



Over Day Centre Annual General Meeting - 20 June 2019 Chairman's Report

The possibility of dementia is frightening for us all, especially as we get older.

The reality of dementia is an overwhelming, life-changing, responsibility for family carers.

Loneliness is a slippery slope that it is difficult to escape from.

We are here to make life better for older people, the frail and their carers.

Our Annual Report contains personal feedback from some of our clients and their carers. Their heartfelt words show we are getting it right and they make all our efforts so worthwhile.

What sort of a year has it been?

Money

Managing the budget continues to be critical.

Previous reports have explained that the County Council has significantly reduced their grant over the last few years and so we have had to:

- Obtain more grants and do more fundraising.
- Cut costs where we can.
- Raise client fees as gradually as possible to keep them affordable.

Although client numbers were down a bit we managed to keep within our budget with the following results:

Total cost per client day	£32.04
Funded by:	
Client fee	£19.00
Fund Raising, Grants and Donations	£ 9.28
Other Income	£ 2.43
Use of Reserves	£ 1.33

There is more detail in the Treasurer's report.

Clients

Whilst we lose some clients each year as they inevitably move into residential care, we have still got a number over 95 years old and one lady had her 100th birthday this year.

In total we had 66 clients during the year and provided around 4,500 client days.

We have successfully increased the activities that we provide and we have a notice board with details of all the dates when visitors are coming. We are advertising a range of these sessions so others can come along and get a taste of what we do.

Staff

We have seen some changes during the year. Andrew, our Senior Carer and Zoe, our cook, both left and Karen, one of our carers, moved across to be cook. We welcomed two new carers, Sarah and Tracey.

We have had, and continue to have, very committed staff and, on your behalf, I thank them all for their support and commitment to what we are trying to achieve.

Volunteers

We currently have 48 volunteers. They do all sorts of tasks including:

- relief drivers
- bus escort
- food preparation
- entertaining clients
- serving afternoon tea
- chatting to clients
- washing up
- fund raising
- trustees

Thanks to every one of you - we couldn't manage without you.

Volunteers help us keep the client fees affordable either by saving us having to have more paid staff in support roles or actually helping us to raise funds.

Encouraging community involvement is one of our aims to ensure the whole community "owns" the work we are doing.

Many people are reluctant to volunteer because they fear the commitment growing and it being difficult to "escape". We recognise this and we want you to feel able to give as little help as you want and we will not attempt to change your mind or embarrass you in any way if you decide you have had enough.

Just talk to Hayley, the Centre Manager, or any of the other volunteers for more information.

During the year Lynda Harford, our Chairman, resigned after many years as a Trustee. We are very grateful to Lynda for her support and help over this challenging period.

If you want more information about the amazing satisfaction that being a Trustee can give you, please contact me via the Day Centre.

Steve Couper
June 2019