

Co Longford Social Services CLG



Annual Report

Reporting Period: 1st January 2020 - 31st December 2020

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Company number: 336004

Charity number: 20015527

Charity Registration Number: CHY 7291



Summary of the organisation's purpose and activities

Co Longford Social Services CLG is in existence since 1971 producing and delivering a home delivery meal service for older people in Longford Town and County. It promotes better living standards for the elderly, people with disabilities and others in need. Those who because of age disability or illness are unable to prepare meals- have inadequate cooking facilities- have health and social needs that are certified by Drs, hospitals and Public Health Nurses. It is particularly important for those who are socially isolated or living in remote areas and can enable early detection of problems that require further investigation. It will alleviate the workload presented to PHN's, Drs enabling the client to remain independent in their own homes thus alleviating the waiting lists in Nursing Homes/Long Term Care. We provide a production and delivery services. Our kitchen is operating six days per week. The meal consists of soup, main meal and dessert. As our meals are cooked chilled the shelf life of the meals is sufficient to facilitate the provision of delivery of more than one meal on a particular day. We deliver to the whole of the County Longford in 4 refrigerated vans to over 150 recipients

What are your organisation's objectives?

Meals on wheels is often the first service that is offered to older people as they become more dependant, but are still capable of continuing to live in their own homes. To help underprivileged, disabled, disadvantaged, elderly and others in need to maintain their independence and remain in their own homes through the provision of a healthy nutritious meal and live their lives with dignity and respect. A means for senior and disabled people to retain their independence in their own homes. It can improve the nutritional status of clients, it provides clients with a measure of social contact, particularly important for those who are socially isolated or living in remote areas, and it can enable the early detection of problems that require further interventions.

Current Activities

Meals on Wheels – Production and delivery

Chiropody Service

Visitation

Personal Alarms for the elderly

Organisation and Governance

Co Longford Social Services CLG is a Company Limited by guarantee incorporated in the Republic of Ireland and is a charity.

In accordance with the constitution of the company, one third of the directors retire by rotation at each Annual General Meeting and being eligible, offer themselves for re-election. All directors serve in a voluntary capacity.

Board/Committee members:

Donie Murtagh Director/Chairperson

Dennis Hughes Director/ Vice Chairperson

Mary Brennan Director
Anne Treacey Treasurer
Elaine Keogh Secretary

Regular 3/4 monthly board meeting are held but due to Covid-19 in 2020 this has been done remotely.

Fundraising

As a charity seeking donations from the public we Co Longford Social Services CLG aim to comply with the *Statement of Guiding Principles for Fundraising* and has formally discussed and adopted the Statement at a meeting of the governing body.

All fundraising activities for 2020 was ceased due to the Covid-19 pandemic.

Governance Standards

The organisation has adopted and in compliance with the Governance Code and fundraising code for charities. HACCP and Food Hygiene training. Staff/ Volunteer Guidelines handbook. Health and Safety Statement, Covid-19 Policy statement, Safeguarding Guidance for working with Vulnerable persons (Adults)

Staffing

One full time Manager, one full time office assistant, two part-time drivers, one full time cook. A further 25 volunteers contribute their time and talents for the benefit of the community but due to the Covid-19 Pandemic we are down to only 3 volunteers now. We also rely on 6 Community Employment and 3 TUS schemes workers to help with the staffing of our services. All our staff/volunteers are garda cleared and training/ supervision is provided.

Covid-19

Due to the Covid-19 we have lost the majority of our volunteers who are in the at risk category. Also due to Covid-19 we have had to close our charity shop which would have been run by volunteers in the at risk category. This would have been a necessary form of income for us and unfortunately we will not be re-opening the shop. All other fundraising activities have also ceased for 2020.

Main Objectives pursued during the reporting period.

Objective 1: The delivery of a three course nutritious Meals to the elderly and others in need, in their own homes.

Objective 2: It helps to ensure that the nutritional requirement of older people are met and thus contributes to overall health, wellbeing and quality of life.

Objective 3: It provides clients with a measure of social contact and can decrease feelings of loneliness and enable early detection of problems that require further interventions

Beneficiaries: The elderly, mental health and others in need

Key Achievements for the Reporting Period

1. The service is provided in the Town and County of Longford 7 days per week, 365 days of the year by delivering cooked chilled meals.
2. A total of 42,863 meals were delivered in 2020 thus enabling 160 elderly persons to maintain their independence in their own homes.
3. Through our Chiropody Service, identified clients over 65 years of age, a total of 113 clients were treated and received 2-3 visits per patient in 2020.
4. Personal Alarms for the elderly - a total of 29 elderly persons availed of this scheme and Personal Alarms were obtained for them

Outcomes for the Beneficiaries (and the Community)

1. Lower mortality, shorter hospital stays, fostered independent living.
2. Reduced need for nursing home care following discharge. Increased likelihood of discharge from nursing home and reduced need for non-elective hospital readmission
3. Reducing isolation and increasing social interaction. Reduced incidence of falls
4. Regular contact, decline in loneliness and decrease in isolation

Challenges

There have been many challenges during the year due to the Covid-19 Pandemic. We have lost the majority of our volunteers who are in the at risk category. We have also had to close our charity shop which would have been run by volunteers in the at risk category. We do not see the re-opening of the charity shop so unfortunately we are at the loss of that income. All our fundraising activities have also ceased due to the Covid -19 Pandemic. We have had added costs incurred of PPE, gloves, sanitizer, boxes, new refrigerated van, new oven, extra meals and clients.

We have been lucky that our own staff and CE and Tus workers have continued to work producing and delivering meals as we have been classed as essential services. Also our interaction with the service users has been limited.

Our chiropody service had to be cancelled due to the Pandemic and did not take place in 2020.

Main Categories of Activities/Services	Outputs delivered from activities tasks
Production and delivery of a nutritious Meal to the elderly, mental health and others in need.	42,863 Meals delivered to over 160 recipients
Chiropody Service for the elderly	113 clients treated through 2-3 visits.
Personal Alarms for the elderly	29 Personal Alarms issued.

Future plans

Continue providing the service through our production and delivery of a nutritious meals
Enabling the elderly to continue living independently in their own homes.

Volunteers and employees

Due to the Covid-19 pandemic our volunteers have been reduced dramatically and we only have three volunteers who have stayed with us.
Our Charity shop which was manned by volunteers has closed and will not be reopening so a loss of income will be incurred.

Staffing:

Manager	Full Time
Office Assistant	Full Time
Driver x 2	Part Time
Cook	Full Time

Summary of financial position	
Current Financial Period (€)	Previous Financial Period (€)
Gross (total) Income	Gross (total) Income
Gross (total) Expenditure	Gross (total) Expenditure
Sources of Income for Current Period € For example; <ul style="list-style-type: none"> • Grants (list each of the granting organisation and amount of each grant received) • Donations & Sponsorship (public, corporate, philanthropic) • Fundraising • Trading or Commercial Activities (if applicable) • Other income sources 	Main Expenditure Items for Current Period € For example; <ul style="list-style-type: none"> • Salary and Wages (including taxes and pension payments) • Office & premises rent • Insurance • Lighting & heating costs • Professional fees • Board/committee expenses • Costs related to trading or commercial Activities (if applicable) • Administration • Other Activity costs

Capital Items Purchased Current Period:
<i>List items and cost including equipment, land, buildings, fixtures and fittings, etc.</i>

Value of Net Assets at end of Current Financial Period:
<i>Give the total monetary value</i>

Accounts prepared by:

Dated signatures of two members of the board/management committee (*usually the chairperson and the treasurer*)

Chairperson

Treasurer.....

Dated

**Two of our lovely ladies receiving their gift box of hand sanitizer and hand cream kindly donated by Green Angel Skincare during the pandemic.
All of our recipients also received a gift box.**





Longfordmealsonwheels

PPE equipment donated by Sherpack Ltd



Longfordmealsonwheels

Hand Sanitizer donated by Lough Ree Distillery



Three of our faithful volunteers during the Pandemic



The Polish Community kindly donated Face Masks for all our recipients and staff





Some of our Birthday Cakes for our recipients



Two very happy recipients of their Birthday Cakes



Christmas Cakes which were delivered to all recipients at Christmas



Co. Longford Social Services Council CLG

Patient Transport Service

The H.S.E. have taken over the Patient Transport Service and Co Longford Social Services CLG are no longer responsible for this. All our four minibus vehicles were handed over to the H.S.E. free of charge in December 2019



Public Compliance Statement

Longford Social Services is committed to complying with the *Statement for Guiding Principles for Fundraising* and has formally discussed and adopted the Statement at a meeting of the governing body.

Longford Social Services confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect in its annual report.

Longford Social Services has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.

Longford Social Services regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the governing body.

Longford Social Services considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activity.

Longford Social Services has a policy on working with third party fundraisers (if applicable).

Longford Social Services provides honest, open and transparent disclosure when fundraising from the public.

Longford Social Services has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*.

Longford Social Services ensures that fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.

Longford Social Services has a feedback and complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.

Longford Social Services financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.

Longford Social Services ensures that all donations are tracked and recorded and complies with data protection requirements.

Longford social Services is accessible to the public through a number of readily available contact option

Donor Charter

As a charity seeking donations from the public we Longford Social Services aim to comply with the *Statement of Guiding Principles for Fundraising*

Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Longford Social Services.

We promise we will effectively apply your gifts to us for their intended purposes.

We commit that you, our donors and prospective donors will:

Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.

Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.

Have access to the organisation's most recent financial statements

Be assured your gifts will be used for the purposes for which they were given.

Receive appropriate acknowledgement and recognition.

Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.

Expect that all relationships with individuals representing the charity will be dealt with professionally.

Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.

Have easily available the agreed procedures for making and responding to complaints.

Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.

Receive prompt, truthful and forthright answers to questions you might have of the organisation.

Handling Feedback and Complaints

Longford Social Services is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to them views of the general public and our supporters so that we can continue to improve.

Longford Social Services welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact The Chairperson in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named officeholder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

**The Chief Executive
Co Longford Social Services
St. Joseph's Care Centre
Flat 6
Dublin Road
Longford**

Tel: 043.3350114

Email: longfordmealsonwheels@gmail.com

We are open 5 days a week from 9.00 am to 5.00 pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Longford Social Services's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Reserves Policy

The organisations Reserve policy was reviewed and updated by the Directors in December 2017 and remains intact. It states:

Reserves to be maintained at a level which ensures that Co Longford Social Services CLG core activity could continue during a period of unforeseen difficulty.

A proportion of reserves to be maintained in a readily realisable form.

At any given time readily available cash reserves should be sufficient to cover 6 months' core salaries and total organisational costs.