

THE
SENIORCENTRE
Castlemilk

ANNUAL REPORT 2015 – 2016





Annual Report

April 2015 - March 2016

The Senior Centre
61 Dougrie Drive
Castlemilk
Glasgow
G45 9AH

0141 634 3834

email - office@theseniorcentre.co.uk

Online & Social Media

www.theseniorcentre.co.uk

www.facebook.com/TheSeniorCentre

www.twitter.com/TheSeniorCentre

www.instagram.com/TheSeniorCentre

FOREWORD FROM THE CHAIR

This has been an exciting and challenging year as we have grown into our new role as The Senior Centre, Castlemilk, based in the lovely new building at 61 Dougrie Drive.



Our greater visibility and success has led to increased demand as people have flocked to join without more resources, except for the small increased membership fee. Despite the overall financial constraints, we are clear that additional members are not a burden. Instead they contribute greatly to the Centre with new ideas, enthusiasm and commitment and are very welcome.

As the organisation grows we have to change and learn new ways of working without losing the skills, knowledge and culture that developed over thirty years as the Castlemilk Pensioners' Action Centre. One part of this development process is to become more open and accountable. This therefore is our first public Annual Report, (available both on the web and in hard copy), so please let us know what you think.

I have felt privileged and proud to lead the organisation over this time of change and wish to thank everyone who is contributing so much to our success: the Manager, staff, members, volunteers, Trustees and funders.

All the very best,

A handwritten signature in cursive script that reads "Sandra M Grant".

Dr Sandra M Grant OBE

Chair

Board of Trustees

The Senior Centre

REPORT FROM THE MANAGER

Another excellent year at The Senior Centre with our dedicated team of staff and volunteers going above and beyond once again to ensure all our members feel welcome, included and involved in activities and events.



Membership continues to increase with people bringing in new ideas which have resulted in us providing our most varied and diverse schedule of activities to date. We have continued with our Café, IT sessions, Arts & Crafts and Exercise classes and via consultation with members, we have introduced Line Dancing, Reminiscence, History and Bowling, all of which have been a huge success. Members have facilitated classes and raised funds to purchase equipment and materials.

Once every month we have scheduled outings and excursions, visiting The Kelpies, Edinburgh, Troon and Pitlochry (to name but a few), providing more than 2500 places in total. Our themed Centre-based parties have seen as many as 70 - 100 members participating in fancy dress for Halloween, glam for Little Black Dress and bright and colourful for our summer party (in November!).

We have built on our valuable working relationships with partners such as Age Scotland, Glasgow University, Energy Advice and local Emergency Services to provide activities and advice to all members, and will continue to do so over the coming months as our community continues to develop.

Our Centre is unique in what it does and delivers: a one stop shop for independent older adults focusing on improving health and wellbeing. Through a great deal of hard work and enthusiasm, we provide a fun and friendly environment, aimed at enhancing the lives of the elderly.

I would like to thank the Chair, Trustees, staff, volunteers, funders and partners who offer their continued support to make this happen.

Melanie O'Donnell
Manager
The Senior Centre

HISTORY AND PURPOSE OF THE SENIOR CENTRE

In 1986, three local women, Margaret Sloan, Cathy McDonald and Celia McQuade, led a movement to find a place for older Castlemilk residents to get together for a cup of tea. They obtained premises in a disused Council office at 59 Dougrie Drive and went on to build an organisation run by volunteers. Margaret Urquhart managed the Centre for 21 years before Melanie O'Donnell took over the reins as Manager eight years ago.

The Castlemilk Pensioners' Action Centre gradually developed, extended its activities and became a Charity, ultimately changing its name to The Senior Centre. It is a vibrant community project that focuses on the physical and mental wellbeing of older people, with an emphasis on somewhere to go, something to do and someone to do it with. People are 'Members' not 'service users' and they have six places as elected representatives on the Board of Trustees, alongside six non-members appointed by the Board. The Senior Centre retains its charitable status as a Scottish Charitable Incorporated Organisation (SCIO).

The formal constitutional purposes of The Senior Centre are:

- The provision of recreational facilities, or the organisation of recreational activities, with the object of improving the conditions of life for the older residents of Castlemilk and its environs ("the Operating Area");
- The relief of those older residents of the Operating Area, in need by reason of age, ill-health, disability, financial hardship or other disadvantage.
- The advancement of education and training of those older residents of the Operating Area particularly in connection with such skills as will promote personal development.

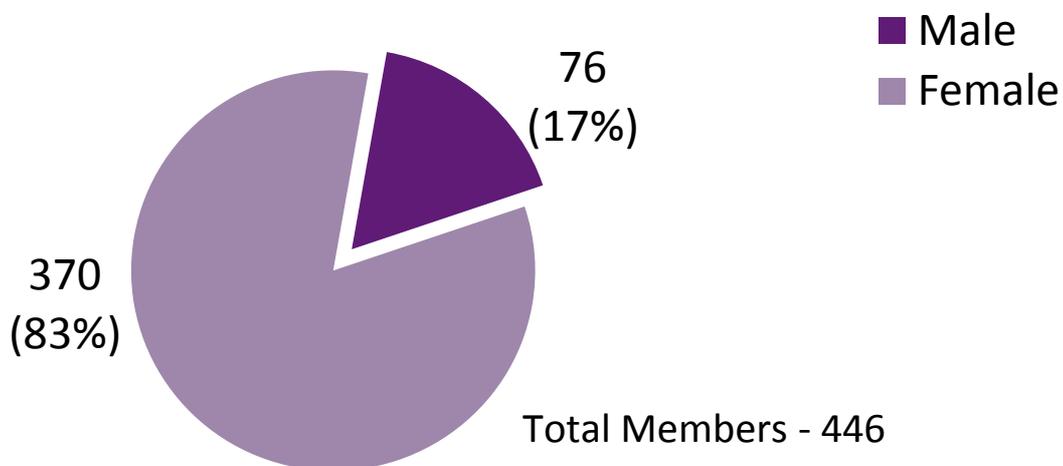
This dovetails with Scottish Government policy as laid out in 'Reshaping Care for Older People: A Programme for Change 2011 – 2021', e.g. pensioner networks of community groups, self-help and action/activity groups.

MEMBERSHIP

Membership has more than doubled since moving into the new premises. At its peak it was 446 members, and the Board briefly had to put a limit of 400 on the numbers for practical and safety reasons. Fortunately there is no longer a waiting list and applications to join should be made in person at the main desk. Anyone who is aged 55 or over and living around Castlemilk can join on the payment of a small annual fee.

Although the Board has to sign off all applications for membership within this age group and locality there are no specific exclusion criteria and we follow an Equal Opportunity policy. It should be noted, however that we are a recreational facility and not a care agency. We shall attempt, if possible, to meet all people's recreational needs, regardless of disability and this must be discussed with the manager on an individual basis.

Membership by gender - April 2015 - April 2016



Although there are more women than men, the proportion of men is actually higher (at about one fifth) when compared to similar Voluntary groups. The Senior Centre has a policy of actively encouraging men to join, through the use of male-oriented recruitment drives and activities.

The following is a case study of one of our male members and how The Senior Centre has helped him over the period of approximately six months.

CASE STUDY

November 2015

"Before joining the centre I didn't go out much at all. I did visit the old centre with my wife once for lunch but felt I was still too young to join up. When the new place opened my wife convinced me to come up.

"What convinced me were the people and the staff, they were all so friendly. I love to travel and the centre has a list of planned events. I have put my name down for a few."

January 2016

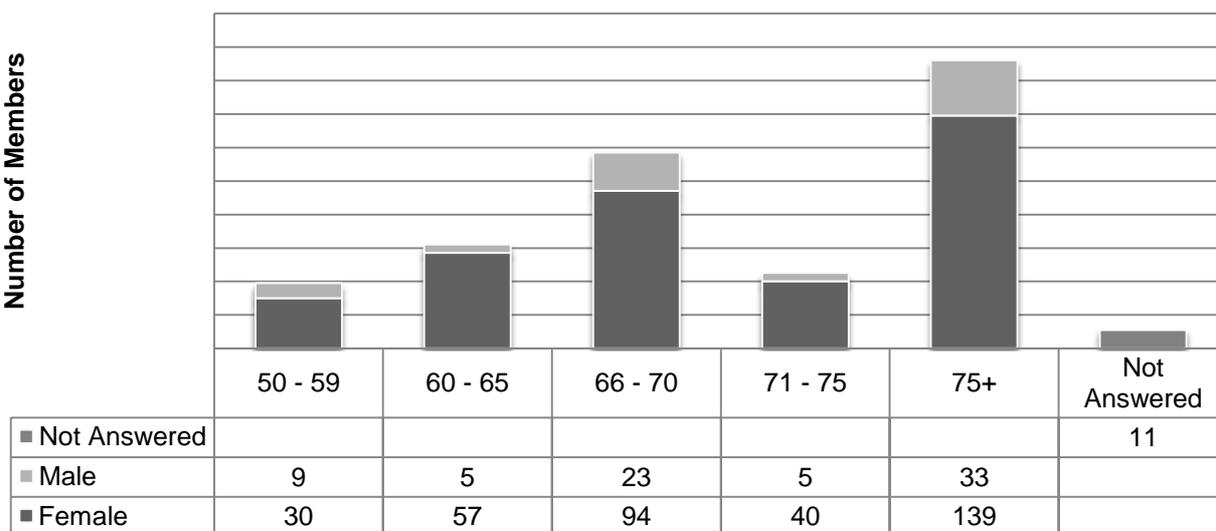
"I tried the computer class and the tutor in there was good at showing me how to do stuff. I went to one theatre trip in particular and it was a men's only night out. It was a great night; I don't have a lot of male companionship so it was good to be out with the boys."

March 2016

"Staff encouraged me to play a bit of pool and I'll join in the dominoes tournament when it starts. In the next few months I will probably spend more of my time in the games room with the men. Even if it is just to watch TV it is good to have the company. I just think it's a fantastic facility for what we pay each year. I really think there should be more places like this, if I didn't have this place to come to it would be a great loss to me. I've met loads of new people since coming here and I like to come and meet up with some of my new friends at lunch time."

Members by Age Group & Gender

Number of Members



Ages of members

The largest age-group of members is 75+. This is encouraging because this is a more vulnerable age-group for reasons of possible ill-health and loneliness following bereavement. The fact that the full age range of our members covers forty years ensures that there is a good mix of ages and activities, with something for everyone. This could also cross family generations with people becoming members alongside their parents. For example, we have a member who regularly uses the café and accesses other facilities within the centre, along with her mother.

TRIPS AND EVENTS OUTWITH THE CENTRE

Our dedicated Activities Organiser, Lainy, always made sure there was something going on. From a long weekend in Ireland, an evening at the theatre, lunch and sightseeing in South Queensferry or a minibus run for some sun and ice cream at Loch Lomond there was always something different to choose from. In total £5000 was paid for transport and £8760 in trips and events in 2015 – 2016.

The total amount of members attending each type of trip from April 2015 to March 2016 were as follows -

Event Type	Number of Events	Event Places
Excursion	16	1242
Party	8	699
Theatre Trip	11	283
Mystery Tour	20	300
Total	55	2524

‘Mystery Tours’ were smaller trips made by the Centre’s accessible minibuses throughout the year for our members. The Art and History classes often visited sites of interest and historical importance, allowing them to build upon the education gained through the classes.

These trips did not include the outings our members with mobility needs made. This included shopping trips to stores and shopping centres across the city. This would add around 150 places.

Date	Excursion	Party	Theatre Trip	Mystery Tour
April 2015	Angus Hotel, Blairgowrie (2 nights)		Dance Til Dawn	Glasgow Necropolis
	The Kelpies (Day)			Glasgow Cathedral
May 2015	Titan Crane, Shipyards & Fish Tea	Centre Party		Provan Hall
		Centre Party		Lambhill Stables
				Drumpellier Loch
June 2015	High Tea, New Lanark		Calamity Jane	House of an Art Lover
			Puttin' on the Ritz	Glasgow City Chambers
July 2015	Lunch & Party at Old Loans Inn, Troon	Centre Party		Govan Shipyards
	Waverley, Glasgow - Dunoon			Hogganfield Loch
August 2015	High Tea & sightseeing, Peebles		Touchin' Cloth	Burrell Collection
			Love Me Tender	Provand's Lordship
			Singin' In The Rain	
September 2015	3 days - Letterkenny, Ireland (40x3)			Police Museum
	Barrowlands, Glasgow			People's Palace
				Stewartfield Loch
October 2015	Scotland Street School	Halloween Party	Memories	Kelvingrove Museum
			Hell's Hunners	
November 2015	Mercure, Edinburgh		I'm No A Billy	Transport Museum
			Sister Act	Gurdwara
December 2015	Blackpool Christmas Shopper (4 nights)	Christmas Party	Snow White	Xmas Lights, George Sq.
		Xmas dinner week - FREE		
		New Year Party		
January 2016	The Kelpies (Night)			Scotland St. School
February 2016	Wild Cabaret	Valentine's Party		Greenlee's Windfarm
March 2016	King Robert Hotel, Stirling	St. Patrick's Party		

ACTIVITIES & RESOURCES WITHIN THE CENTRE

The Senior Centre's full and varied activity schedule enabled various classes and events throughout the year, from arts & crafts to history and St. Patrick's Day parties. In 2015-16, the Big Lottery contributed £3,840 towards tuition and the Centre's own income generation covered all other costs including the tutor for the reminiscence class.

Café



Tommy runs The Senior Centre café; he and all of the kitchen staff have training in health & safety, allergens and food handling.

The Café is the hub of the Centre and opens from 10am – 3pm (2pm on a Friday) serving breakfast, lunch and snacks. Up to 100 meals were served every day at a subsidised price to members - £3.00 for soup and a main meal, or for a full breakfast. Filled rolls and toasties start from £1.50. A satisfaction questionnaire showed that members were satisfied with nutritional value the choice, value for money, cleanliness and service. Take-away food is provided to some external local organisations under agreement, but the general public cannot use this facility.

The aim of the Café is not just to provide a filling and nutritious meal but also to create a relaxed and friendly environment for our members to socialise in, chat and learn what activities are planned.

From the 14th to the 18th of December 2015, the Centre made available a free Christmas dinner to members.

Arts & Crafts



There were two classes every week, accommodating 15+ people. Activities included painting, crafts and mosaics. The sessions were run by our art tutor, Pam.

Bingo



Over 50 members attended the bingo each week. Organisation of this was in the hands of staff member, Louise and volunteer, Christine.

Computer Class



Our staff member Christine taught the computer class twice a week. This proved popular with approximately 10 – 15 people attending each day. Members could arrange an hour of one-on-one tuition or simply drop in for help or to use the computers and their own devices such as mobile phones and tablets. Feedback from members was positive regarding the computer class, particularly due to having a staff member on site to help colleagues and members.

The IT Room was updated in association with Kelvin College who donated all of the equipment. In addition, we are now part of their Learning Network and have access to online training courses, software and skills development.

Carpet Bowls

This year saw the introduction of the Carpet Bowls activity. Led by our members, Margaret Harvey and Bill Smith, demand for this has grown throughout the year and now has 15 members regularly attending.

Line Dancing

Run by Helen and Ellen, the line dancing class was also popular with ten members attending weekly.

Games Room



The Games Room, particularly popular with the men, is another to socialise in. Whether it's relaxing with the paper, watching the football or competing in a dominoes or pool tournament – organised and held regularly – there was always something going on. Our staff member, Andy, helped coordinate and run these competitions. These were male, female or mixed doubles competitions and winners received a trophy and a prize.

Knitting Group



The member led knitting group met in the Library and members can drop in throughout the day. In addition to having fun and developing their skills, they have produced scarves, Christmas decorations, baby sets and blankets which they sold to replenish their materials and supplies.

History

The History class was taught by a Glasgow University student, Adam, and covered many topics, including the World Wars and many others. Occasionally, the class would cover local topics which would be followed by a visit to a relevant place of interest in the City e.g. Glasgow Cathedral.

Exercise

The exercise class was run by instructor, Sharon, and was well attended with approximately 12 members regularly participating in sessions including aerobics and Zumba.

Reminiscence



A successful class was run again this year, led by Dan from The Village Storytelling Centre. There was a block of male sessions, a block of female sessions and a block of mixed sessions. Twenty members took part.

CASE STUDY

"I joined the class out of curiosity. Each week, we'd start off with an icebreaker. This would be something like a quiz or a game. It took me back to my childhood.

"When the block of classes ended, we started holding our own sessions in the centre and we'd each take turns to pick a subject for the group, then start and support a discussion."

"The reminiscence class has allowed me to make new friends as it's a good way to get to know people, relax and have a good chinwag."

Parties



Parties were a popular event throughout the year and 699 members attended the eight that were held. Members paid £5 per ticket which funded the entertainment and food for the event. On party days, singing, dancing and games are all part of the fun.

Most parties in the centre are themed, with events like a Beach Party, Black & White Ball, Halloween Party, Valentine's Day and the Christmas Party.

We also marked St. Andrew's Day and Robbie Burns Day by serving up some Scottish dishes.



ADDITIONAL OPPORTUNITIES

Podiatry

Cameron Stewart of Stewart & Smith Podiatry attended the centre every second Wednesday and provided foot care services at a reduced cost.

Life Link counseling

Members were able to refer themselves for appointments. The service is free.

Beauty therapies

Tracy, our beauty therapist, attended the Centre every second Wednesday (depending on demand and on alternate weeks from the podiatry service). Tracy provided massages, waxing and tinting at a reduced cost.

Information Sessions 2015-16

- Money Matters from Scotcash
- Scottish Fire Brigade and Rescue
- Diabetes Awareness (NHS)
- Home Energy Scotland
- Police Scotland
- Smoking Cessation (NHS)
- Local Councillors

THE BOARD OF TRUSTEES



L to R: Margaret Millmaker (Treasurer), Agnes Reilly (Trustee), Drina Anderson (Trustee), Val Kennedy (Secretary), Bill Smith (Trustee) and Sandra Grant (Chair)

Unfortunately this year we lost two Trustees, one through long-term illness and one who sadly passed away. As the number of Trustees can go up to six elected from the membership plus six appointed by the Board, we urgently need to recruit more people with the skills, motivation and energy to join us. Training will be given. In the first instance please talk to Melanie O'Donnell or Dr. Sandra Grant.

STAFF



Melanie O'Donnell
(Manager – F/T)



Lainy Drew
(Activities Organiser – F/T)



Tommy Dobson
(Café Supervisor – F/T)



Andy Blacker
(Driver/Caretaker – F/T)



John Morton
(Driver/Caretaker – F/T)



Louise Courtney
(Project Assistant – P/T)



Sadie Dobson
(Café Assistant – F/T)



Jean Gaffney
(Project Assistant – P/T)

VOLUNTEERS

The centre depends on the commitment of its volunteers who contribute to the running of the organisation. Throughout 2015-16, over 40 people (both members and non-members) offered their time helping serving meals, manning the reception desk, assisting in the kitchen and the running of activities.



TREASURER'S REPORT

Planning for 2015-16 was extremely difficult because of uncertainty, until the last minute, about the degree of cuts due to the current economic situation. Much time was spent planning contingencies for significant underfunding, which included possible redundancies and reducing services. Fortunately we managed to secure sufficient funding to continue our activities for another year.

Due to a great deal of effort, 2015-16 was an excellent year with grants received from seven separate funding streams outwith our own income generation activities.

£261,293 was our total income for this year. £52,669 (20%) generated by in-house via Café income, memberships and other activities such as raffles, tombola, classes etc. This is an outstanding achievement with all members, staff and volunteers being praised for their commitment to generating funds and contributing to the success of their Centre.

It is essential we continue with our own fundraising activities to ensure we build up our required reserves fund which will be allocated to contingencies such as repairs & maintenance/redundancies etc.

Our finances are closely monitored with income and expenditure discussed and authorised at each monthly Board Meeting and Gillespie & Anderson, Chartered Accountants compiling our end of year accounts as required by the Office of the Scottish Charity Regulator (OSCR).

STATEMENT OF ACCOUNTS

INCOME 2015-16

FUNDER	AMOUNT	ALLOCATION
GCC	85687	SALARIES & RUNNING COSTS
BIG LOTTERY	55050	SALARIES & ACTIVITIES
VOLUNTARY ACTION FUND	11000	SALARIES
THE ROBERTSONS TRUST	13500	SALARIES
WINDFARM TRUST (CCCWT)	5000	ACTIVITIES
LOCAL AREA GRANT	2410	REMINISCENCE CLASS
SMALL GRANTS	1150	ACTIVITIES
ACTIVITIES/EVENTS	30045	ACTIVITIES
CAFE TAKINGS	43756	SALARIES & RUNNING COSTS
ROOM HIRE	3640	RUNNING COSTS
INHOUSE FUNDRAISING	5273	RUNNING COSTS
MEMBERSHIPS	4700	RUNNING COSTS
ACCOUNT INTEREST	82	
TOTAL	261293	

EXPENDITURE 2015-16 (with comparison from year 14-15)

YEAR 2014 - 2015		YEAR 2015 - 2016	
UTILITIES (Heat/Light/Tel)	18770	UTILITIES (Heat/Light/Tel)	22539
POST/STATION	2010	POST/STATION	885
REPAIR/MAINT	4423	REPAIR/MAINT *(Incl. £8275 depreciation value)	11404*
INSURANCE	2610	INSURANCE	1711
PROFESSIONAL FEES (Accounts/Payroll/Legal)	4149	PROFESSIONAL FEES (Accounts/Payroll/Legal)	5842
MEMBER ACTIVITIES	46251	MEMBER ACTIVITIES	45643
CAFE	30742	CAFE	21408
CLEANING	1987	CLEANING	2920
TRANSPORT	861	TRANSPORT	0
SALARIES	148555	SALARIES	153123
COMPUTERS	350	COMPUTERS	350
OTHERS (Petty cash etc.)	6612	OTHERS (Petty cash etc.)	4283
TOTAL	267320	TOTAL	270108

Copy of full accounts available on request.

WHAT NEXT?

We shall continue to serve the older people in Castlemilk by providing opportunities to socialise, be entertained, remain physically active, continue learning and - last but not least - eat good food. We shall build on our expertise and reputation in order to develop and expand our activities in the coming year. As always this shall be guided by the needs and wishes of our Members. The Senior Centre does not exist in isolation and another major focus will be on establishing links and building networks and partnerships with organisations that have similar goals.

Our current success would not have been possible without the continuing financial support from a range of funders, large and small, for which we are very grateful.

The Senior Centre is funded in part by the following organisations –

