

## Supporting older people at home

objective set last year	progress
Expand our Meals on Wheels service.	<b>Not met</b> We did not open any new Meals on Wheels projects in Wales.
Develop 22 new services supporting older people at home.	<b>Part-met</b> Eight new Good Neighbours projects in the UK, none of which were in Wales. But we secured funding and set-up a new Good Neighbours service in Newport, South Wales which will start operating in 2007.

## Supporting older people in the community

objective set last year	progress
Expand the activities at 40 lunch clubs, converting them into social centres.	<p><b>Exceeded</b></p> <p>Total of 139 social centres developed in the past year, of these 46 were in Wales. Most have been expanded from pre-existing lunch clubs.</p>
Develop at least two new community focal points.	<p><b>Not met</b></p> <p>We did not develop any new community focal points during 2006-7 in Wales.</p>

## Supporting older people in hospital

objective set last year	progress
<p>Refurbish/upgrade 30 shops and cafés.</p>	<p><b>Part met</b> 25 refurbished in the UK; two major refurbishments in Wales planned for last year have been delayed because the hospitals were not ready for us to complete, these are likely to take place in 2007-8. In addition seven shops and cafés were re-branded in Wales.</p>
<p>Improve our food and drink range in hospital cafés.</p>	<p><b>Met</b> We have introduced more healthy options during this year to most cafés and shops, including fresh fruit, which is sourced locally where possible.</p>
<p>Continue to increase surpluses in our hospital projects and consequently increase our level of gifting back to hospitals.</p>	<p><b>Met</b> £5.6 turnover this year against £5.3m last year (five per cent increase).  We gifted more than £342,000 back to hospitals in Wales to improve facilities and care for patients (£75,000 more than last year or an 28 per cent increase).</p>
<p>Develop a range of new services to support older people and visitors to hospital.</p> <p>In Wales:</p> <ul style="list-style-type: none"> <li>– two new shops/cafés</li> <li>– one hospital support service</li> </ul>	<p><b>Part met</b> New WRVS information desk at Ysbyty Gwynedd.</p>

## Supporting communities affected by emergencies

objective set last year	progress
<p>Respond effectively to call-outs and stand-bys; working with local authorities and other agencies to provide the support people need.</p>	<p><b>Met</b>            We responded to six call-outs and were put on stand-by six times.</p> <p>23 WRVS volunteers supported 204 people caught up in those emergencies.</p>
<p>To maintain WRVS involvement in a range of emergency exercises and community events to maintain training and readiness, and to generate income that supports our emergency response work.</p>	<p><b>Met</b>            130 WRVS volunteers took part in 13 exercises and events in Wales.</p>
<p>To improve the training programme provided to volunteers; and market our rest centre training to other organisations.</p>	<p><b>Met</b>            Our training programme was revamped and 100 Welsh volunteers received training during 2006-7.</p>
<p>To improve the ratio of income : direct costs on emergency response to 70 per cent by 2009-10.</p>	<p><b>On track</b>            We increased the ratio of income : direct costs from 59 per cent to 62 per cent during 2006-7.</p>