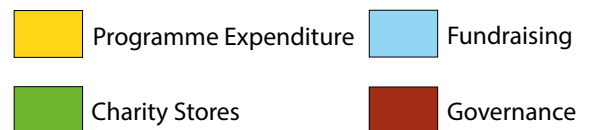
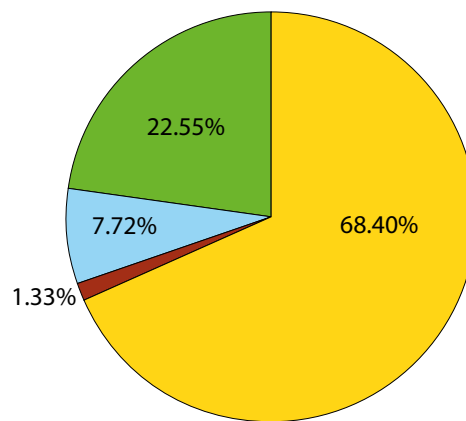
The table and pie charts below summarise our financial position, compared to 2015 and 2014, and our income and expenditure during 2016. The full details are set out in the audited accounts and reports that follow.

	2016	2015	2014
Income	€2,713,160	€2,465,933	€2,458,137
Expenditure	€2,596,036	€2,419,246	€2,346,332
Surplus	€117,124	€46,687	€111,805
Cash at Bank	€1,165,993	€1,165,725	€1,129,221
Reserves	€933,389	€816,265	€769,578

Income



Expenditure



The organisation continued to consolidate its financial position during the year, producing a surplus of €117,124.

Overall income increased by €247,227 (10 per cent). Income from Shops increased by €79,660 (12.5 per cent) and the surplus was up €9,622 with two new stores opened in Ballincollig, Cork and Terenure, Dublin.

Our expenditure increased by €176,790 (7.3 per cent) with rental of the two new shops, retail warehousing and payments to partners under the Getting Started and Erasmus programmes.

Most staff received a salary increase of 1 per cent during 2016. This followed on from a similar increase in 2015 after a pay freeze between 2008 and 2014. The pay freeze remains in place for senior management.

The Board approved the increase in recognition of the sacrifices made by staff during the pay freeze.

CURRENT STAFF (AS OF 31 DECEMBER 2016)

Chief Executive: Eamon Timmins
Deputy Chief Executive: Lorraine Fitzsimons

ADMINISTRATION

Team Leader: Lorraine Fitzsimons
Office Manager: Jennifer Coen
Assistant CE Supervisor: Pamela Fleming
IT Helpdesk: Frank Reynolds
Administrative Staff: Patricia Butler, Anna-Marie Byrne, Margaret Cregan, Niall Culbert, Annette Hanlon, Rachel Jackson and Carol Kelly
General Maintenance/Domestic: Mark Farrell and Said Saidov

ADVOCACY & COMMUNICATIONS

Team Leader: Justin Moran
Senior Policy Officer: Naomi Feely
Policy Officer: Dr Marita O'Brien
Policy Assistant: Dr Sam O'Brien-Olinger
Senior Information Officer: Gerard Scully
Information Officers: Philomena Cooley, Michael Keating, Mark Ryan and Barbara Spain

FINANCE

Team Leader: Paul Meagher
Accounts Assistant: Martina Curran

FUNDRAISING

Team Leader: Eamon Timmins
Business Development Officer: Daragh Matthews
Fundraiser: Jennifer Foran Smyth
Administrators: Michelle Byrne and Susan Farrelly

CHARITY STORES

Team Leader: Lorraine Fitzsimons
Retail Operations Development & Project Manager: Gail Kennedy
Camden Street Store Manager: Fergal Vaughan
Monaghan Store Manager: Mary Beagan
Dun Laoghaire Store Manager: Patrick Mangan
Ballincollig Store Manager: Elaine Delaney
Terenure Store Manager: Alan James
Assistant Retail Manager Camden Street: Jean Nesbitt
Sales Assistants: Diane Byrne, Andrew Clegg, Patricia Dalton, Therese Duff, Catherine Fowler, Maureen Kelly, Geraldine Lacey, Paul Leecy, Noel Mackin, Rosaleen Mc Elvaney, Ashling McLoughlin, Joseph McNamara, Sharon Murphy, Catherine Murray, Madeline O'Connor, Kevin Rochford, Viktors Simonov, Sharon Steenson and Foli Vignon
Logistics Manager: Anthony Flynn
Stock Collectors: Eamon Mc Closkey, David Redmond, Michael Shortt and William Swan

GETTING STARTED PROGRAMME

Team Leader: Lorraine Fitzsimons
National Development Manager: Jennifer Glansford
Regional Project Officers: Sally Brotherton, Helen Murray and Julie Oates

Dublin City Council Sheltered

Housing Complexes: Richard Dunne
Administrators: Ann Carroll, Laura Hallissey, Deirdre Lennon, Emma Mc Guinness and Morag Walker

CARE & REPAIR PROGRAMME

Team Leader: Lorraine Fitzsimons
Regional Development Officers: Jennifer Connolly and John O'Mahony
Administrators: Suzanne Conlon, Oliver Natale, Eoin Philpott and James Scallan
General Maintenance: Joseph Byrne, Martin Cummins, John Dunlea and David Rigney

LIFELONG LEARNING

Team Leader: Eamon Timmins
Project Manager: Billy O'Keeffe
U3A: Dr Sam O'Brien-Olinger

AGEING & DEVELOPMENT

Team Leader: Eamon Timmins
Development Officer: Lianne Murphy

The total number of employees at the end of 2016 was 84. All paid and voluntary staff are deployed in teams, each led by a team leader or programme manager responsible for their supervision, support and development.

We operate an equal opportunities policy in recruitment, training and promotion.

During the year, we worked with the following partnerships to provide work experience:

- Ballyfermot/Chapelizod Partnership;
- Southside Partnership;
- Galway Peoples' Resource Centre;
- Enable Ireland CE Programme in Cork;
- Monaghan Integrated Development; and
- West Cork Development Partnership and South & East Cork Area Development (SECAD).

We also acted as a host organisation for the JobBridge Internship Programme and provided work experience for 14 interns, four of whom were successful in securing employment including one within Age Action.

The Community Employment Programme started its 22nd year in May 2016 with approval for 36 participants and during the year four participants moved into employment and one returned to education.

We gratefully acknowledge the continuing support and finance of the Department of Social Protection for the Community Employment Programme.

STRUCTURE, GOVERNANCE AND RISK MANAGEMENT

Age Action Ireland CLG is an Irish company incorporated under the Companies Acts 2014. It is a company limited by guarantee without a share capital.

The Board meets at least six times a year and has responsibility for all the business of the organisation. The Board has two sub-committees in place and these are the Finance and Audit Committee and the Nominations Committee.

Finance and Audit Committee

The role of the Finance and Audit Committee is to review the financial management of Age Action. It is also responsible for ensuring the adequacy, scope and effectiveness of accounting and internal control systems for all activities carried out by Age Action.

This committee is chaired by the Treasurer and must include at least two other members with financial experience. Two members of the Senior Management Team also attend, the CEO who acts as secretary to the committee, and the Head of Finance.

The committee met 12 times during the year. The members of the Finance & Audit Committee are:

John Quinn, Chair
Eoghan Corish – term ended July 2016
Patrick McCormick – joined July 2016
Miriam Doyle – resigned March 2016
Betty Luttrell – resigned September 2016
Paul Thompson

Nominations Committee

The role of the Nominations Committee is to monitor, review and evaluate the structure, size and composition of the Board and its sub-committees, making recommendations to the Board.

At present this committee consists of two Board members, one of whom is the Chairperson. Two members of the Senior Management Team attend the meetings, one of whom is the CEO.

Governance in Age Action

We publish our annual accounts, which are available on our website www.ageaction.ie. The accounts are prepared in accordance with the UK best practice Statement of Recommended Practice (SORP) in the absence of statutory reporting standards for charities in Ireland.

The new SORP takes effect for accounting periods commencing on or after 1 January 2015.

Our Risk Management Policy and the Governance code require that we undertake a full risk assessment each year. This involves:

- Identifying and understanding the risks facing the organisation;
- Assessing and mitigating the risks to ensure they are within risk tolerances as set by our Board;
- Ensuring the processes, accountability and resources are in place to manage our exposures to risk.

The top potential risks identified for Age Action in 2016 were:

- Abuse of older people within our services;
- Poor quality of service delivery;
- Inadequate funding;
- Inadequate financial controls;
- Inadequate information technology;
- Inadequate disaster recovery and planning;
- Loss of public credibility;
- Lack of business continuity;
- Loss of staff with key experience or technical skills;
- Failure to comply with law, regulations or to meet responsibilities.

These risks are underpinned by a risk register detailing action plans, where required, to control those risks or to mitigate those we cannot control.

Our risk register is supported by an annual plan of external and internal audits and reviews which were reviewed by our Finance and Audit Committee and the Board. Audits or reviews carried out in 2016 were:

- External annual financial audit;
- Internal financial audits;
- Health & safety audits.

Garda Vetting

Age Action is aware of its obligations under the National Vetting Bureau (Children and Vulnerable Adults) Act 2012 and is fully compliant with these requirements. Garda vetting is required for all staff or volunteers working with older people.

**AGE ACTION IRELAND COMPANY
LIMITED BY GUARANTEE
Report and Financial Statements
for the year ended
31 December 2016**

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

REPORT AND FINANCIAL STATEMENTS 2016

CONTENTS **Page**

DIRECTORS AND OTHER INFORMATION	32
DIRECTORS' REPORT	33 - 36
DIRECTORS' RESPONSIBILITIES STATEMENT	37
INDEPENDENT AUDITORS' REPORT	38 - 39
STATEMENT OF FINANCIAL ACTIVITIES	40 - 41
STATEMENT OF FINANCIAL POSITION	42
STATEMENT OF CASH FLOWS	43
NOTES TO THE FINANCIAL STATEMENTS	44 - 57

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS AND OTHER INFORMATION

BOARD OF DIRECTORS

Owen O'Sullivan (Chair)
John Quinn (Hon Treasurer)
Roger Coughlan
David Healy
David Henshaw
Séan Oliver
Patrick McCormack
Anna McCabe
Anne Donnellan
Robin Webster

SECRETARY AND REGISTERED OFFICE

Robin Webster
30/31 Lower Camden Street
Dublin 2

CHARITY NUMBER

CHY 10583

COMPANY NUMBER

198571

AUDITORS

Mazars
Chartered Accountants & Statutory Audit Firm
Harcourt Centre
Block 3
Harcourt Road
Dublin 2

SOLICITORS

PJ Walsh & Co
12 Upper Fitzwilliam Street
Dublin 2

BANKERS

Permanent TSB
70 Grafton Street
Dublin 2

Bank of Ireland
1 Rathfarnham Road
Terenure
Dublin 6

Allied Irish Bank
100/101 Grafton Street
Dublin 2

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS' REPORT

The directors submit their report together with the audited financial statements for the year ended 31 December 2016.

1. COMPANIES ACT 2014 AND CHANGE OF NAME

Age Action Ireland Company Limited by Guarantee is a registered charity (CHY10583). The company held an EGM on 21 June 2016 and 28 February 2017 to consider special resolutions in regard to the conversion of company type and new constitution under the Companies Act 2014. It was resolved to change the name of the company to Age Action Ireland Company Limited by Guarantee and to approve the new constitution. The change of name was effective 1 December 2016.

2. OBJECTIVES AND ACTIVITIES

Our vision is to make Ireland the best place in the world in which to grow older. We aim 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.

The principal activities of the organisation 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.

The main areas of attention will be the development of the company's existing activities, securing adequate financial and human resources to make these sustainable, and achieving the highest standards of corporate governance.

Under the strategic plan 2016-18 agreed by the Board this year our short term aims include:

- the establishment of structures and programmes across more regions, so that our programmes can benefit older people throughout the country, and our policies are representative of the views of older people across Ireland;
- improve the scale and quality of our work within the next three years to meet the expected increase in demand for our services;
- increase our income generation activities to reduce our dependence on statutory funding and ensure our work is sustainable.

3. FINANCIAL REVIEW, ACHIEVEMENTS AND PERFORMANCE

The financial results for the year are set out in the Statement of Financial Activities on pages 10-11 of the financial statements. Compared to 2015 our overall income increased by €247,227. Our overall expenditure increased by €176,790. At the end of 2016 we produced a surplus of €117,124.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS' REPORT

3. FINANCIAL REVIEW, ACHIEVEMENTS AND PERFORMANCE *(continued)*

Our work in advocacy and provision of services continued to expand during the year, reaching more people, across the country. Our advocacy work secured improvements in key supports for older people in the budget. Our Care & Repair programme carried out a record number of DIY jobs (2016: 32,467, 2015: 28,294), befriending visits, trade referrals and telephone contacts for older people in 2016 (up 12% on 2015), while there were also increases in the number tutored by Getting Started and Life-Long Learning programmes. Our Information Service dealt with 2,671 inquiries during the year (2015: 1,661).

Our Charity shops performed well during the year with a 12.5% increase in turnover compared to 2015 and we opened two new stores in Terenure and Ballincollig. Our fund-raising team continued the piloting of the direct debit campaign, which will be built on in future years. We launched a new funding initiative in October 2016 "Keep the Lights On", unfortunately it did not prove as successful as hoped.

Funds are held to further advance the vision, mission and core values of the organisation, through our advocacy, service programmes, research projects and events.

In common with many not for profit organisations, the organisation must maintain and develop its income sources to ensure the continuation of its work in advocacy and provision of services. In order to mitigate this risk, the directors review the sources of income on an ongoing 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.

The board has implemented a reserves policy whereby it aims to maintain reserves equivalent to a minimum of six months of operating costs.

Volunteers played a key role in the organisation's work. Some 2,152 people volunteered during the year (2015: 1,555). These volunteers provided a range of help, including:

- tutoring computer classes;
- doing DIY work for older people;
- campaigning;
- manning bucket collections;
- working in our charity shops;
- working in finance & administration.

Between them they contributed 40,069 hours, worth €366,631, based on minimum wage.

In addition, Age Action Ireland Company Limited by Guarantee has been selected as one of the Bank of Ireland charities of the year for 2017/18.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS' REPORT

4. STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a company limited by guarantee and does not have any share capital. Therefore, the directors who serve during the year did not have a beneficial interest in the company. All directors serve in a voluntary capacity. The current Senior Management team consist of Eamon Timmins (CEO), Lorraine Fitzsimons (Deputy CEO), Justin Moran (Head of Advocacy and Communications) and Paul Meagher (Head of Finance).

Decisions regarding the pay and remuneration of key management personnel and the senior management team are made by the Board.

The Board met several times during the year. It continued to give priority to achieving the highest standards of corporate governance, including strategic planning, financial management and fundraising.

The Finance and Audit Committee is chaired by the Treasurer and assisted by one other Director, one other non-director with financial expertise and the CEO and the Head of Finance. During the year, it met 12 times to oversee the financial management of the organisation and to monitor its progress through detailed quarterly reports. It also met as the Audit Committee with the auditors, Mazars, without staff present to consider the audit results report and its implications for future policies and practice.

Under the organisation's induction and training policy for directors, an induction meeting is held with new directors and Boardmatch is invited to conduct a workshop for new directors.

5. EVENTS SUBSEQUENT TO THE YEAR END

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

6. DIRECTORS

The names of the individuals who are directors at any time during the year ended 31 December 2016 are set out below. Unless otherwise indicated, they served as directors for the entire year.

Owen O'Sullivan (Chair)
 Rosemary Hanna (Vice Chair) (resigned 27 July 2016)
 John Quinn (Hon Treasurer)
 Roger Coughlan
 David Healy
 David Henshaw
 Miriam Simon (resigned 27 July 2016)
 Sean Oliver
 Patrick McCormack (appointed 4 February 2016)
 Anna McCabe (appointed 26 July 2016)
 Anne Donnellan (appointed 26 July 2016)
 Robin Webster (appointed 27 July 2016)

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS' REPORT

7. ACCOUNTING RECORDS

The measures that the directors have taken to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of the accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office at 30-31 Lower Camden Street, Dublin 2.

8. STATEMENT ON RELEVANT AUDIT INFORMATION

In the case of each of the persons who are directors at the time this report is approved in accordance with section 332 of the Companies Act 2014:

- (a) so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and
- (b) each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

9. AUDITORS

Mazars, Chartered Accountants and Statutory Audit Firm, have expressed their willingness to be re-appointed in accordance with Section 383(2) of the Companies Act 2014.

On behalf of the Board

Owen O'Sullivan
Director

John Quinn
Director

26 April 2017

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

DIRECTORS' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the directors' report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council, and promulgated by the Institute of Chartered Accountants in Ireland. Under the law, the Directors must not approve the financial statements unless they are satisfied they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end and of the profit or loss of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reason for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and directors' report comply with the Companies Act 2014 and enable the financial statements to be audited. 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 Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

On behalf of the Board

Owen O'Sullivan
Director

John Quinn
Director

26 April 2017

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

We have audited the financial statements of Age Action Ireland Company Limited by Guarantee for the year ended 31 December 2016 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 the Financial Reporting Standard applicable in the UK and Republic of Ireland issued by the Financial Reporting Council.

This report is made solely to the company's members, as a body, in accordance with Section 391 of the Companies Act 2014. 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.

Respective responsibilities of directors and auditors

As explained more fully in the Directors' Responsibilities Statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and otherwise comply with the Companies Act 2014. 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.

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 directors' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 of the assets, liabilities and financial position of the company as at 31 December 2016 and of its net income for the year then ended; and
- have been properly prepared in accordance with the relevant financial reporting framework and, in particular, with the requirements of the Companies Act 2014.

INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

Matters on which we are required to report by the Companies Act 2014

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
- The financial statements are in agreement with the accounting records.
- In our opinion the information given in the directors' report is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of our obligation under the Companies Act 2014 to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by sections 305 to 312 of the Act are not made.

Mairéad Divilly
For and on behalf of Mazars
Chartered Accountants & Statutory Audit Firm
Harcourt Centre
Block 3
Harcourt Road
Dublin 2

26 April 2017

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Designated Funds		Restricted Funds		Unrestricted Funds		Year ended 31 December 2016		Year ended 31 December 2015	
		€	€	€	€	€	€	€	€	€	€
Income											
Charitable activities	5										
Grants		-	696,865	422,103	1,118,968	413,177	1,085,332				
Community employment programme		-	-	445,101	445,101	431,806	431,806				
Donations and legacies											
Donations and gifts		-	-	141,319	141,319	63,530	65,300				
Legacies		-	17,092	-	17,092	-	-				
Membership subscriptions		-	-	36,819	36,819	42,253	42,273				
Other trading activities	6										
Charity shops		-	30,000	686,352	716,352	636,692	636,692				
Fundraising events		-	15,000	212,724	227,724	96,513	192,288				
Other income											
Interest income		-	-	4,754	4,754	7,171	7,171				
Other income		-	-	5,031	5,031	3,075	5,071				
Total income		-	<u>758,957</u>	<u>1,954,203</u>	<u>2,713,160</u>	<u>1,694,217</u>	<u>2,465,933</u>				

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Designated Funds		Restricted Funds		Unrestricted Funds		Year ended 31 December 2016		Year ended 31 December 2015	
		€	€	€	€	€	€	€	€	€	€
Expenditure											
On charitable activities											
Project expenses		-	891,504	918,721	1,810,225	923,613	798,237	1,721,850			
On raising funds											
Expenditure on raising funds		-	15,000	185,357	200,357	-	181,980	181,980			
Trading costs – shop expenditure	6	-	30,000	555,454	585,454	-	515,416	515,416			
Total expenditure		-	936,504	1,659,532	2,596,036	923,613	1,495,633	2,419,246			
Net income/(expenditure)	7	-	(177,547)	294,671	117,124	(151,897)	198,584	46,687			
Total funds brought forward		-	-	816,265	816,265	-	769,578	769,578			
Transfer of funds		141,319	177,547	(318,866)	-	151,897	(151,897)	-			
Total funds carried forward		141,319	-	792,070	933,389	-	816,265	816,265			

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL POSITION

	Notes	31 December 2016 €	31 December 2015 €
FIXED ASSETS			
Tangible assets	12	<u>34,120</u>	<u>16,720</u>
CURRENT ASSETS			
Debtors	13	71,001	84,815
Cash and cash equivalents	14	<u>1,165,993</u>	<u>1,165,725</u>
		1,236,994	1,250,540
CREDITORS			
Amounts falling due within one year	15	<u>(337,725)</u>	<u>(441,515)</u>
NET CURRENT ASSETS		<u>899,269</u>	<u>809,025</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		933,389	825,745
DEFERRED GRANTS			
	16	—	<u>(9,480)</u>
NET ASSETS		<u>933,389</u>	<u>816,265</u>
FUNDS OF THE CHARITY			
Restricted funds	18	-	-
Designated funds	18	141,319	-
Unrestricted funds	18	<u>792,070</u>	<u>816,265</u>
TOTAL CHARITY FUNDS		<u>933,389</u>	<u>816,265</u>

On behalf of the Board

Owen O’Sullivan
Director

John Quinn
Director

26 April 2017

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

STATEMENT OF CASH FLOWS

	Year ended 31 December 2016 €	Year ended 31 December 2015 €
Cashflows from operating activities		
Net income for the year	117,124	46,687
Adjustments for:		
Depreciation	15,770	20,187
Amortisation of deferred grants	(9,480)	(3,168)
Movement in debtors	13,814	67,412
Movement in creditors	(103,790)	(92,945)
Net cash generated from operating activities	<u>33,438</u>	<u>38,173</u>
Cashflows from investing activities		
Purchase of tangible fixed assets	(33,170)	(1,669)
Net cash outflow from investing activities	<u>(33,170)</u>	<u>(1,669)</u>
Net increase in cash and cash equivalents	268	36,504
Cash and cash equivalents at the beginning of the year	<u>1,165,725</u>	<u>1,129,221</u>
Cash and cash equivalents at the end of the year	<u>1,165,993</u>	<u>1,165,725</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

1. GENERAL INFORMATION

Age Action Ireland Company Limited by Guarantee is a company limited by guarantee and has no share capital. The registered office and principal place of business is 30/31 Camden Street, Dublin 2. The nature of the company's operations and its principal activities are set out in the directors' report.

2. STATEMENT OF COMPLIANCE

Age Action Ireland Company Limited by Guarantee is constituted under Irish company law as a company limited by guarantee and is a registered charity. Up to 1 June 2015, company law scoped out companies not trading for gain for the members from the requirements with regard to formats and content of financial statements which applied to for profit companies thus permitting the adoption of a format appropriate to a charity. Accordingly Age Action Ireland Company Limited by Guarantee adopted the format of the Charities Statement of Recommended Practice (SORP) in the preparation of the financial statements. SORP has heretofore been recognised as best practice for financial reporting by charities in Ireland. The Companies Act 2014 became effective in law on 1 June 2015 and from that date applies the format and content of financial statements requirements appropriate for a company trading for the profit of its members to a company that is a not for profit organisation.

In order to provide information relevant to understanding the stewardship of the directors and the performance and financial position of the charity, Age Action Ireland Company Limited by Guarantee has prepared its financial statements in accordance with the formats provided for in the Statement of Recommended Practice (SORP) (Revised 2015) "Accounting and Reporting by Charities". Had the company format and content of financial statements requirements suitable for a company trading for the profit of its members been presented instead, a profit and loss account with related notes showing items such as turnover and cost of sales would have been reported along with a profit on ordinary activities before taxation.

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

a) Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value and in accordance with accounting standards generally accepted in Ireland and Irish statute comprising the Companies Act 2014 as applied in accordance with the Statement of Recommended Practice (SORP) (Revised 2015) "Accounting and Reporting by Charities" as published by the Charity Commission for England and Wales, who are recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

b) Income

All income is recognised in the Statement of Financial Activities (“SOFA”) when the company is entitled to the income, any performance related conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy. Income comprises grants for charitable activities, donations and legacies, and other trading activities.

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.

Donated goods are recognised as income when sold. The value is derived from the resale value after deducting the cost to sell the goods. Donated services are measured and included in the financial statements on the basis of the value of the gift to the charity, a corresponding amount is then recognised in expenditure in the period of receipt.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity.

Income is 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) Expenditure

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) Employee benefits

The charity provides a range of benefits to employees, including paid holiday pay arrangements and defined contribution pension plans.

Short term benefits

Short term benefits, including holiday pay and other similar non-monetary benefits, are recognised as an expense in the period in which the service is received. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the financial year.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

d) Employee benefits (continued)

Pensions

The charity operates a defined contribution pension scheme. This scheme is administered by independent investment managers. Pension costs are expensed to the statement of financial activities as incurred.

e) Operating leases

Operating lease payments are charged to the statement of financial activities in the period to which they relate.

f) Functional currency and presentation currency

The financial statements are measured and presented in the currency of the primary economic environment in which the entity operates (its functional currency). The financial statements are presented in Euro ("€") which is also the functional currency of the company.

g) 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	–	2 - 23 years
Motor Vehicles	–	3 - 5 years

h) Cash and cash equivalents

Cash consists of cash on hand and demand deposits. Cash equivalents consist of short term highly liquid investments that are readily convertible to known amounts of cash that are subject to an insignificant risk of change in value.

i) Financial instruments

Financial assets

Basic financial assets, including other receivables, and cash and bank balances are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Such assets are subsequently carried at amortised cost using the effective interest method.

At the end of each reporting period financial assets measured at amortised cost are assessed for objective evidence of impairment. The impairment loss is recognised in the statement of financial activities.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

i) Financial instruments (continued)

Financial assets are derecognised when the contractual rights to the cash flows from the asset expire or are settled; or substantially all the risks and rewards of the ownership of the asset are transferred to another party; or control of the asset has been transferred to another party who has the practical ability to unilaterally sell the asset to an unrelated third party without imposing additional restrictions on transfer.

Financial liabilities

Basic financial liabilities, including trade and other payables are initially recognised at transaction price.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

Offsetting

Financial assets and liabilities are offset and the net amounts presented in the financial statements when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle to liability simultaneously.

j) Provisions and contingencies

Provisions

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount of the obligation can be estimated reliably.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

Contingencies

Contingent liabilities, arising as a result of past events, are recognised when it is probable that there will be an outflow of resources and the amount can be reliably measured at the reporting date. Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

4. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The charity made judgements, estimates and assumptions about the carrying amounts of assets and liabilities that were not readily apparent from other sources in the application of the charity's accounting policies. Estimates and judgements are continually evaluated and are based on historical experience and other factors that are considered to be reasonable under the circumstances. Actual results may differ from the estimates.

a) Critical judgements made in applying the company's accounting policies

Management is of the opinion that there are no critical judgements (other than those involving estimates) that have a significant effect on the amounts recognised in the financial statements.

b) Key sources of estimation uncertainty

The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Useful Lives of Tangible Fixed Assets

Tangible fixed assets comprise office equipment, motor vehicles, leasehold premises and fittings. The annual depreciation charge depends primarily on the estimated lives of each type of asset. The directors regularly review these useful lives and change them if necessary to reflect current conditions. In determining these useful lives management consider technological change, patterns of consumption, physical condition and expected economic utilisation of the assets. Changes in the useful lives can have a significant impact on the depreciation charge for the financial year. The carrying amount of the tangible fixed assets of the company at 31 December 2016 was €34,120 (2015: €16,720).

5. INCOME

All income derives from activities in the Republic of Ireland. Income comprises grants, donations and legacies and other trading activities.

Trading activities comprise income from the five charity shops and fundraising events including raffles, a national bucket collection and corporate partnerships.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

6.	CHARITY SHOPS	2016	2015
		€	€
	Unrestricted funds		
	Shop income	686,352	636,692
	Restricted funds		
	Shop income	<u>30,000</u>	—
		716,352	636,692
	Unrestricted expenditure		
	Shop expenses	(555,454)	(515,416)
	Restricted expenditure		
	Shop expenses	<u>(30,000)</u>	—
	Net surplus from charity shops	<u>130,898</u>	<u>121,276</u>
7.	NET INCOME/(EXPENDITURE)	2016	2015
		€	€
	Net income/(expenditure) is stated after charging:		
	Depreciation of tangible assets	15,770	20,187
	Auditors' remuneration:		
	– In respect of audit services	8,500	8,500
	– In respect of other assurance services	925	813
	– In respect of tax advisory services	1,250	1,250
	– Other non-audit consulting services	-	9,912
	Operating leases – motor vehicles	13,769	-
	Operating leases – premises	277,483	208,581
	Amortisation of deferred grants	<u>(9,480)</u>	<u>(3,168)</u>
8.	STAFF COSTS	2016	2015
		€	€
	Wages and salaries	1,485,980	1,528,861
	Social welfare costs	122,599	119,407
	Pension costs	<u>30,091</u>	<u>33,336</u>
		<u>1,638,670</u>	<u>1,681,604</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

8. STAFF COSTS *(continued)*

Number of employees

The average monthly number of employees during the year was as follows:

	2016 No.	2015 No.
Charity shops	17	18
Development projects and services	<u>43</u>	<u>44</u>
	<u>60</u>	<u>62</u>

The number of employees whose emoluments for the year fall within the followings bands are as follows:

	2016 No.	2015 No.
€70,000 – €80,000	1	1
€80,000 – €90,000	1	1
€90,000 – €100,000	-	-
€100,000 – €110,000	<u>-</u>	<u>-</u>

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

Contributions of 5% to 10% of salary were made by the charity to the defined contribution pension scheme for the two senior management team members who fall within the bands above.

9. PENSION

The company operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to this scheme and amounts to €30,191 (2015: €33,336). An amount due of €9,561 is included in creditors at year end date.

10. DIRECTORS' EMOLUMENTS

One of the non-Dublin based directors received travel expenses of €490 during the year – €108 for their role as director and €382 as Co-ordinator of the Glor group.

None of the directors received remuneration or benefits for their services during 2016 or 2015.

11. TAXATION

The charity is a registered charity and is not liable to income tax or corporation tax.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

12. TANGIBLE FIXED ASSETS	Office Equipment €	Leasehold Premises & Fittings €	Motor Vehicles €	Total €
Cost				
At 31 December 2015	211,138	143,924	15,800	370,862
Additions	-	33,170	-	33,170
Disposals	-	-	(2,800)	(2,800)
At 31 December 2016	<u>211,138</u>	<u>177,094</u>	<u>13,000</u>	<u>401,232</u>
Depreciation				
At 31 December 2015	208,181	130,161	15,800	354,142
Charge for the year	1,552	14,218	-	15,770
Eliminated on disposal	-	-	(2,800)	(2,800)
At 31 December 2016	<u>209,733</u>	<u>144,379</u>	<u>13,000</u>	<u>367,112</u>
Net Book Amount				
At 31 December 2015	<u>2,957</u>	<u>13,763</u>	-	<u>16,720</u>
At 31 December 2016	<u>1,405</u>	<u>32,715</u>	-	<u>34,120</u>
In respect of prior year:				
Cost				
At 31 December 2014	209,969	143,424	15,800	369,193
Additions	1,169	500	-	1,669
At 31 December 2015	<u>211,138</u>	<u>143,924</u>	<u>15,800</u>	<u>370,862</u>
Depreciation				
At 31 December 2014	206,030	112,125	15,800	333,955
Charge for the year	2,151	18,036	-	20,187
At 31 December 2015	<u>208,181</u>	<u>130,161</u>	<u>15,800</u>	<u>354,142</u>
Net Book Amount				
At 31 December 2014	<u>3,939</u>	<u>31,299</u>	-	<u>35,238</u>
At 31 December 2015	<u>2,957</u>	<u>13,763</u>	-	<u>16,720</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

13.	DEBTORS	2016	2015
	Amounts falling due within one year	€	€
	Other debtors	-	12,404
	Prepayments and accrued income	<u>71,001</u>	<u>72,411</u>
		<u>71,001</u>	<u>84,815</u>
14.	CASH AND CASH EQUIVALENTS	2016	2015
		€	€
	Cash at bank	<u>1,165,993</u>	<u>1,165,725</u>
	Unrestricted income	793,179	809,345
	Designated income	141,319	-
	Restricted income	<u>231,495</u>	<u>356,380</u>
		<u>1,165,993</u>	<u>1,165,725</u>
15.	CREDITORS	2016	2015
	Amounts falling due within one year	€	€
	Trade creditors	64,364	39,153
	Project expenses accrued	36,886	115,686
	Other creditors	22,010	5,430
	Paye/prsi	47,281	39,703
	Accruals	46,460	44,980
	Deferred income (note 17)	<u>120,724</u>	<u>196,563</u>
		<u>337,725</u>	<u>441,515</u>

Trade creditors

The repayment terms of trade creditors vary between on demand and 30 days. No interest is payable on trade creditors.

Taxes and social security costs

Taxes and social security costs are subject to the terms of the relevant legislation. Interest accrues on late payment. No interest was due at the financial year end date.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

16. DEFERRED GRANTS	2016	2015
	€	€
Balance at beginning of year	9,480	12,648
Amortised during year	<u>(9,480)</u>	<u>(3,168)</u>
Balance at end of year	<u>-</u>	<u>9,480</u>

The grant referred 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.

17. DEFERRED INCOME	Opening			Closing
	Deferred	Amounts	Amounts	deferred
	Income	received	released	income
	1 January	during the	during the	31 December
	2016	year	year	2016
	€	€	€	€
Department of Communications	48,456	167,190	(156,156)	59,490
Legacy	17,092	-	(17,092)	-
Dublin City Council	20,833	31,250	(31,250)	20,833
Gordon Snell	20,000	20,000	(20,000)	20,000
Ulster Bank – Foundation for Investing	19,553	-	(19,553)	-
Pobal	-	55,837	(55,837)	-
Community Foundation of Ireland	5,200	3,320	(3,395)	5,125
Silicon Valley	-	5,386	(5,386)	-
Electric Aid	-	5,000	(5,000)	-
HSE	10,296	411,807	(422,103)	-
Leargas	39,412	-	(35,438)	3,974
Help Age International	2,600	71,001	(73,601)	-
Tomar Trust	-	30,000	(30,000)	-
Department of the Environment	-	30,144	(30,144)	-
Cork City Council	-	20,000	(20,000)	-
Galway City Council	-	600	(600)	-
HSE – West	-	6,000	(6,000)	-
HSE Cork	-	10,206	(10,206)	-
Irish Human Rights Authority	-	7,286	(5,746)	1,540
Solas	-	66,500	(66,500)	-
Department of Foreign Affairs	-	15,000	(15,000)	-
Grants < €2,000	2,592	15,266	(17,137)	721
Memberships	<u>10,529</u>	<u>9,041</u>	<u>(10,529)</u>	<u>9,041</u>
	<u>196,563</u>	<u>980,834</u>	<u>(1,056,673)</u>	<u>120,724</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

18. MOVEMENT OF FUNDS

	Designated Funds €	Restricted funds €	Unrestricted funds €	Total 2016 €	Restricted funds €	Unrestricted funds €	Total 2015 €
Opening balance	-	-	816,265	816,265	-	769,578	769,578
Net movement	<u>141,319</u>	-	<u>(24,195)</u>	<u>117,124</u>	-	<u>46,687</u>	<u>46,687</u>
Closing balance	<u>141,319</u>	-	<u>792,070</u>	<u>933,389</u>	-	<u>816,265</u>	<u>816,265</u>
Represented by:							
Fixed assets		-	34,120	34,120	-	16,720	16,720
Current assets	141,319	231,495	864,180	1,236,994	356,380	894,160	1,250,540
Current liabilities	-	(231,495)	(106,230)	(337,725)	(356,380)	(85,135)	(441,515)
Capital grants	-	-	-	-	-	(9,480)	(9,480)
	<u>141,319</u>	-	<u>792,070</u>	<u>933,389</u>	-	<u>816,265</u>	<u>816,265</u>

An amount of €141,319 received from CCT Corporate Nominees Limited has been designated by the directors for specific capital projects identified by the Senior Management Team.

19. STATEMENT OF FUNDS

	Opening balance 31 December 2015 €	Incoming resources €	Resources expended €	Cross subsidisation from Department of Social Protection funds €	Cross subsidisation from unrestricted funds €	Transfer to designated fund €	Closing balance 31 December 2016 €
Restricted funds							
1 Age Action West	-	24,666	(43,201)	-	18,535	-	-
2 Ageing & Development	-	89,255	(94,779)	-	5,524	-	-
3 Care & Repair *	-	70,046	(142,623)	33,255	39,322	-	-
4 Getting Started*	-	268,193	(301,425)	23,849	9,383	-	-
5 Lifelong Learning	-	72,702	(73,829)	-	1,127	-	-
6 Social Partnership/Policy	-	187,931	(188,700)	-	769	-	-
7 Shop - Ballincollig	-	30,000	(30,000)	-	-	-	-
8 Business Development	-	15,000	(15,000)	-	-	-	-
9 Age Action South	-	1,164	(46,947)	-	45,783	-	-
	-	758,957	(936,504)	57,104	120,443	-	-
Unrestricted funds	<u>816,265</u>	<u>1,954,203</u>	<u>(1,659,532)</u>	<u>(57,104)</u>	<u>(120,443)</u>	<u>(141,319)</u>	<u>792,070</u>
Designated funds	-	-	-	-	-	<u>141,319</u>	<u>141,319</u>
Total funds	<u>816,265</u>	<u>2,713,160</u>	<u>(2,596,036)</u>	-	-	-	<u>933,389</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

19. STATEMENT OF FUNDS (continued)

* The cross subsidisation amounts funded by the Department of Social Protection relate to staff participating in the Community Employment Scheme. The amounts for the Care & Repair Programme 2016 is €33,255 and Getting Started Programme 2016 is €23,849.

The above projects were chiefly funded by the following donors:

1. Age Action West - HSE West, Community Foundation for Ireland
2. Ageing & Development - Help Age International
3. Care & Repair - Cork City Council, HSE Cork, Gordon Snell, Electric Aid
4. Getting Started - The Department of Communications, Climate & Environment, Dublin City Council, Irish on Line Giving, Silicon Valley, Cisco
5. Lifelong Learning - Equality Authority, Solas
6. Social Partnership / Policy - The Department of Environment, Community & Local Government, Pobal, Leargas (Erasmus Programme)
7. Shop – Ballincollig - Tomar Trust
8. Business Development – Department of Foreign Affairs
9. Designated Funds - CCT Corporate Nominees Limited

In respect of prior year:

	Opening balance 31 December 2015 €	Incoming resources €	Resources expended €	Cross subsidisation from Department of Social Protection funds €	Cross subsidisation from unrestricted funds €	Closing balance 31 December 2015 €
Restricted funds						
1 Age Action South	-	14,396	(26,427)	-	12,031	-
2 Age Action West	-	19,261	(39,319)	-	20,058	-
3 Ageing & Development	-	77,234	(82,220)	-	4,986	-
4 Care & Repair *	-	142,807	(175,260)	30,528	1,925	-
5 Getting Started*	-	331,098	(362,019)	26,898	4,023	-
6 Lifelong Learning	-	101,464	(146,032)	-	44,568	-
7 Social Inclusion	-	17,584	(24,464)	-	6,880	-
8 Social Partnership	-	67,872	(67,872)	-	-	-
	-	771,716	(923,613)	57,426	94,471	-
Unrestricted funds	<u>769,578</u>	<u>1,694,217</u>	<u>(1,495,633)</u>	<u>(57,426)</u>	<u>(94,471)</u>	<u>816,265</u>
Total funds	<u>769,578</u>	<u>2,465,933</u>	<u>(2,419,246)</u>	<u>-</u>	<u>-</u>	<u>816,265</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

19. STATEMENT OF FUNDS *(continued)*

* The cross subsidisation amounts funded by the Department of Social Protection relate to staff participating in the Community Employment Scheme. The amounts for the Care & Repair Programme 2015 is €30,258 and Getting Started Programme 2015 is €26,898.

The above projects were chiefly funded by the following donors:

1. Age Action West – HSE West, Community Foundation for Ireland
2. Ageing & Development – Help Age International
3. Care & Repair – Christmas FM Appeal, Cork City Council, HSE Cork, Tomar Trust
4. Getting Started – The Department of Communications, Energy & Natural Resources, Dublin City Council, Gordon Snell, Dublin Bus, Tomar Trust, Google
5. Lifelong Learning – Equality Authority, Pobal, Solas, COSC
6. Social Inclusion – The Department of Environment, Community & Local Government
7. Social Partnership – The Department of Environment, Community & Local Government, Pobal, Grundtvig
8. Age Action South – Tomar Trust

20. FINANCIAL INSTRUMENTS

The analysis of the carrying amounts of the financial instruments of the charity required under Section 11 of FRS 102 is as follows:

	2016	2015
	€	€
Financial liabilities at amortised cost		
Trade creditors	<u>64,364</u>	<u>39,153</u>

21. FINANCIAL COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2016	2015
	€	€
Due within one year	302,923	216,489
Due between two and five years	<u>189,738</u>	<u>309,636</u>
	<u>492,661</u>	<u>526,125</u>

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

22. RELATED PARTY TRANSACTIONS

Key management personnel

Total remuneration including employers social insurance in respect of senior employees who have authority and responsibility for planning, directing and controlling the activities of the charity amounted to €298,842 (2015: €350,254).

Directors received no expenses/reimbursements during the year, except as given in Note 10.

Donations and membership fees received from directors amounted to €300 (2015: €200).

23. EVENTS SUBSEQUENT TO THE YEAR END

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

24. COMPARATIVES

In order to improve presentation and disclosure, certain prior year figures have been reclassified under different headings.

25. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the directors on 26 April 2017.

AGE ACTION IRELAND COMPANY LIMITED BY GUARANTEE

Appendix 1

Income & Expenditure Account – Pobal

	SSNO 2014-2016 30.06.16 €	SSNO 2016-2019 31.12.16 €	Total €
Grant received	20,228	33,361	53,589
Salaries & wages	24,112	32,486	56,598
Training and development	-	-	-
Staff recruitment	-	400	400
Glor group costs	-	207	207
Total costs	24,112	33,093	57,205
Shortfall	-3,884	268	-3,615

Name of Programme	Scheme to Support National Organisations (SSNO) 2014 – 2016 Scheme to Support National Organisations (SSNO) 2016 – 2019
Purpose of Grant	To fund a Social Policy Officer and a Health Policy Officer
Name of Grantor	Dept. of Environment Community & Local Government
Capital Grant disclosure	No Capital Grant received
Restrictions Disclosure	Restricted to the purpose for which the Grant was awarded
Tax Clearance Disclosure	Age Action Ireland CLG (Tax No: 6606029F) is tax compliant

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

Tel: +353 (1) 4756989 **Fax:** +353 (1) 4756011

Email: info@ageaction.ie

www.ageaction.ie