



BALLINASLOE SOCIAL SERVICES LTD

ANNUAL REPORTS 2020/21

www.ballinasloesocialservices.ie



BALLINASLOE SOCIAL SERVICES LTD (BSS)

VISION

BSS aims to improve the quality of life for the elderly, physically disabled, children and people in need in Ballinasloe and the surrounding areas by assisting and promoting existing social services and identifying new areas of need in order to respond to them.

MISSION STATEMENT FOR DAY CARE CENTRE

Ballinasloe Social Services Day Care Service is committed to promoting the independence of our clients, personally, psychologically, socially and spiritually and we advocate continuous quality improvements of their lives to the fullest extent possible. Staff and volunteers aim to deliver services in a person-centred way, designed to promote the health and well-being of people in their care.

MISSION STATEMENT FOR MEALS ON WHEELS

Ballinasloe Meals on Wheels service aims to support older people to continue living in their own communities by providing nutritious meals that are delivered to their homes.

MISSION STATEMENT FOR CHILDCARE FACILITY

The Social Services Pre-School and Therapeutic Learning Centre are committed to helping children of all abilities to develop independence, confidence and self-esteem allowing them to work towards their own individual potential, which we hope will prepare them to enter mainstream education, giving equal partnership with their peers.

We encourage parents to become more involved with their child's education, recognising their child's strengths and supporting the challenging aspect of educational growth.

We provide a model of service which identifies developmental concerns at an early stage thereby allowing preventative measures to be taken against later difficulties

INDEX

Organisational Structure	1
Chairperson's Report	3
Social Services	5
Day Centre	7
Meals on Wheels	9
Preschool	10
Therapeutic Learning Centre	11
Balance Sheet 2020	
Profit & Loss Account 2020	

ORGANISATIONAL STRUCTURE

Ballinasloe Social Services is a Company Limited by Guarantee. It is managed by a Board of 12 people, of which 6 are Company Directors, with the day to day running being delegated to the Manager of the organisation. Board meetings take place once per month (excluding July and August)

Sub-committees exist under the following headings: Governance/Strategy, Audit, Vetting, Staff

The composition of the Board is as follows:

CHAIRPERSON:

Regina Power – Regina is a Ballinasloe native and a National School teacher and has been a member of the Board since 2009. She is a Company Director and has been Chairperson since 2019. (10/10 meetings attended in 2020)

VICE-CHAIRPERSON:

Annette Lynagh – Annette is a native of Cork and has lived in Ballinasloe for over 45 years. Her professional background is in education as a Home Economics teacher and she is a member of the Board for over 20 years. She has been Chairperson for two periods from 1998 – 2000 and 2012 – 2016. Annette is a Company Director, a member of the Vetting and Governance/Strategy sub-committees. (9/10 meetings attended in 2020)

TREASURER:

Jenny O'Sullivan – Jenny is originally from Mayo and has lived in Ballinasloe for over 40 years. Her professional expertise comes from the banking sector and she has been a member of the Ballinasloe Social Services Board since 2003. Jenny is Company Treasurer, chair of the Audit sub-committee and a member of the Governance/Strategy sub-committee. She is also a volunteer in our Day Services (9/10 meetings attended in 2020)

COMPANY SECRETARY:

Michael Lally – Michael is a long-standing member of the Board who became involved in the services in 1980 and was Chairperson for the period 1984 –1986. He is a retired Secondary School teacher and qualified Counsellor. He is a member of the Vetting and Staff sub-committees. He is Company Secretary (8/10 meetings attended in 2020)

BOARD MEMBERS:

Padraig O'Ceithearnaigh – Padraig is from Ballinasloe and has been involved in the Irish language all his life in the areas of teaching, youth and community development and finally as Assistant Director of Comhdháil Náisiunta na Gaeilge, the umbrella body of Irish Language voluntary organisations. He is now retired and has been a Board member since 2012. He is a Company Director and a member of the Governance/Strategy sub-committee. He served as Chairperson from 2017 – 2019 (7/10 meetings attended in 2020)

Ann Kenny – Ann is a native of Ballygar and a retired Public Health Nurse, having been based in Ballinasloe for most of her professional life. She is a member of the Board since 1976 and was Chairperson from 1993 - 1996. (3/10 meetings attended in 2020)

Margaret Oliver – Margaret is a retired National School teacher and has been a Board member since 2005. She is a Company Director and also a volunteer in our Day Centre.(4/10 meetings attended in 2020)

Stephen Kerr – Stephen is a native of Clones, Co. Monaghan and a former Bank Manager, who has lived in Ballinasloe since 1993. He joined the Board in 2016 and is a member of the Audit sub-committee. (10/10 meetings attended in 2020)

Janice O'Grady - Hailing from Carrick on Shannon in Co. Leitrim, Janice came to Portiuncula in Ballinasloe as a student nurse in 1995. She has spent her career here with the exception of a brief stint in Tullamore in the late 90's. The opportunity to return to Portiuncula and her marriage followed in 2002, and she now has four children. She is very involved in many aspects of the local community including Ballinasloe Social Services, Gaelic Games and East Galway and Midlands Cancer Support Centre. Janice joined the Board in 2019. (5/10 meetings attended in 2020)

Catherine Colleran – Catherine lives in Aughrim, where she grew up and went to school. In the late 80's, she moved to London where she worked as an Office Admin and PA. She and her husband moved back to Enfield, Co. Meath in 1996 and in 2007, along with their son, they moved back to Aughrim. She works as an Office Admin. She is a member of Garbally Parents Association, where she helps out with fundraising and is involved with Aughrim Foroige. She is also involved in local GAA and rugby. She joined the Board of Ballinasloe Social Services in 2019. (8/10 meetings attended in 2020)

Chairperson's Report

When I wrote my report this time last year, there was an air of hope in the country. Our Taoiseach, Micheál Martin announced the easing of Covid restrictions to commence in early December and vaccines were in the pipeline. However this was shortlived, as the country was back into lockdown by Christmas Eve. Despite a very challenging year for everyone, the needs of the service users of Ballinasloe Social Services, both young and old, were catered for as much as possible within government guidelines. We can thank the wonderful staff of Ballinasloe Social Services for their resilience and dedication throughout the year under the stewardship of our diligent manager Teresa Coughlan.

The 4th of October 2021 was a very significant day in the history of Ballinasloe Social Services. After 18 months closure, due to Covid restrictions, the Day Care Centre doors were reopened. Service users and volunteers were welcomed back with open arms and virtual hugs! The sounds of laughter and chat over cups of tea are back in our centre in Brackernagh! Despite the centre being closed for such a long period the bond between the elderly clients and Ballinasloe Social Services was not broken. The staff of the Day Care Centre cannot be thanked enough for their commitment and diligence in maintaining contact with all the service users during a very difficult period. Hampers, art packs, food parcels and cards were distributed to all the users. Contact with the service users, was also maintained through regular phone calls, window/garden visits and home visits when Public Health guidelines allowed. There is no doubt that the lives of our service users were enhanced by this tremendous work. A special thanks to Anne Marie Moran and Nora Callaghy for overseeing the safe reopening of the Day Care service as we wait for the appointment of a Day Care manager. During our negotiations with the HSE for the filling of the previous "HSE Nurse" post, we were informed that the model of Day Care Centres is transitioning from a Medical Model to a Social Model. I have no doubt that the needs of our clients will be looked after under this new model. I thank the HSE for their annual funding and support in the provision of services for older people.

It was another exceptionally busy year for the Meals on Wheels service. Throughout the year meals were provided on a seven day week basis. The Meals on Wheels team worked all Bank Holidays and staggered their summer holidays so as the service was unbroken. A very special thanks to Kay Cunningham and her team for their incredible dedication to such a vital service. Once again the visit to the homes proved as vital to the Meals in Wheels clients as the nutritious meal delivered. Many thanks to all who assisted Kay in delivering the meals during the times it was not possible for our volunteers to assist.

To Elaine Murphy and her staff of the Pre-school and Therapeutic Learning Centre I would like to say thank you very much on a job very well done over the last year. The services for the young children in our community were restricted to vulnerable children and the children of Health care workers in the early part of the year but opened to all later. Elaine and her team have shown great commitment to the young children during a very difficult time. I thank Tusla and HSE for their support in our childcare services

I would like to thank our local Vincent de Paul committee, most sincerely, for securing funding for Ballinasloe Social Services through the Maureen O'Connell Fund. The fruits of this funding can be seen

today in our recently refurbished and modernised kitchen. It is a kitchen we can all be proud of and will serve the clients of Ballinasloe Social Services for many years to come. Well done Teresa on overseeing this project. Also gratitude continues to be expressed to the Mercy Sisters for their support of our services.

I wish to thank my fellow Board members for their dedication to Ballinasloe Social Services. The contributions of each member is very valued. We are all now proficient users of 'Zoom' but are looking forward to when the 'face-to-face' will once again be the norm.

Our wonderful volunteers in the Day Care Centre and Meals and Wheels services were not able to help out as much as they did pre Covid. We know they have missed this and we look forward to their safe return during the coming year. Down through the years the help of volunteers has been invaluable and a cornerstone in the successful running of services.

The services of Ballinasloe Social Services are vital to our town today more so than ever. Social isolation and loneliness are recognised to have serious consequences for the longevity, health and well-being of all especially older people. The pandemic has exasperated this worldwide problem. Thankfully the reopening of our Day Centre and the continuing provision of the Meals and Wheels and early childhood services will tackle this problem.

I am proud to be associated with such a wonderful organisation and such a dedicated group of people. My wish for the coming year is that Ballinasloe Social Services will be able to serve our community, without restrictions, and that young and old will reap the benefits.

Regina Power
Chairperson
November 2021

SOCIAL SERVICES

2021 began in the same way as 2020 ended, with the pandemic dictating every facet of our lives. However, we achieved our goal of helping as many people as possible and we wish to thank everyone who helped us fulfil this aim through their kindness and generosity.

We continue to be deeply indebted to the Mercy Sisters for their generous support throughout the years and to other local organisations and individuals for their support and assistance. Our gratitude is also extended to Alkermes, Creagh I.C.A., Cllr Evelyn Parsons, Kellers, St. Vincent de Paul, Ard Scoil Mhuire, Michael & Mary Mullins, Joseph Bergin, the Courts Service, Eamon Carroll, Tesco, the Heagney family and many, many more for their donations and support

Our total budget for 2020 was €446,926 broken down as follows:

Statutory Bodies:	80%
Service Charges:	9%
Fundraising & Donations:	11%

We gratefully received funding from HSE under the Section 39 grant, which enabled us, along with limited fundraising, reduced service charges and generous donations, to continue providing services, albeit in different forms, to our elderly citizens.

We continued to receive funding from Tusla to provide Early Intervention Services in our TLC, for which we are grateful.

We say thank you to Galway Co Co and Galway Rural Development for their grant aid during the year, to cope with the added challenges that the pandemic brought. Also, we were fortunate to receive grants from Community Foundation of Ireland to update our website and purchase some new digital equipment. We also received funding from them to distribute fliers in the area highlighting our Meals on Wheels service

We had our Golf Classic on the June Bank Holiday Monday, after a break last year due to COVID. This was an astounding success, with fantastic support from golfers and the public alike. Thanks also to Ballinasloe Golf Club for the use of the facility.

We also thank everyone who supported our Membership scheme during the year.

Manual Handling and Fire Safety courses were updated for employees and I thank Martin McDonald of GRD for his assistance in providing the courses online.

Portiuncula continued to rent our Day and Dining Rooms, while our Day Centre was closed and we thank everyone involved in this venture.

New policies were devised and existing policies updated as required during the year.

The **Audit Sub-Committee** performed an internal audit in November, to which they testified that all financial procedures are being adhered to. Thanks were expressed to our Auditors, Duffy, Burke & Co, and our accountants, Fred Beckwith & Co, for their assistance in this area. The Company AGM was held on 8th September, where the Audited Accounts were signed off.

The **Staffing Sub-Committee** met on a regular basis during the year to deal with various staff related issues. We continue to avail of the Employment Wage Subsidy Scheme for our pre-school employees.

The Charities Regulator Annual Report was submitted online in October 2021.

I wish to express my gratitude to Chairperson Regina Power and Vice-Chairperson Annette Lynagh for their assistance and to the Social Services Committee for its continued support.

I said goodbye to Jenny Callaghan whose time came to an end on the Community Employment Scheme and thank her for her work with me in the office in the past 3 years. In her place, I welcomed Janet Mulligan who now works in the office with me. Thanks to Patricia Tierney, Training for Employment, for her assistance in this ongoing placement.

Finally, thanks to all my work colleagues, members, volunteers, service users and Social Services' supporters for your assistance during the past year.

Teresa Coughlan,
Manager

DAY CENTRE

Our Day Centre remained closed until October, when we were delighted to re-open our doors. We started small and offered 1 day per week to our existing clients. We have since expanded to take some new referrals and increasing the days offered to some of our clients. We now provide, as we did pre-COVID, a home away from home environment, supporting those who attend and facilitating them to live independently in their own homes within the wider community and to provide a little respite for the carer.

While we were closed in 2021, we provided 125 house visits (when Public Health Guidelines allowed) and 90 phone calls. We also sent birthday cards, Valentine cards, Easter cards, art packs and food parcels during this time. We availed of a "Keep Well" grant from Galway County Council to distribute some goodies to our clients at Christmas time.

During the closure, we availed of the opportunity to re-furbish our kitchen and it is now at the standard of a professional kitchen. Once again, we thank St. Vincent de Paul for their substantial financial contribution towards this project, the balance being made up from previous years' St. Brigid's Crosses campaigns by Creagh National School. We also thank VDP for purchasing a new electric cooker for the kitchen and Alkermes for making the adaptations necessary to this equipment. We were able to purchase a new gas oven, thanks to a grant from GRD. So it was a real team effort in getting this kitchen up to its current high standard!

We conducted negotiations with the HSE regarding the replacement of a nurse which they had provided to us since 1987. We were informed that day care centres are now run on a social, rather than a medical model and for that reason, they would not be providing us with a nurse in the future. Going forward, the HSE has approved funding to us to employ a Day Care Manager. Thanks to Senator Aisling Dolan for her input in these negotiations.

We thank nurses, Anne Marie Moran and Nora Callaghy, for stepping into the breach and acting as Day Care Manager until the position is filled, This enabled us to re-open on 4th October.

Thanks also goes to our Bus Driver/Caretaker, Mary Egan, who was re-deployed to our Meals on Wheels service for meal delivery, along with house visits and general caretaking duties during lockdown. She has now resumed her driving duties and we all look forward to the arrival of our new bus, courtesy of a Clár grant. We ordered it last March but due to global influences, it has taken longer than we anticipated to arrive but hopefully, we will have it soon! Thanks to Anne Tully and Kevin Curley, our Transport Assistants for their work on the bus and in the centre.

Thank you to Diana Walsh for her work in the pandemic, keeping the centre clean, fresh and sanitised. She has now resumed her duties in the kitchen as food handler and is continuing in

maintaining the premises in clean, fresh and sanitised manner. Thanks also to Barbara Connolly for her input in keeping the Centre clean and sanitised.

Thanks to our Community Employment supervisors who enable us avail of CE schemes to provide the day care service.

When we re-opened, Kay Cunningham and her team in Meals on Wheels resumed the provision of hearty and nutritious meals that are enjoyed by the clients each day.

Art packs were distributed in May and classes were held in the Centre in October/November, which everyone enjoyed. Thanks to GRETB for its financial support in this venture and to art teacher, Lily Kelly

We increased security in the Centre during the year, with the erection of a new gate and security lighting at the back of the premises.

After the unprecedented closure of our Day Care Centre for 18 months, we look forward to going from strength to strength in 2022.

Teresa Coughlan,
Manager

MEALS ON WHEELS

The areas we deliver to are from Ahascragh in the north to Laurencetown in the south, across to Cappatagle and Mullagh in the east, up to Kilconnell and Fohenagh, Birchgrove, Moore and Togher and anywhere within this catchment area.

The aim of the service is to support independent living through nutritional and social support. Referrals come mainly from PHNs, health care professionals in the acute setting, older people and family members.

I wish to thank all our volunteer drivers, who have now re-commenced their work in delivering meals to our elderly clients. They are a vital cog in the wheel for this service.

As a result of Covid 19, we increased our service to 7 days from 5 per week. New recipients came on board, as a result of the closure of the day centre and people being in lockdown. We were delivering to 68 clients at its busiest during the year.

I wish to thank the Ireland Funds for a grant of €5,000 towards a new cooker, to Irish Rural Link for a grant of €1,562 for kitchen equipment and to Ballinasloe Credit Union for its financial support during the year.

As a result of a grant from Community Foundation of Ireland, last March we distributed fliers highlighting the service in the area

A kind citizen made up 10 flower arrangements for distribution to our clients, which we did at Easter. Thanks to her!

I express my gratitude to Mary and Martina for their invaluable work in the kitchen. Thanks to everybody in the nearby Fas Centre, for his assistance and support throughout the year. Also, a big thank you goes to Mary Egan, who was re-deployed from the Day Centre at the start of the Covid crises. She has now resumed work with the Day Centre.

We are participants in the Food Cloud and FEAD programmes. I wish to thank Alan, Manager in the Food Depot for their assistance and support in this project. We distribute food parcels to all our elderly clients along with the families of the Social Services pre-school.

We wish to thank Fr. John Garvey, for his support in the use of the Social Centre's facilities.

*Kay Cunningham,
MOW Co-Ordinator.*

PRE-SCHOOL 2020-2021

The pre-school welcomed back 22 children in the morning and 14 children in the afternoon in September 2020.

Our 2 staff members, Fiona and Claudia, returned after the summer break, along with Jessica, a third year student, returning for the fourth time.

It was an apprehensive and anxious period for all of us, because of Covid. The organising and staggering of times for dropping off and collecting children and following the Government's and school's protocols was challenging. Cleaning and sterilising all equipment used by both sessions was necessary as we were working with young, vulnerable children. Programmes within the curriculum needed constant dialog, ensuring the children's education was given priority. I'm sad to say that the parents did miss their involvement within the school year but the children's attendance was excellent and Covid stayed away. Thanks to the parents for their efforts in this!

Halloween was enjoyed with a "dress-up" on the catwalk, followed by a party.

Christmas was supported by Ard Scoil Mhuire's fundraising for presents for the children. Family Support Worker, Emmett, came as Santa to give the children their presents.

We thank Galway Rural Development who funded new equipment, replacing equipment used in the Toy Library and adding a new slide to the garden.

Thank you to Kay and here Meals on Wheels team for including our families in the FEAD programme.

With lockdown re-introduced after Christmas, we opened for one session a day supporting 17 children. Again it was a difficult time for everyone. Thank you to the staff and parents for making it possible. Paul Kelly, Family Support Manager, and Lillian Stanley, BIT Psychologist, were available by phone to discuss any staff concerns.

Parents continued to protect the school by adhering to Government guidelines.

Thank you to Mary and Jack for ensuring the school building was maintained in good order.

In May, the Tusla Inspector visited for the day, giving a "compliant" on all aspect of the working of the school.

Groups fully re-opened after Easter with a new staff member, Helena, covering for Claudia who was on work placement in the local National School. Both Claudia and Fiona finished with us at the end of June to pursue other career choices. I would like to thank both of them for their time with us and in particular, their commitment in keeping the school open during the recent difficult times.

Vincent de Paul funded all our food for school lunches during the year. This is much appreciated and we thank them most sincerely.

The ECCE programme closed at the end of June and presents were donated by Accessibility Ballinasloe. Our gratitude to them for this.

Finally, I would like to thank Teresa and the committee for their care, understanding, commitment and assistance over the past year towards the school, staff and myself.

*Elaine Murphy,
Childcare Manager.*

THERAPEUTIC LEARNING CENTRE (TLC) 2021

January 2021 started with lockdown, due to Covid 19. However, the Government issued guidelines for services to open, supporting vulnerable families and children. The TLC invited 15 families to avail of a group session 4 mornings per week from January to the beginning of March. Attendance was logged and closed monitored, maintaining close contact with parents and Tusla referral agents.

Individual sessions also commenced for families who needed extra support and coaching.

Supervision was maintained with Paul Kelly, Family Support Manager, for the families receiving this service.

Tusla funded the July groups. We ran 2 groups per day for 4 days per week for 5 weeks, catering for 25 families, bringing fun, education, arts and crafts alongside team development and preparing some children for National School.

From September to December, the TLC has continued to work with individual families and also supporting vulnerable families within the pre-school. Contact with parents has been extremely important. Parenting is challenging and Covid 19 adds more stress. Parents choose to work with us in this voluntary setting, which, in itself, shows commitment and caring for their children.

I would like to thank Family Support Social Workers for their careful, appropriate referrals and the time and effort to follow up on their families.

I would also like to thank Susan Forde for her commitment towards the funding of the project within the TLC year. Without it, we could not bring smiles and happiness to the faces of our vulnerable families for precious, brief moments.

*Elaine Murphy,
TLC Leader.*

Ballinasloe Social Services Company Limited By Guarantee

Balance sheet
As at 31 December 2020

	Note	2020 €	€	2019 €	€
Fixed assets					
Tangible assets	11	<u>242,612</u>		<u>253,414</u>	
			242,612		253,414
Current assets					
Debtors	12	1,887		1,591	
Cash at bank and in hand		<u>131,834</u>		<u>34,564</u>	
		133,721		36,155	
Creditors: amounts falling due within one year	14	<u>(24,507)</u>		<u>(18,374)</u>	
Net current assets			109,214		17,781
Total assets less current liabilities			<u>351,826</u>		<u>271,195</u>
Creditors: amounts falling due after more than one year	15		(71,934)		(46,357)
Net assets			<u>279,892</u>		<u>224,838</u>
Capital and reserves					
Revaluation reserve	17		51,049		51,049
Profit and loss account	17		<u>228,843</u>		<u>173,789</u>
Members funds			<u>279,892</u>		<u>224,838</u>

These financial statements were approved by the board of directors on 8 September 2021 and signed on behalf of the board by:

Regina Power
Regina Power
Director

J P O'Sullivan
Jane P. O'Sullivan
Director

Ballinasloe Social Services Company Limited By Guarantee

**Detailed profit and loss account
Financial year ended 31 December 2020**

	2020	2019
	€	€
Turnover	5,435	22,106
Fund Raising	10,600	4,075
Income from House	26,270	20,695
Donations	3,805	4,705
Membership	2,019	9,913
Miscellaneous income	39,537	-
TWSS	12,115	-
EWSS	400	1,460
Preschool Fees	14,206	-
DCYA Covid Payments	3,935	26,752
Day Care Income	34,662	39,294
MOW Income	5,000	-
Jobs Plus	157,984	129,000
	<hr/>	<hr/>
Gross profit	157,984	129,000
	<hr/>	<hr/>
Gross profit percentage	100.0%	100.0%
Overheads		
Administrative expenses	(39,536)	-
TWSS	(77,794)	(94,587)
Preschool Wages	(11,969)	(25,948)
Transport Wages	543	(6,621)
Transport Expenses	(46,520)	(56,143)
Administration Wages	(5,250)	(4,163)
Administration Expenses	(28,426)	(51,858)
Day Care Wages	(2,676)	(4,230)
Day Care Expenses	(6,583)	(6,540)
Insurance	(4,302)	(3,597)
Playschool Expenses	(8,472)	(8,676)
Light and heat	(67,822)	(56,023)
Meals on Wheels Wages	(16,201)	(31,259)
Meals on Wheels Expenses	(27,763)	-
MOW - Covid Stability Scheme	(7,014)	(9,116)
Repairs and Maintenance	(3,839)	(4,366)
Telephone	(8,252)	(8,157)
Therapeutic Wages	(5,460)	(5,375)
Legal and professional	(1,053)	(1,619)
Audit	(650)	(682)
Bank Charges	(11,071)	(12,117)
Sundry Expenses	(9,604)	(9,604)
Depreciation of buildings	(2,158)	(2,038)
Depreciation on fixtures & fittings	-	(3,400)
Depreciation on Motor Vehicles	-	-
	<hr/>	<hr/>
	(391,872)	(406,119)

Ballinasloe Social Services Company Limited By Guarantee

Detailed profit and loss account (continued)
Financial year ended 31 December 2020

	2020	2019
	€	€
Other operating income	131,000	131,000
HSE Grant - Section 39	75,086	101,187
Early Childhood Care and Education Grant	9,500	9,500
Tusla Grant - Section 10	2,015	5,448
Community Childcare Subvention Grant	9,068	14,703
Department of Children- Access and Inclusion Model	6,429	12,179
Government Grants Amortised	-	1,500
Lottery Grants	521	1,500
Parents Support Champion Grant	4,000	-
GRD Covid Grant	5,450	-
GCC Covid/CEP Grants	36,856	-
Pobal Stability Fund Grant	2,000	-
CFI Covid Grant	2,517	-
National Childcare Scheme	4,500	-
Early Years Scheme Grants	<u>288,942</u>	<u>277,017</u>
Operating profit/(loss)	55,054	(102)
Operating profit/(loss) percentage	34.8%	0.1%
Profit/(loss) before taxation	<u>55,054</u>	<u>(102)</u>