

Chairperson's Report

CARE Local services to older people in Dublin city have continued to expand and develop in the past year. A significant increase was registered in the number of older people being visited on a one-to-one basis by CARE Local volunteers, and a new service of provision of day trips and social outings was instigated. The staff complement was increased in order to facilitate the continuing demand for services, and to manage and support the growing volunteer corps.

Thanks to a two-year grant from the Dormant Accounts Fund, 2006 saw the full-time employment of Sheila Desmond as a Volunteer Co-ordinator and the part-time employment of Laura Desmond as Administrator. CARE Local further consolidated its organisational development with the publication of its first Strategic Plan, the regularisation of its financial systems, the recruitment of new Board members through Boardmatch, and the expansion of its networks of contacts with the Health Service Executive (HSE) and other agencies.

CARE Local welcomes the important Report of the Comptroller and Auditor General, "Provision of Disability Services by Non-Profit Organisations" (2005) which highlights the need for consistency, openness and transparency in the relationship between funders and voluntary service providers. The long-awaited regulatory framework outlined in the Charities Bill (2007) underpins the professionalisation of the sector, which CARE Local fully supports.

The emphasis on developing integrated, holistic home-based services for older people in the Lifecycle Framework of Towards 2016 and in the National Development Plan demonstrates progressive thinking in relation to the care needs of older people. The increased availability of HSE Home Care Packages, which provide comprehensive individually-tailored supports for vulnerable people in

their own homes, is a significant advance in combating the social exclusion and isolation of older people. The pilot HSE Community Intervention Teams also represent an important model for preventative care, short-circuiting the reliance on hospitals and their Accident and Emergency departments.

CARE Local volunteers increasingly work in co-operation with a range of community-based HSE and voluntary services supporting older people, as international best practice has demonstrated this to be by far the most effective and satisfactory model of intervention for aging citizens. The resourcing of front-line staff needs to be prioritised, however, as the increase in the older population has not been matched by a corresponding increase in numbers of primary care workers on the ground.

I would like to thank Ms. Mary Harney T.D., Minister for Health and Children and former Tánaiste for providing the keynote speech at the launch of the CARE Local Strategic Plan 2006 – 2008. Her support gave us great encouragement, and although we have yet to secure HSE Core Funding, we are hopeful that such funding will be made available in the near future.

We are indebted to the Carmichael Centre and the Disability Federation of Ireland for their invaluable assistance throughout this period. They are both excellent examples of the formal and informal networking and support that characterises the community and voluntary sector.

I also wish to thank my Board colleagues for their role in guiding the work of CARE Local, the staff for their dedication and hard work, and the volunteers for their essential but often unseen and unrecognised contribution to the lives of older people.

Malcolm Fraser
Chairperson



Development Officer's Overview

The publication of CARE Local's first Annual Report is a welcome opportunity to reflect on the challenges and achievements of the past year, to assess progress and to see the work of the organisation in the context of the contemporary socio-economic and political landscape.

In spite of the fact that people's lives have become undeniably busier, CARE Local is very happy to report that volunteer recruitment shows no sign of abating, with many people still eager to give their time to alleviate loneliness and isolation of older people living alone. CARE Local recorded a net increase of 60% in the number of volunteers in 2006, with volunteer attrition mainly due to volunteers having to move out of Dublin in order to purchase their own homes. Indeed, this demographic shift illustrates one of the major forces that mitigates against building sustainable communities in the Ireland of today.

Though our society is sometimes characterised as more selfish and uncaring than in the past, many of those who volunteer say that they are aware of older people living alone in their neighbourhood, but they do not know how to approach or offer help without being seen as intrusive or patronising. This suggests that the impulse to care has not diminished, but changes in how we relate to each other has made it more difficult to express this in an informal way.

CARE Local provides the vehicle and structure for people who want to reach out to older people, facilitating them to do so in a safe and supported way. The majority of CARE Local volunteers are in the 25 – 35 age group, suggesting that the popular portrayal of younger people as self-centered and irresponsible does not do justice to very many of them. Of course, CARE Local volunteers span all ages, and various nationalities, and anyone who is willing to invest some time in the welfare of older people is welcome to apply to volunteer with CARE Local.

A hugely enjoyable element of the last year has been the day trips and outings, when older people who are generally housebound get the opportunity to get away for

the day, for a party and a sing-song with the CARE Local volunteers and staff. The fact that the Christmas Day 2006 celebration, aimed at older people who would otherwise be alone on the day, was over-subscribed, is a sad indication of the level of isolation experienced by many older people. Developments in technology can further contribute to the marginalisation of older people who are not on the "information superhighway". CARE Local has been working to respond to the needs of older people in Dublin for over 35 years now, and with a focus on reaching more older people in need, developments in 2006 included the broadening of its referral network to include more HSE personnel, the accessing of grants from the Dormant Accounts Fund, and the recruitment of an administrator.

The availability of subsidised office accommodation and administrative support in the Carmichael Centre has been most helpful to CARE Local, which has been a member group of the Centre since its foundation in 1988. Kate O'Sullivan, CEO and founder member of Carmichael Centre, was always generous with her care, time and expertise, and her untimely death is a huge loss to CARE Local and to the sector as a whole.

I would like to acknowledge the support of the CARE Local Board and Management Committee over the past year, and particularly welcome the new Board members. CARE Local staff, Sheila Desmond, Laura Desmond and Thomas Kane have continued to demonstrate their total commitment to our clients, our volunteers and our overall mission, and their dedication was central to the development of our services in 2006. Finally, I would like to welcome all the new volunteers who have joined CARE Local, and to sincerely thank all existing volunteers for their continued enthusiasm and loyalty.

Maeve Halpin
Development Officer



Vision

Volunteering and community service is at the heart of contemporary debate among policymakers and practitioners on the future of social policy. In an increasingly fragmented and "atomized" society, voluntary organizations with a high degree of interpersonal contact are critical to counteracting personal isolation and building a vibrant, caring society.

Voluntary work contributes not only to the well-being of the recipient, but also to that of the volunteer, and to society as a whole by enhancing social cohesion and integration. The concept of social capital has recently emerged in order to counterbalance the focus on economic and financial indicators as the sole measure of wealth and progress in society (Putnam, 2000). Social capital refers to the attitude, spirit and willingness of people to engage in collective, unpaid activities that enable a society to function effectively. Strong social networks have been linked to neighbourhood vitality, lower crime rates, higher school attendance, democratic participation, health and happiness (OECD, 2001; NESF, 2003).

The invisible work of co-operation, sharing, friendliness, and caring for others is overlooked if only GDP, employment levels and consumer spending are seen as indicators of the health of a society. For many of us, the extent to which we have a sense of belonging in our community, a sense of trust in others, and the opportunity to contribute meaningfully to our society is what really makes life worth living. The terms "civic society" and "civil society" are used interchangeably to describe the relationships and activities that hold society together at a human level. The decline in old-fashioned neighbourliness in Ireland, coupled with a decrease in political and public participation, has been the catalyst for recent initiatives such as the governmental Task Force on Active Citizenship, which aims to encourage and recognize voluntary activity.

Mission

For over 35 years, CARE Local has been actively encouraging and supporting volunteerism. CARE Local volunteers now visit over 100 older people who are lonely and isolated in their homes. Client referrals are accepted directly from the Health Service Executive (via HSE professionals such as Public Health Nurses, Community Nurses and Social Workers), from family members and from older people themselves. Individual visits are made to older people in their own homes, both in private and Dublin City Council accommodation, and to residents of private and HSE nursing homes. CARE Local also liaises with nursing home staff to provide musical entertainment, art classes, bingo and social outings with the aim of enhancing the quality of life of those in long-stay residential accommodation.

While the vast majority of older people are healthy, active and engaged in their communities, a significant minority experience frailty and lack of mobility, inhibiting their access to services outside the home. Of this group, those who live alone are at risk of suffering isolation and loneliness, particularly if they do not have family members living close by (Loneliness and Social Isolation Among Older Irish People, NCAOP, 2005). Older people with higher support needs are the primary target of CARE Local interventions, as these constitute one of the most invisible groups of vulnerable people in our community.

CARE Local volunteers visit an older person in the volunteer's local area once a week, and this forms the foundation of a friendship that builds and strengthens over time. The volunteer is then in a position to respond to the individual needs of the older person as they arise, including adopting an advocacy role, if necessary. For example, access to information is sometimes made more difficult for older people due to advances in technology. CARE Local liaises with other community-

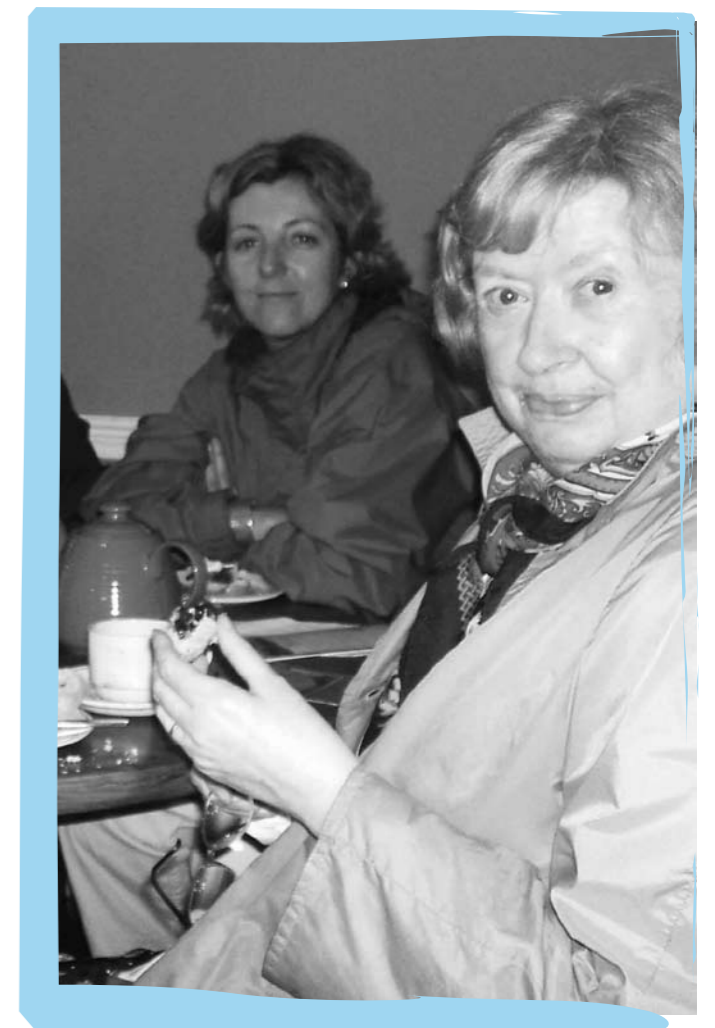
based services such as Public Health Nurses, meals-on-wheels, home help, community social workers, GP's and chiropodists in providing a portfolio of services that enables older people to remain living at home, with comfort, security and companionship, for as long as possible. This is consistent with government policy in relation to planning for older people's services, as well as reflecting the wishes of older people themselves as measured in various research studies (The Health Strategy: "Shaping a Healthier Future"; Eastern Health Board, 10 Year Plan for Older People, 1999 -2008).

As research on social capital has shown, companionship and friendship provide a buffer against physical and psychological illness by greatly increasing the quality of life of the recipient. As many of the older people we visit have no family and no regular visitors, the CARE Local visitor may be the only friendly contact they have all week. The feedback from those older people who are being visited on a weekly basis by a CARE Local volunteer continually confirms the value of the provision of this unique service. Older people tell us that the volunteer is "a godsend" or "like a son or daughter" to them, and many volunteers continue to visit the same person for several years, including when the person is admitted to hospital or moves to a nursing home.

We have also begun a schedule of day trips and outings for older people, and these are enormously popular. Many of the older people are housebound or frail, and can only travel with the help of their volunteer visitor. Our musical volunteers also provide an essential service on our days out. The sing-song at the end of the day is often the highlight for older people who all join in with songs from yesteryear.

As for the volunteers, they are often surprised at how rewarding the experience of getting to know an older

person is, and this is demonstrated by the lengths they go to in order to ensure the older person's needs are met – they often show a dedication far beyond the call of duty. We are very heartened by the obvious goodwill that exists among people towards their older neighbours, and we would like to express our sincere gratitude for their invaluable contributions, seen and unseen, to the organisation.



Yvonne Mc Kenna

As the National Development Officer of Volunteer Centres Ireland, Yvonne McKenna is no stranger to the volunteer scene. It was in a work-related meeting that she found out about CARE Local through one of its employees.

"The idea seemed so simple to me," says McKenna. "CARE Local wasn't asking for large sums of money, nor did they have need of a great big infrastructure. They just wanted a little time...just a visit to someone who may be lonely. The idea was just so simple I wanted to get involved."

Non-profit organizations often have difficulty building profile, with competition from so many groups trying to get their cause supported by the public. McKenna notes that loneliness and isolation have become a huge problem, and something that CARE Local works to change.

"Isolation rather than poverty, which was a larger problem in the past, is a problem now. There is a generation of older people whose children may have emigrated or can't be there for their parents now," says Yvonne. "The city centre is less geared toward independent living, which leaves people lacking the sense of feeling part of a larger community." Yvonne visits Kathleen in a residential home once a week for about an hour. Yvonne has always been interested in Irish history, especially of women growing up during the 1930s-1960s.

"I was born and bred in Dublin so the stories Kathleen shares give a different perspective to the city I know. Stories of family and school, what it was like to work in the Cadbury's chocolate factory and the friendships she made there."

Kathleen and Yvonne get on well, and Kathleen knows to expect her each week. Yvonne notes that Kathleen no longer sees her as a volunteer but that their relationship has evolved into friendship. Yvonne's grandparents died when she was a teen, so she hadn't spent a lot of time with older people.

"I think it's important to know older people, you can really learn a lot," says Yvonne. "It's great to see a different side of Dublin. You're given a new perspective allowing you to relate to older people and understand one person's view of the city's past and its present. It's learning you'd never get from a history book, which adds to the volunteer experience."



CARE Local Volunteer Yvonne McKenna and Kathleen Burke at the Bank of Ireland Concert

Launch of CARE Local Strategic Plan 2006 – 2008

The CARE Local Strategic Plan 2006 – 2008 was developed in a series of meetings with CARE Local volunteers, Executive Committee members and staff which were facilitated by consultant Stephen Rourke.

The Plan contains four Strategic Priorities:

1. To provide a comprehensive befriending and advocacy service for older people living alone in Dublin city
2. To recruit, train and support a team of volunteers who will provide a range of supports to older people living in Dublin city
3. To contribute to the development of policies, programmes and initiatives which will enhance the welfare and well-being of older people in Dublin city
4. To put in place the resources, supports, systems and procedures which will enable CARE Local to provide a quality range of services to older people in Dublin city

The CARE Local Strategic Plan 2006 – 2008 was launched at the Carmichael Centre in June 28th 2006 by the then Táiniste and Minister for Health and Children, Ms Mary Harney T.D. Catering was kindly sponsored by Jaipur Restaurant, and the launch was well attended by representatives of the HSE, Dublin City Council (DCC) and voluntary groups, CARE Local volunteers and sponsors, and the press.



Mary Harney T.D. Minister for Health and Children speaking at the launch of the CARE Local Strategic Plan 2006-2008

Council for Services for Older People in the North West Inner City

CARE Local is a founder member of the Council for Services for Older People in the North West Inner City, a networking and information sharing group that was launched in May 2002. The Council meets 4 times a year, while sub-groups meet more frequently to pursue particular joint projects. The Council is unique in that it brings together both statutory and voluntary groups who work with older people in the area, and older people's representatives. This structured collaboration assists in identifying gaps in service provision, preventing duplication and ensuring the voices of older people themselves are heard.

The aims and objectives of the Council are to:

- Operate as a representative body for older people in the North West Inner City
- Support and strengthen the existing community services to older people in the North West Inner City
- Address jointly-agreed recommendations from research into older people's needs in the North West Inner City
- Influence policy and planning to improve services to older people in the North West Inner City

The success of this initiative is reflected in the growth of the membership of the group since its inception. Founder members included the Dublin City Council, the HSE, the Department of Social Community and Family Affairs (now the Department of Community, Rural and Gaeltacht Affairs), the Dublin Inner City Partnership, MACRO, the Northwest Inner City Network, An Síol and CARE Local. Unfortunately, the Department of Community Rural and Gaeltacht Affairs did not continue their involvement with

the Council. Newer members include the Community Gardaí, St. Vincent's Trust, Crosscare, Age Action, and the Alzheimer's Advocacy Service.

In 2005, the CSOP commissioned a substantial research project on the needs of older people in the North West Inner City; this project was distinguished by the fact that older people themselves were trained and supported in conducting one-to-one semi-structured interviews with local residents, and 240 interviews in total were completed. Co-ordinated by independent researcher Stephen Rourke, the project constituted a comprehensive investigation of the needs, wishes and concerns of older people in the area, and the final report was launched by An Taoiseach, Mr Bertie Ahern T.D., in the Stoneybatter Parish Centre in February 2006.

Various recommendations from the report are currently being implemented, such as the provision of social evenings in the Parish Centre, the convening of a forum of older people living in the Stoneybatter area, the organisation of a Christmas Day celebration for older people who would otherwise be alone on the day, and the conducting of an audit of the meals service for older people in the area. The CSOP is a dynamic and proactive group which could provide a very useful model for dialogue and co-operation between statutory and voluntary groups in other areas of the city. CARE Local would welcome the opportunity to participate in similar cross-sectoral initiatives which aim to provide integrated service to older people in the community.

Pre-Budget Submission

The CARE Local Pre-Budget Submission was circulated to government ministers and the press in advance of the budget in November 2006. The Pre-Budget Submission was also made available to the Disability Federation of Ireland and other agencies, in order to inform their own individual submissions in relation to the needs of older people.

Among the measures proposed by CARE Local were:

- An increase in the non-contributory state pension to €250 per week.
- Introduction of a premium for the contributory pension of a further €100 per week.
- Indexing of both pensions automatically to future increases in Public Service pay.
- An increase of the Fuel Allowance from €14 per week to €20 per week to assist pensioners to meet the massive increases announced in energy charges from state companies.
- An increase in the Living Alone allowance from €7.70/€10.00 per week (under/over 80) to €15.00/€30.00 and the latter rate to apply at 75.
- An introduction of an allowance of €80 to fund the cost of maintenance of security pendants.

While CARE Local welcomes the increase in pension payments implemented in the 2006 budget, we have serious concerns about the lack of indexed-linked measures which would provide older people with a buffer against inflation and continuing increases in energy costs.

Funding Streams

CARE Local continues to diversify its funding streams in order to maintain the highest standard of service delivery, and to continue to expand in response to needs. Grants were received from the People in Need Trust, St Stephen's Green Trust, The Ireland Funds, Comhairle, the National Lottery, the HSE and the Dormant Accounts Fund.

However, despite support and encouragement from HSE management, CARE Local has not yet been successful in securing Core Funding from the HSE. As a result, CARE Local continues to be over-reliant on fund-raising events such as carol-singing, sponsored walks, flag days, and the Women's Mini-Marathon to provide many of its core activities, which are often provided at the behest of statutory agencies. The inordinate amount of resources taken up in fundraising activities continues to detract from the essential work of meeting the needs of vulnerable older people in the community.



Sujata Nair Jain

Sujata was born and raised in India. After a couple years in Singapore, she and her husband and their six-year-old daughter moved to Dublin. She wanted to volunteer and get more involved in the community. After searching online she discovered CARE Local.

"Many people can afford money, but at that age it's time that's important. What older people need are people to spend time with them," says Sujata. "I can imagine sitting the whole day by yourself and not being able to get around as easy as you once did. To give my time is easy, and I enjoy Agatha's company."

Agatha is 85 and still lives on her own. A CARE Local employee joined Sujata for her first visit at the beginning of 2007. She has found her weekly visit she spends with Agatha go quickly.

"We have loads to talk about. She's very well-read, and has travelled a lot. I know she looks forward to the visit – we can spend up to 2 hours just chatting. She's really witty and tells great stories."

Aside from books and travelling, there's something else that bonds Sujata and Agatha. A shared value system and similar upbringing outside of cultural bounds is often a topic of conversation. Although Sujata was raised in India, and Agatha in Ireland, the values of family bonding, personal ethics, and religion are strong in both their lives.

"It's a fulfilling experience to share life perspectives and have the company" says Sujata, "and she's very interesting, so that's the icing on the cake."

CARE Local offers training and briefs their volunteers on what to expect when visiting an older person in Dublin.

They are also there for support if any issues arise, or if there are questions involving the weekly visits.

"It's never been necessary to contact CARE Local, but it's nice to know they are there if I ever did have concerns or questions about my visits. Our relationship is easy, but with any relationship anything could come up."



CARE Local Volunteer Sujatha Nair Jain and Agatha Harper

Day Trips and Social Outings

2006 saw CARE Local develop additional services in direct response to the expressed needs and wishes of older people. Through the medium of the bi-monthly Volunteer Support meetings, CARE Local ascertained that what older people would value most of all would be the opportunity to be taken out for the day – a rare treat for people who are normally confined to their homes. The first day trip, in June 2006, was to the beautiful Ardgillan Castle overlooking the sea in North Co. Dublin. This was followed by a 3-course meal in the Bracken Court Hotel, Balbriggan. A sing-song at the end of the evening displayed hidden musical talents on the part of all.

This venture was kindly sponsored by Unilever, and was so successful that an outing for a Christmas Party was undertaken in December.

On the basis of the success of these two outings, it was decided to seek funding to further develop this element of CARE Local's service and funding has been secured from the Dormant Account Funds for 2007-2008. Two more trips have taken place in 2007, including visits to the Collins Barracks Decorative Arts Museum, and to the outdoor market in Dun Laoighre and on to the Arklow Bay Hotel.



Kay Munroe with CARE Local Volunteer Ann Mulvaney at Ardgillan Castle

Christmas Party 10th December 2006



CARE Local Volunteer Conor Ryan, Megan Desmond and John Balfe at the CARE Local Christmas Party, Fitzpatrick's Castle Hotel

The Fitzpatrick's Hotel, Killiney was the luxurious venue for the CARE Local Christmas party on December 10th 2006. This is a family hotel, and some of the staff have been in situ in Fitzpatrick's for over 30 years. The personal attention and care received there reflected the atmosphere of hospitality and friendliness that is present throughout the hotel.



Rita Duffy gets a hug from Santa at the CARE Local Christmas Party in Fitzpatrick's Castle Hotel

Christmas Party on Christmas Day 2006

CARE Local volunteers again demonstrated their commitment to the welfare of older people in need by giving up their time on Christmas Day 2006 to provide transport, serve food and entertain the troops at the CSOP Christmas Party in the Park Inn Hotel, Smithfield, Dublin 7.

The Park Inn most kindly sponsored the meal, while the Community Gardaí drove the community bus, and the delightful Danielle and Nicole Rourke with their carol singing brought their inimitable charm to the occasion. Generous sponsorship from the St. Vincent de Paul, the Dublin City Council, Tesco's, Jameson's Distillery, Senator Cyprian Brady and the Dublin Inner City Partnership ensured that the day was a great success, destined to become an annual event in the area.



Christmas Day Party at The Park Inn Hotel, Smithfield

Christmas Day Dinner Deliveries

For older people who were alone on Christmas Day and who were unable to travel to the Christmas Party in the Park Inn, CARE Local volunteers collected Christmas dinners and goody bags from the RDS, where Christmas dinners are provided by the Knights of St. Columbanus.

Thirty older people throughout the city received a traditional turkey and ham dinner delivered to their door, an increase on the numbers delivered the previous year, and we envisage this service developing further as client numbers increase during the year.

Art Exhibition in Terenure Library

CARE Local Volunteer Paola Guzzanti delivers weekly art classes to the residents of St. Broc's HSE Nursing Home in Clonskeagh. In December 2006, Paola arranged for an exhibition of the residents' art work to be displayed in the weeks before Christmas in Terenure Library, Dublin 6. We are very grateful to the library for facilitating this wonderful opportunity for the art work of the older people to be viewed by a wide audience, as well as informing local residents of the services provided by CARE Local.



Art Classes with CARE Local Volunteer Paola Guzzanti

Bank of Ireland Charity Concert

On May 9th 2006, CARE Local was the beneficiary of the charity concert in the Bank of Ireland Arts Centre, Foster Place, Dublin 2. Many CARE Local clients were able to attend with their volunteer visitors. It was a great night's entertainment in a beautiful venue, and Dorothy Gray, Barry O'Kelly and all the staff of the BOI Arts Centre were helpful and charming, as ever.

CARE Local has enjoyed several wonderful concerts courtesy of the Bank of Ireland, and is very appreciative of these opportunities to bring the older people for a pleasant evening out, and to raise some much-needed funds.

Home Decoration and Repairs

During 2006, CARE Local was fortunate to establish a relationship with Darren Carney, a painter, decorator, and general all-rounder who can be recommended to CARE Local clients who need repairs or decoration work done in their homes. Many older people are cautious of going to a stranger, whether a company or an individual, when they need a handyman, and this again illustrates the vulnerability of older people in an increasingly anonymous society.

Sponsorship of "Nostalgia" on Dublin City Anna Livia FM

In 2006 CARE Local ventured for the first time into the world of radio advertising, in the form of sponsorship of the Sunday afternoon "Nostalgia" music programme on Dublin City Anna Livia 108.3. The programme is aimed specifically at older people, and presenter Ian Thomas has an encyclopaedic knowledge of music stretching back several decades.

CARE Local is very concerned to reach out to older people who are isolated in their homes, for many of whom the radio is their regular companion. As the cost of commercial advertising is high, CARE Local is very grateful to Dublin City Anna Livia for the opportunity to access affordable advertising through their commitment to public service broadcasting.

Hamper Deliveries

CARE Local was the beneficiary of a very generous donation of hampers of non-perishable food items and home care products from Unilever in June 2006 and again in December 2006. Volunteers gave their time to help CARE Local staff deliver hampers to older people in need, including many people living in Dublin City Council accommodation throughout the city.

Implementation of Strategic Priorities

The CARE Local Strategic Plan 2006 – 2008 was launched in June 2006 by the then Tánaiste and Minister for Health and Children, Ms Mary Harney T.D. The Plan has been widely distributed, with many requests for copies and some Support Officers within the Disability Federation of Ireland using it as a model.

The following is a summary of progress on strategic priorities:

1. To provide a comprehensive befriending and advocacy service for older people living alone in Dublin City:

- CARE Local continues to develop and expand its referral network, raising awareness among all those who have contact with older people of the unique volunteer visitor service provided by CARE Local. We are very happy to have developed links with the recently-appointed HSE Elder Abuse Case Workers, as a visiting service such as CARE Local's can offer a preventative measure against potential abuse. A cause of concern is the fact that some older people referred to CARE Local have had no previous contact with any service, statutory or voluntary, even though they may be in their eighties. This highlights the deficiencies in integrated community-based service provision, and the need for adequate funding to be directed to ensure that as people become more dependent with advancing age, they do not "fall through the net" and escape the attention of the social and health services.

- In response to the popularity of the day trips and outings, an application was made to the Dormant Accounts Fund to expand this service. We now plan to host 5 day trips per annum, targeting those older people being visited who are housebound, many of whom require one-to-one assistance to travel.

- All volunteers receive training and support on befriending, advocacy skills, and information provision for older people. We are indebted to our contacts with agencies such as Friends of the Elderly, Alone, Age Action Ireland, the Community Gardaí, Disability Federation of Ireland, St. Vincent's Trust, the HSE and the DCC for access to up-to-date information on services available for older people, allowing us to resource CARE Local volunteers with the necessary knowledge to assist the people they visit.

- The North West Inner City, an area with a high percentage of older residents, has been targeted by CARE Local for service development. CARE Local is a founder member of the Council for Services for Older People in the North West Inner City, participating in joint projects, networking and information-sharing. CARE Local plans to participate in a similar initiative planned for the Finglas/Cabra area.

2. Recruit, Train and Support a Team of Volunteers:

- Recruitment of new volunteers continues on a monthly basis, with over 100 volunteers currently active. Volunteering Ireland (a member of Volunteering Centres of Ireland), Activelink, community radio, posters, flyers and advertising in newsletters of other organisations are the primary sources of new volunteer recruits.

- A Volunteer Handbook has been published, which includes CARE Local policies and procedures, and specific advice and guidance on volunteering with older people. The Handbook forms the core of the professional induction and training provided to volunteers.

- Four Volunteer Support Meetings are now established, taking place every two months, providing support and information to volunteer visitors, and providing volunteers with the opportunity to give feedback and articulate their needs, and the needs of the older people, to the organisation.

- A training needs analysis in relation to volunteers has been commissioned, to be completed in September 2007. Volunteer training resources will be developed and administered based on the findings for this research. CARE Local has been liaising with the Volunteer Co-ordinator at the National Council of the Blind in relation to developing volunteer training and support.

- CARE Local attended the inaugural DFI/VCI event to commemorate International Day of Volunteer Managers in order to establish links with other volunteering organisations.

3. Contribute to the Development of Policies, Programmes, and Initiatives:

- CARE Local was an active member of the Health Spoke of The Wheel in 2006. The Health Spoke produced a Directory of Community and Voluntary Healthcare Organisations in Ireland, a research document scoping the extent of the Community and Voluntary Sector in Ireland, and lobbied government departments in relation to the establishment of Voluntary Activity Units as promised in "The Health Strategy: Shaping a Healthier Future".

- As a member of the Council for Services for Older People in the North West Inner City, CARE Local participated on the Research Advisory Sub-Group which worked with consultant Stephen Rourke on the Research Project on Older People Living in Stoneybatter.

- CARE Local is also an active member of the Disability Federation of Ireland, the North West Inner City Network, and Volunteering Ireland.

- A Pre-Budget Submission was produced and submitted by CARE Local in 2006.

- The CARE Local Annual Report 2006 is the first to be produced and launched by the organisation.

- CARE Local welcomes invitations to give presentations on volunteering and on services to older people to voluntary and statutory groups and has spoken at several events.

4. Resources, Supports, Systems and Procedures to enhance the Work of CARE Local:

- Through the Boardmatch on-line service, the Board of CARE Local was expanded in 2006 in order to reflect the diversity of skills required to manage effectively and efficiently in the complex environment of the community and voluntary sector. This has proved a very successful venture for us and has contributed greatly to capacity-building within the organisation.

- The planning for the recruitment of a second Volunteer Co-ordinator, on a part-time basis, was begun in early 2007 in recognition of the development of service provision in terms of both activities and volunteer and client numbers.

Donors

The work of CARE Local could not continue were it not for the generosity of the many donors who have contributed to the organisation over the years.

The following are some of those who provided financial support to CARE Local in 2006:

- Abhann
- ABN-AMRO Bank
- Anglo Irish Bank
- Bank of Ireland Arts Centre
- Cassidy's Wines
- Hackett Reprographics
- Dublin City Council
- Dublin Council for the Aged
- Dublin Inner City Partnership
- Eirebus
- Easons
- Irish Life
- LB=BW Bank
- Need More Space Storage
- Northern Trust
- Rasam Restaurant
- Róisín Ingle
- The Park Inn
- Unilever

- An external audit of CARE Local financial and procedural systems was commissioned, resulting in recommendations which included the implementation of an accounting software package. Thanks to funding from the Disability Federation of Ireland, accounting software has been purchased and implemented, increasing the capacity of the organisation in terms of efficiency, maintenance of financial records and production of financial reports. This project supports the move towards greater accountability, transparency and professionalism within the voluntary sector, and contributes to the upskilling of staff in relation to transferable skills.

- A steering group which reports to the Executive Committee was set up to implement the recommendations of the systems audit, facilitated by DFI and including CARE Local staff and Board members.

- For the first time, an annual budget by CARE Local was prepared and this will be reported against during 2007. This reporting will be facilitated by the implementation of the new accounting software.

- CARE Local continues to keep informed on developments relating to volunteering and service provision, including keeping apprised of the requirements of the new Charities Legislation Bill, and the proposed developments contained in Towards 2016 and the National Development Plan.

- The CARE Local Strategic Plan 2006-2008 was published and launched in June 2006, and a publicity plan for 2007 has been developed.

Man-Lai Sze

Man-Lai and her Irish husband have been living in Ireland for the past 12 months. Coming from China it can often be lonely being so far from your home, your family and your friends. Volunteering with CARE Local certainly allows Man-Lai to empathize with immigrants coming from far away.

"I am happy that I get to travel and have these experiences, but I can imagine what it is like to be getting old, or if you're sick, and not have people around to support you. People really need that."

Both Man-Lai and her husband volunteer with CARE Local. Man-Lai has been visiting Mr Ming, 75, for about 6 months. A year ago Mr Ming suffered a stroke and is now in a residential home. Born in China but raised in Vietnam, Mr Ming moved to Ireland from Vietnam 20 years ago as a safety measure for his wife and 4 children during the Vietnam war.

"He has a great story, and has worked very hard throughout his life. He had a successful Chinese takeaway restaurant here in Ireland."

Although Mr Ming is fluent in Mandarin, Cantonese, Vietnamese and Chinese, his English is still not very good. Man Lai and Mr Ming speak Chinese when she visits him, allowing for him to share in someone's company in his mother tongue.

"Some people don't have good English so it can be very lonely for them in a residential home. Because Mr Ming can speak Chinese with me, I can understand how he's feeling and we can chat along with each other easily." Many times older people in residential homes don't have the opportunity to go out, or may not have the mobility to get around easily. This can have quite an effect on their quality of life.

"Often older people lose their sense of a social society because it does become harder to get out. Some who have strokes, or may be sick, don't understand what has happened. Mr Ming and I share news about our family, and what is new in our lives. The visits are great for both of us," says Man-Lai.

"He is such an optimistic person," she continues. "He's happy he came to Ireland, and constantly talks about how lucky he is, how great his kids and his wife are. Even though he's had a stroke, and doesn't see his family as much, he never complains about anything. I really admire that."



CARE Local Volunteer Man-Lai Sze and Mr Ming

Financial Statement

	2006	2005
Income	€	€
Carol Singing	22,463	22,599
Grants		
- Dormant Funds Account	19,240	-
- People in Need Trust	15,000	-
- St. Stephen's Green Trust	5,500	-
- The Ireland Fund's	4,000	-
- Northern Area Health Board	-	10,000
- Dublin Bus	-	1,000
- Eastern Health Board	-	700
Donations	10,480	12,630
Mini Marathon	714	1,944
Flag Day	-	1,870
Sponsored events	1,651	1,700
Bank Interest	159	72
	79,207	52,515
Expenditure	€	€
Staff Salaries	44,755	31,701
Food, Fuel and Clothing	873	2,230
Administrative Expenditure	811	463
Consultancy Fees	4,000	-
Equipment Costs	482	-
Rent and Services - Carmichael House	2,320	2,670
Rent - Cairnrose Limited	-	8,250
Insurance	1,293	965
Audit and Accountancy Fees	1,815	100
Bank Charges	71	28
Travel Expenses	158	86
Telephone	2,287	1,647
Stationary and Postage	1,799	136
Light and Heat in Stores	156	94
Depreciation of Office		
Equipment	1,252	308
Sale Proceeds of Van	-	-6,500
	62,072	42,178
Surplus of the Year	17,135	10,337

Care Local Balance Sheet as at 2nd April 2006

	2006	2005
	€	€
Current Assets		
Bank Deposit Accounts	66,828	78,356
Bank Current Accounts	13,652	-
	80,480	78,356
Current Liabilities		
Bank Current Accounts	-	6,584
Sundry Creditors and Accruals	3,827	919
	3,827	7,503
Net Current Assets	76,653	70,853
Fixed Assets	11,846	511
	88,499	71,364

Appendix II

Board Members 2006

Directors:

Eileen Coen
David Fitzgerald
Malcolm Fraser
Seamus O'Donoghue
Catherine Smith
Nisheeth Tak
Teresa Talbot

Our thanks to Maureen McGourty, who resigned from the Board during the year.

President:

John Loneragan

Appendix III

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