



*Group Report
of the Trustees and
Consolidated Financial Statements*

Year Ended 31 March 2020



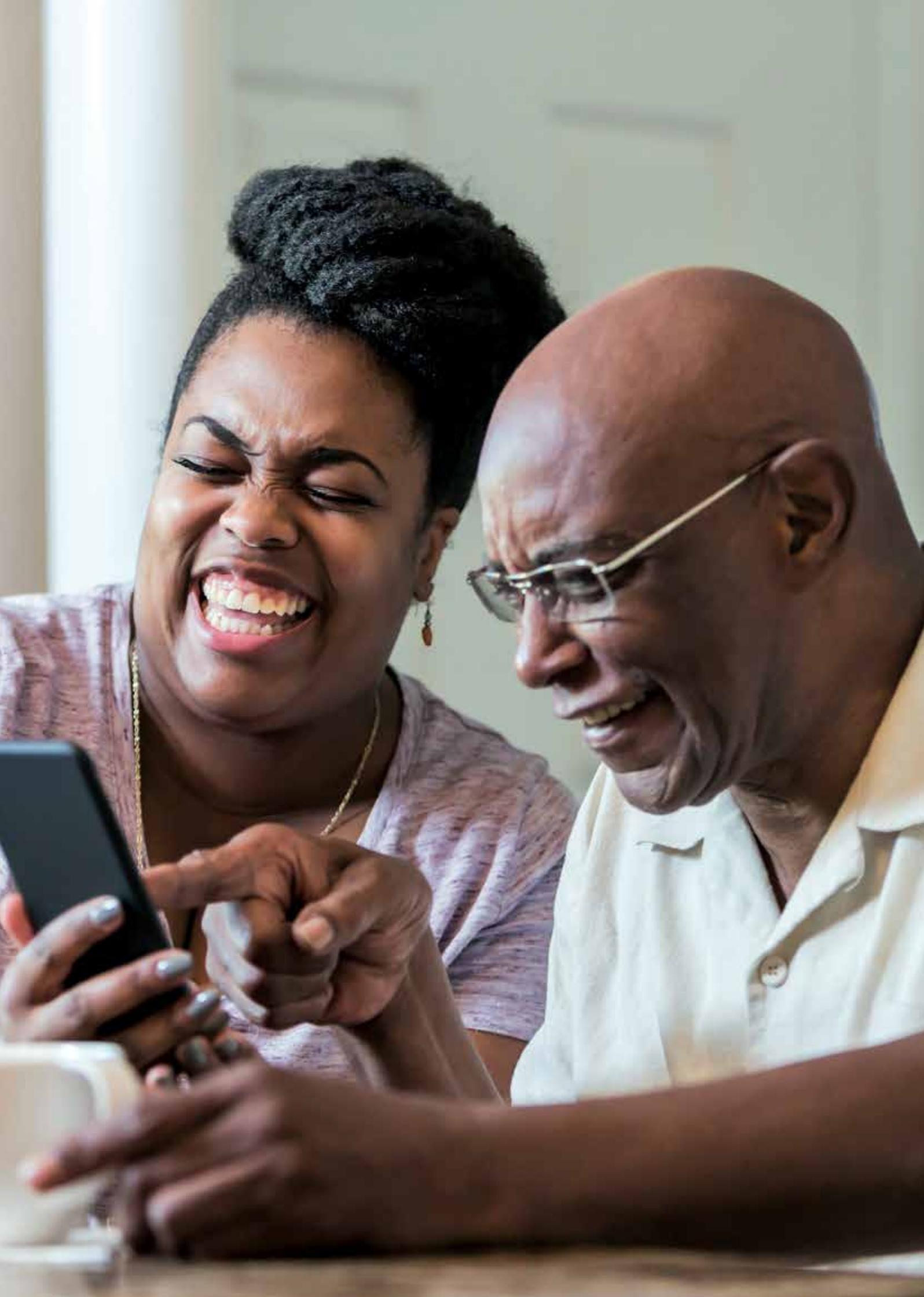
Contents

Page Contents

3	Summary
5	Group Report of the Trustees
18	Independent Auditor's Report
22	Consolidated Statement of Financial Activities
23	Statement of Financial Activities (Charity)
24	Consolidated Balance Sheet
25	Balance Sheet (Charity)
26	Statement of Cash Flows
28	Notes to the Financial Statements

Age Cymru Gwent Group Report of Trustees
and Consolidated Financial Statements
Year Ended 31st March 2020

Registered Charity No: 1155903



Summary

Before summarising the details contained in this annual report for 2019-2020 I would like to focus on the impact that the COVID-19 pandemic has had on the Charity since the early months of 2020. The pandemic impacted on all our lives and changed the way in which the Charity was able to deliver essential services to older people.

In March 2020 once the severity of the pandemic became clear the first priority of the Charity was for the health and safety of both its staff and service users. In line with the government guidance office bases were closed and staff had to adapt quickly to a new way of working. Spare rooms and kitchens became office spaces and additional IT equipment was sourced to enable staff to work remotely. Normal support services were suspended and risk assessments were carried out to determine the activities which would be safe to continue. Our usual face-to-face services were unable to continue as these would have put staff and service users at risk. After considering the needs of our client group it was agreed that the urgent demands were for practical support such as shopping and for emotional support, especially for those without family networks. In response to this a free shopping service was set up quickly and in conjunction with our national partner Age Cymru our staff and volunteers also offered a 'Check in and Chat' service. Calls were made either daily or every few days to provide support to those most in need. Both of these services proved to be crucial in supporting the older population who were most at risk from the virus. We have also continued to deliver an essential welfare benefit service via telephone ensuring that older people did not miss out on the benefits to which they were entitled.

Funders of our services were extremely supportive and understood that we were not always able to deliver the services outlined in our contracts and SLA's but were happy

to continue funding provided we were able to demonstrate that our adapted services were delivered as part of the COVID-19 effort. We were also successful in securing additional funding via a number of sources including the WCVA, Moondance Foundation and through the Age UK fundraising appeal. This additional income enabled the Charity to continue to deliver the new support services and provide essential PPE to ensure our staff were protected in line with current guidance. This has also offset some of the loss of income from our paid for services, Choices and Later Life Planning, which were suspended during the first six months of the pandemic. Fortunately the Charity was in the position of having healthy reserves and this unprecedented situation brought home the importance of this, both in terms of avoiding cash-flow problems but also in terms of being able to use some of these reserves to continue to deliver essential support. It is anticipated that some of these reserves will be used during 2020-21 whilst we continue to respond to a changing situation likely to last throughout the year.

During these unprecedented times the Charity has demonstrated its ability to respond and to adapt and this is largely due to the incredible efforts of our staff and volunteers in ensuring that older people received help and support when they needed it most. My heartfelt thanks go to all of those who helped to make this possible.

In summarising the year of the annual report, 2019-2020, the accounts demonstrate that once again we have managed to reduce a predicted deficit budget significantly ending the year with an unrestricted deficit of £33,313.

This planned deficit includes the cost of restructuring the senior management team, addressing both succession planning and capacity issues.

Summary

Having taken several months to finalise the restructure it is now complete and starting to impact positively on the work of the Charity.

Once again we have delivered high quality services to 32,000 older people throughout the year and helped them to claim over £10m in annualised benefits. We have seen the commencement of some new services including a Later Life Planning Service, providing Will Writing and LPA completion, and a new Think Digital project funded by Santander via Age UK. We were delighted to be involved in the delivery of a programme of events for the Gwanwyn Project in Newport which were well attended and very successful.

After over 30 years of trading insurance and financial products through the Charity's wholly-owned subsidiary company Age Cymru Gwent Enterprises sadly we saw this come to an end during 2019-20.

This was largely due to the change in the way in which customers purchased the products which was moving more towards telephony or internet transactions.

We are very proud to have been awarded the Chwarae Teg Fairplay Employers Award demonstrating our commitment to supporting our workforce who are essential to the success of the Charity.

At the time of publishing this report we are still in the midst of a global pandemic and there is great uncertainty about how this will continue to impact on our services. The Trustees will constantly review any financial impact on the Charity and will take mitigating action if necessary to protect the organisation. They will also continue to monitor how we can deliver essential support and services whilst maintaining the safety of our staff and service users.

Once again I would like to thank everyone in the organisation for all they have done during the year under review, and since, in their efforts during the pandemic. Their hard work, loyalty and dedication to the delivery of services to older people is something they should be incredibly proud of.

Eileen Powell

Chief Executive Officer



Group Report of the Trustees

Chair's Introduction

As Chair of Age Cymru Gwent's Board of Trustees I am pleased to report that although it has been a challenging year we continue to adapt and grow. I would like to thank the senior management team, particularly Eileen Powell, our leader, for guiding us safely through this last year and the many changes we've experienced, not only as a result of the pandemic but also through the untimely and sad loss of two of our long serving trustees, Sue Gregory and Lyn James. We miss them both and feel very honoured to have benefited from their wise counsel over the years.

We are a very fortunate organisation and this has been apparent during 2020, as we have moved from face-to-face work to online working from home. This has been a fantastic achievement in such a short time. Those of us who are digitally challenged have made great leaps in learning new technologies in order to continue our work as a trusted organisation for the older people of Gwent. Thank you to all our staff and volunteers for being flexible, by accommodating our work in your homes whilst also juggling it with your family's needs. The COVID-19 experience has driven home to many of us how important we all are as individuals with our many roles; looking after our nearest and dearest, our next door neighbours, our colleagues and our communities. Many thanks also to you all for your hard work; and to those members of the public for their kind donations and generous provisions for us in the form of legacies.

One of the many things I've missed the most since we've been working remotely through this pandemic has been the ability to talk to many of our staff in person and make site visits. In the summer of 2019 I had the opportunity to visit the Lighthouse and the Gwanwyn Project at the Riverside Centre. This year, life has changed and I've been a member of the 'Check in and Chat' team, talking to a couple of ladies once a week whilst they've

been shielding. Even though we live many miles apart, we've shared many concerns, stories and even had a few laughs. Although these are two very different experiences, both have given me an insight into the needs of older people in Gwent and how we can work to help them overcome issues such as social isolation during a crisis.

At Age Cymru Gwent we are very proud of the services we deliver. However, we believe that older people will want different experiences and services in the future because of their changing circumstances. That is why as trustees we are planning to work with our staff and members of the public to develop a forum. A virtual place initially where we can come together and discuss what older people believe they will need from us as an organisation in the future. Thanks must go to our Vice Chair who will be leading this work, to our staff and to members of the public who will be involved.

Whilst Age Cymru Gwent makes a valuable contribution as a single organisation in Wales, our continued work with our many partners including Age Cymru and Age UK provides us with opportunities to influence the wider issues which affect the lives of older people. This is even more important now as many older people are very concerned or even confused about COVID-19 restrictions and their impact on their personal well-being. It's important for us to remember that by working together we can all make a difference by helping older people gain access to the latest and accurate information and to make informed choices as we hopefully all return to 'normal' living in our communities. On behalf of the Board of Trustees I would like to thank our staff and volunteers once again for all their hard work and dedication during this difficult time. Thank you also to my fellow trustees for all their support and guidance throughout the year.

Professor Carolyn Wallace
Chair

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity and its subsidiary for the year ending 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Age Cymru Gwent is a charitable incorporated organisation, registered with the Charity Commission on 1 April 2014, registered charity number 1155903.

Objectives and Activities

The purpose of the charity is to provide services and support to older people in the boroughs of Blaenau Gwent, Caerphilly and Torfaen, the city of Newport and the county borough of Monmouthshire.

In order to achieve this the charity aims to:

- To be seen as experts in issues affecting older people;
 - To provide quality services which meet the needs of older people as they define them;
 - To listen to the views of older people and ensure that they are communicated;
 - To ensure that the Charity observes the principles of dignity and respect in all that it does and to promote these values to the wider community;
- To be proactive in securing the optimum level of resources (financial, staff and volunteers) and to ensure that they are used efficiently and effectively;
 - To monitor and evaluate changes in society as they affect older people and to react accordingly.

The success of these activities will be measured by monitoring, recording and analysing outcomes for service users and by evaluating service user satisfaction using a variety of different tools.

In order to deliver high quality services to older people the charity is dependent upon the continued hard work and commitment of a team of over 80 volunteers. Their work ranges from dealing with enquiries in the Information Service; working as Robin Ward volunteers in hospitals; assisting at lunch and activity clubs; delivering digital sessions; visiting isolated people in their own homes; and providing administrative support to a number of different services. The Trustees wish to thank them all for their loyal support and service.

In setting its objectives for the year 2019/20 the Board of Trustees highlighted the following:

- I. To continue to strengthen Age Cymru Gwent as an organisation by raising our profile and being an employer of choice.
- II. To continue as a voice for older people.
- III. To develop our paid for services to support older people in their own homes.
- IV. To develop our work in collaboration with other organisations wherever appropriate.
- V. To develop a new Strategic Plan in consultation with staff.
- VI. To explore a range of funding opportunities.

Public Benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees have considered how planned activities will contribute to the aims and objectives they have set.

Thus, the charity, in satisfying its constitutional objectives, achieves public benefit by:

- I. the provision of direct care and support to older people within the area of benefit.
- II. working in partnership with the statutory sector at both strategic and operational levels on issues relating to the lives of older people.
- III. acting as a public advocate on behalf of older people.

The geographical area of benefit covered by the charity is defined by the unitary authority areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen. In addition to working with the local authorities, the charity works with the Aneurin Bevan Health Board.

Achievements and Performance

How Objectives Were Met

The charity audited its services using a variety of means including contract monitoring by funding authorities, formal staff supervision and annual reviews, staff training programmes and service user satisfaction surveys and interviews. All contractual requirements were met and with a high level of service users satisfaction. The charity continues to review and monitor the services to ensure that they deliver the highest standard of care and support possible and some services are subject to external audit or inspection.

The charity delivered services to over 32,000 older people throughout Gwent via a wide range of services. The provision of welfare benefit checks and assistance in completing application forms helped older people claim over £10 million in annualised benefits.

The organisation continues to raise its profile through the use of social media, fundraising events and attendance at older peoples' events. Through working with Chwarae Teg the organisation is very proud to have been awarded the Fairplay Employer Award which recognises that the charity follows best practice by supporting and valuing equality and diversity in the workforce.

We have continued to work closely with other organisations including our national partner, Age Cymru and other brand partners, and with the Older People's Commissioner for Wales to influence the policies and strategies which affect the lives of older people. On an individual level all of our services, and in particular our Advocacy Services, helped older people to have their voice heard.

During the year a new paid for service, Later Life Planning, was developed offering both Will Writing and Lasting Power of Attorney registration. Although Choices Services continued to be delivered to a high standard there is still scope to expand this further. A new business plan will be produced to identify how best to develop the service in the future.

Although we have not had any formal collaborations during the year we continue to work together with other organisations and individual services wherever possible. We continue to explore opportunities for formal collaborations where appropriate.

Through consultation with staff and other stakeholders a new five year Strategic Plan was developed and approved by the Trustees in March 2020 for the period 2020-2025.

Opportunities for securing funding from other sources have been explored during the year. These resulted in the setting up of the new Later Life Planning Service and in delivering the Gwanwyn Project in Gwent. In addition we secured funding for a new Digital project via Age UK.

Activities:

The charity provided its main portfolio of services as listed:

Hospital Discharge: providing practical support to older people leaving hospital and at memory clinics across Gwent. The service is provided in Newport, Caerphilly, Blaenau Gwent, Torfaen and Monmouthshire.

Respite Care Service: providing flexible, practical and personal care to older people at home to enable their carers to take a break. Periods of respite care are varied and tailored to the individual's needs.

Blaenau Gwent Carers Project: offers confidential advice and information to carers aged 18 or over. Advice may be given on benefits, care assessments and respite options. Special events for carers are organised throughout the year.

Social Activity Clubs: a range of clubs operate in Monmouthshire and Caerphilly providing an opportunity for older people to socialise and take part in activities.

Information and Advice Service: provides up to date information and advice on a wide range of topics including: benefits, housing, health and residential care to anyone aged 50+ living in the Gwent area.

Advocacy Services: provides a range of services, in a variety of settings, such as care homes, hospitals or in the community, which enable people's voices to be heard.

Connect Gwent: as part of the team at the Victim Hub the service helps to ensure older victims of crime and those at risk of crime are supported inside and outside of the criminal justice process.

Robins Ward Volunteer Service: Robins are ward volunteers who undertake activities, such as hair and nail care, assisting patients at meal times including feeding, chatting and reading to patients, letter writing and assisting with phone calls. They also provide a 'Meet and Greet' service and support staff in the MAU and A&E Departments.

Housing Support Service - Caerphilly: providing a signposting service for older people in Caerphilly ensuring that they are referred to the most appropriate organisation to help them with their individual needs.

Choices Home Support Service: Choices is a domiciliary service, providing a wide range of paid for support services for people over 50 living in Newport, Caerphilly, Blaenau Gwent and Monmouthshire. Services include gardening, domestic cleaning, shopping, odd jobs and nail cutting.

The Older Persons Integrated Care Pathway: this innovative service works within selected GP practices and the Frailty Team in Newport to identify older people who are invited to participate in the project.

Digital Inclusion Service: this service offers support either in a group setting or to individuals to learn about information technology and the use of iPads, tablet computers, laptops, and mobile phones.

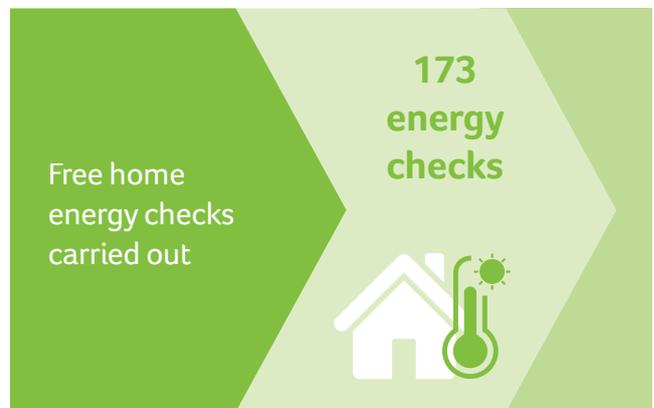
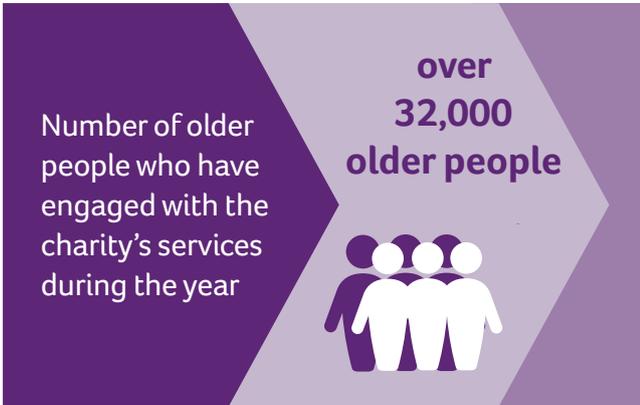
Later Life Goals: this project provides support to older people who are experiencing a significant life event such as a bereavement, relationship breakdown, ill health or a change in financial circumstances.

Lighthouse 55+: this service provides housing related support to people aged 55+ living in Newport who are experiencing difficulties of a housing nature.

Age Cymru Gwent Enterprises: offers insurance and other products designed for the over 50's. Net profits from the sale of these products and services goes to support the organisation's local charitable work.

Later Life Planning Service: This paid for service offers Will Writing and Lasting Power of Attorney completion and registration. This enables older people to plan for later life.





Financial Review

For the financial year 2019/20 the group expended £1,529,514 an increase of £106,637 compared to the previous year.

For the financial year under consideration, the Board approved a deficit budget of £150,291 in order to meet its objectives; this figure included costs agreed to implement the new management structure. As part of the legacy expenditure plan funding was agreed to support admin for both the Robins and fundraising activities. This was together with expenditure of funding received in the previous year for use in 2019/20.

Due to securing additional funding/services during the year a number of budget revisions were prepared and approved during the year. As the Consolidated Statement of Financial Activities demonstrates the group ended the year with a deficit of £15,067 of which £33,313 related to unrestricted funds.

The final outturn is due in part to the receipt of income from legacies of £64,253 during the year which had not been foreseen or forecast.

The Finance Committee has continued to exercise detailed scrutiny of the charity's resources on a quarterly basis. In addition the management accounts are scrutinised monthly by senior management.

Many of the charity's activities during the year were funded by means of contracts or service level agreements and its major partners are listed on the next page. In addition, it derived further income from its trading company, donations, legacies, fundraising and grants.

Reserves Policy

The trustees agreed the level of reserves be set at £500,000 of which £200,000 is restricted and £300,000 unrestricted funds. This was agreed as an appropriate amount to ensure the avoidance of cash flow problems; to enable the effective management of any variations in funding levels; and to fulfil the charity's obligations in the event of closure. For the year 2019/20, the requirements of the reserves policy were met in full. In view of the current climate and uncertainty of some ongoing contracts the Trustees agreed it was prudent to hold some additional reserves in the short term to deal with any unexpected loss of income. The free reserves of the group at the year end totalled £623,956.

As at April 2019 the Charity's reserves exceeded the figure set and the Board of Trustees therefore agreed plans for the expenditure of legacy funds in keeping with the Charity's objectives. It was agreed that resources would be made available for restructuring the senior management team which would strengthen the organisation and address succession planning for the future. In addition resources would be available to further improve information technology used in the organisation.

Plans for Future Periods

During the year the organisation produced a new five year Strategic Plan for 2020-2025 which identifies the delivery of high quality services and support as the main focus of the charity. The development of new services to meet the changing needs of older people and the further development of our paid for services are two specific areas of priority. In addition the plan confirms the intention to encourage and support the greater use of technology both within the organisation and by older people. It is also the intention of the charity to establish a forum through which we can consult with older people on what they need and how we are doing in responding, or planning to respond, to them. We will also explore ways to improve our visibility across the range of services we deliver.

In setting out its intentions for the year, the Board is once again mindful of the potential challenges posed by the general economic situation. For 2020/21 the Board has agreed the following:

Aim for 2020/21

To continue to provide and develop innovative and high quality services commensurate with the needs of older people and expand service activities where appropriate.

Objectives

- I. To develop a marketing strategy aimed at raising the profile of Age Cymru Gwent.
- II. To create a consultative forum of older people across Gwent. Engage with the forum on a quarterly basis.
- III. To produce a Business Plan to develop Choices Services. Monitor and continue to develop the Later Life Planning Service.
- IV. To develop our work in collaboration with other organisations wherever possible.

- V. To deliver against the Strategic Plan 2020-2025.
- VI. To review current funding contracts and expand the range of funding.
- VII. To engage older people with digital technology through the Think Digital Project.

Since the approval of the new five year Strategic Plan we have experienced a global pandemic which has severely impacted on the types of activities carried out by the charity. In order to ensure the safety of staff and service users the charity will continue to observe all government guidance and to adapt service delivery wherever possible to continue to support older people.

Structure, Governance and Management

As of 1st April 2014 the unincorporated charity Age Cymru Gwent, charity number 701834, transferred all its assets, liabilities, contracts and activities to the newly formed charitable incorporated organisation Age Cymru Gwent, charity number 1155903.

The charity is constituted by means of a Charity Commission 'Foundation' Model Constitution.

The Board of Trustees comprises eight members, together with an independently elected Chair. The Board may additionally co-opt up to three members without voting rights. Members of the Board are elected by the Membership annually in thirds. The Chair is elected annually by the Membership. New trustees are appointed by election when a vacancy arises, any newly appointed trustees taking a vacated position in the electoral cycle.

All trustees are familiarised with the workings of the charity prior to appointment.

On appointment, the Chief Executive Officer takes responsibility for providing a more detailed induction to the charity and equips the new trustee with relevant documentation, including Age Cymru Gwent's Staff and Trustee policies and appropriate Charity Commission publications.

The Board of Age Cymru Gwent is a non-executive body, delegating day-to-day management of the charity to the Chief Executive Officer. Its role is to establish the strategic direction of the organisation, to set appropriate policies in order to meet the objectives of the charity and to exercise scrutiny of performance and the managerial function. There are two standing committees of the Board; a Human Resources Committee and a Finance Committee, both of which report directly to the Board. The Board of Trustees meets six times annually, together with an Annual General Meeting, normally held in the autumn. Committees meet quarterly.

All trustees serve on at least one of the Committees. The Treasurer chairs the Finance Committee as of right.

The Honorary Officers are briefed on a bi-monthly basis by the Chief Executive Officer. Whilst this meeting has no executive authority it allows supervision of the work of the Chief Executive Officer to take place and for the Chief Executive Officer to seek guidance with regard to specific issues. Issues raised at briefing meetings are reported annually to the Board for information.

The staff of Age Cymru Gwent are organised in a formal line management structure, thus allowing a mode of communication and support to all levels of the organisation.

The trustees consider the Chief Executive Officer, Head of Central Services, Head of Contract Services and the Finance Manager comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. The pay and remuneration of the charity's key management personnel is set by benchmarking against comparable posts in similar organisations, the charity also considers local market conditions.



Risk Management

In addition to the production of a full risk register a risk report is presented to each Board meeting identifying the main risks affecting the organisation at that time. The trustees are satisfied that they are fully informed of risks to the charity and that appropriate policies and procedures are in place to mitigate against risk.

As the year under review came to an end the impact of the global pandemic posed the biggest risk to the charity. With the potential to impact on all aspects of our work and finances identifying the keys risks and actions to mitigate their impact was essential. The key risks identified were:

Risk	Details of Risk	Controls
Spread of COVID-19	The spread of the virus to staff, service users or the public could potentially be life threatening	Follow current government guidelines at all times. Carry out detailed risk assessments for all activities and take all necessary precautions including the use of appropriate PPE. Guidance on social distancing to be adhered to at all times. Where accessed by staff/public all office bases to be risk assessed and appropriate measures put in place to reduce the risk of infection.
Risk of financial difficulties due to COVID - 19	Loss of income from paid for services (Choices & Later Life Planning), fundraising or termination of contracts or SLAs	Discussions to be held with funders to agree alternate activities to be delivered during the pandemic. Reduce expenditure on Choices and LLP wherever possible. Look to secure additional COVID-19 related funding where appropriate. Monitor income and expenditure. Agree use of unrestricted reserves if necessary.
Reputational damage	Risk of reputational damage from failing to safeguard staff and service users during the pandemic. Negative publicity would result in a loss of confidence in the charity by the public and funders	Ensure all risks are identified, assessed and mitigated against wherever possible.
Lack of sufficient trustees	Insufficient trustees to ensure meetings are quorate and essential decisions can be made	Wherever possible ensure trustee succession planning is in place and recruitment of new trustees is effective and efficient.

Reference and Administrative Information

The Board of Trustees is elected annually in thirds and has legal responsibilities and duties under charity law.

Name

Age Cymru Gwent

Charity Registration number

1155903

The principal office of Age Cymru Gwent is

12 Baneswell Road
Newport

South Wales NP20 4BP

Tel: 01633 763330

Website: www.agecymrugwent.org

Trustees

Professor Carolyn Wallace (Chair)

Mr John Grimes (Vice Chair)

Mr Philip Brabon (Treasurer)

Mrs Susan Gregory - resigned 6/11/19

Mr Clifford Edwards

Mr William Clark

Mr Lyn James - deceased 7/5/20

Mrs Betsi Knight

Ms Sheridan Metheun - appointed 5/2/20

Honorary Life Vice-Presidents

Mr M Harbinson

Mr C Adlam

Mr A Reynolds

Mr J Frost

Mrs P Stock

Key Management Personnel

Chief Executive Officer

– Mrs Eileen Powell

Chief Executive Officer

– Mrs Anne Jones (retired June 2019)

Finance Manager

– Miss Laura Johansson

Head of Contract Services

– Mr Tony Husein

Head of Central Services

– Mrs Gail Gordon

Age Cymru Gwent provides services from six sites as shown below:

Panteg Hospital, Griffithstown

Nevill Hall Hospital, Abergavenny

Institute Buildings, Crumlin

St. Woolos Hospital, Newport

Baneswell Road, Newport

Beaumont House, Blackwood

Bankers

National Westminster Bank

High Street

Newport

South Wales NP20 1GG

Auditors

Azets Audit Services

Chartered Accountants & Statutory Auditors

Ty Derw, Lime Tree Court,

Cardiff Gate Business Park, CF23 8AB

Legal Advisors

Harding Evans Solicitors

2 North Street, Newport NP20 1TE

Geldards LLP

Dumfries House, Cardiff CF10 3ZF

Thomas Carroll Group Ltd

Pendragon House, Crescent Road,

Caerphilly CF83 1XX

Acknowledgements

Age Cymru Gwent gratefully acknowledges the support of its partners:-

Blaenau Gwent County Borough Council

Caerphilly County Borough Council

Torfaen County Borough Council

Monmouthshire County Council

Newport City Council

Blaenau Gwent ABUHB

Caerphilly ABUHB

Newport ABUHB

Monmouthshire ABUHB

Torfaen ABUHB

Wales Council for Voluntary Action

Aneurin Bevan Health Board

Gwent Police & Crime Commission

Age UK/Age Cymru/ Age Cymru Brand Partners.

Thank you also to all those who participated in fundraising activities throughout the year. The charity is indebted to the numerous personal donors who have given so generously over the year, and without whose support, our work would be considerably more difficult.

Related party transactions

The charity's wholly owned subsidiary trades out of offices held by Age Cymru Gwent.

See notes 12 and 21 of the Financial Statements for details of the transactions.

Responsibilities of the Trustees

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing these financial statements, the trustees are required to:

- **select** suitable accounting policies and then apply them consistently;
- **observe** the methods and principles in the Charities SORP;
- **make** judgments and accounting estimates that are reasonable and prudent;
- **state** whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- **prepare** the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed/constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure of information to Auditors

So far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware. Additionally, they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Signed by



Approved by the member of the Committee on 7th October 2020

Independent Auditor's Report

Opinion

We have audited the financial statements of Age Cymru Gwent (the 'parent charity') and its subsidiaries ('the group') for the year ended 31 March 2020 which comprise the consolidated and parent Statement of Financial Activities, the consolidated and parent Balance Sheet, the consolidated Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charity's affairs as at 31 March 2020 and of the group and charity's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions available for small entities, in the circumstances and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group and charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and charity and environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the group and the parent charity's trustees, as a body, in accordance with section 151 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the group and the parent charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the group and the parent charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

Chartered Accountants & Statutory Auditors
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
CF23 8AB



Date: 16th October 2020

Azets Audit Services is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.



Consolidated Statement of Financial Activities

Statement of Financial Activities - consolidated for the year ended 31 March 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Income and endowments from:					
Donations and legacies	3	69,935	195	70,130	32,631
Charitable activities	4	56,594	1,170,021	1,226,615	1,171,551
Other trading activities	5	200,286	12,315	212,601	235,327
Investments	6	629	-	629	376
Other	7	3,332	1,140	4,472	7,542
Total income and endowments		330,776	1,183,671	1,514,447	1,447,427
Expenditure on:					
Raising funds	8	530	-	530	1,026
Charitable activities	8	357,702	1,171,282	1,528,984	1,421,851
Total expenditure		358,232	1,171,282	1,529,514	1,422,877
Net income/ (expenditure)	9	(27,456)	12,389	(15,067)	24,550
Transfers between funds	17,18	(5,857)	5,857	-	-
Net movement in funds		(33,313)	18,246	(15,067)	24,550
Reconciliation of Funds					
Total funds brought forward	17,18	708,851	234,658	943,509	918,959
Total funds carried forward	18,19	675,538	252,904	928,442	943,509

The Statement of Financial Activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 28 to 52 form part of these financial statements

Statement of Financial Activities (Charity)

Statement of Financial Activities - charity only for the year ended 31 March 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Income and endowments from:					
Donations and legacies	3	70,585	195	70,780	43,616
Charitable activities	4	56,594	1,170,021	1,226,615	1,171,551
Other trading activities	5	149,987	12,315	162,302	158,765
Investments	6	629	-	629	360
Other	7	3,332	1,140	4,472	7,542
Total income and endowments		281,127	1,183,671	1,464,798	1,381,834
Expenditure on:					
Raising funds	8	530	-	530	1,026
Charitable activities	8	308,053	1,171,282	1,479,335	1,356,259
Total expenditure		308,583	1,171,282	1,479,865	1,357,285
Net income/ (expenditure)	9	(27,456)	12,389	(15,067)	24,549
Transfers between funds	17,18	(5,857)	5,857	-	-
Net movement in funds		(33,313)	18,246	(15,067)	24,549
Reconciliation of Funds					
Total funds brought forward	17,18	708,852	234,658	943,510	918,961
Total funds carried forward	18,19	675,539	252,904	928,443	943,510

The Statement of Financial Activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 28 to 52 form part of these financial statements

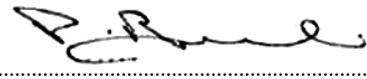
Consolidated Balance Sheet

Balance Sheet - consolidated as at 31 March 2020

	Note	2020 £	2020 £	2019 £	2019 £
Fixed assets:					
Tangible assets	13		59,495		15,288
Current assets:					
Debtors	14	450,763		359,549	
Cash at bank and in hand		561,721		722,691	
		1,012,484		1,082,240	
Liabilities:					
Creditors: Amounts falling due within one year	15	(101,681)		(101,353)	
Net current assets			910,803		980,887
Net assets less current liabilities			970,298		996,175
Creditors:					
Amounts falling due after more than one year	16		(41,856)		(52,666)
Net assets including pension liability			928,442		943,509
The funds of the charity:					
Restricted income funds	17		252,904		234,658
Unrestricted funds	18		726,749		770,975
Pension reserve	18		(51,211)		(62,124)
Total charity funds			928,442		943,509

These financial statements were approved by the Trustees on 7th October 2020 and are signed on their behalf by:

Trustee: 
 Professor Carolyn Wallace

Treasurer: 
 Mr Philip Brabon

The notes on pages 28 to 52 form part of these financial statements

Balance Sheet (Charity)

Balance Sheet - charity only as at 31 March 2020

	Note	2020 £	2020 £	2019 £	2019 £
Fixed assets:					
Tangible assets	13		59,495		15,288
Investments	12		2		2
			59,497		15,290
Current assets:					
Debtors	14	468,562		400,183	
Cash at bank and in hand		543,156		681,135	
		1,011,718		1,081,318	
Liabilities:					
Creditors: Amounts falling due within one year	15	(100,916)		(100,432)	
Net current assets			910,802		980,886
Net assets less current liabilities			970,299		996,176
Creditors:					
Amounts falling due after more than one year	16		(41,856)		(52,666)
Net assets including pension liability			928,443		943,510
The funds of the charity:					
Restricted income funds	17		252,904		234,658
Unrestricted funds	18		726,750		770,976
Pension reserve	18		(51,211)		(62,124)
Total charity funds			928,443		943,510

These financial statements were approved by the Trustees on 7th October 2020 and are signed on their behalf by:

Trustee: 
 Dr Carolyn Wallace

Treasurer: 
 Mr P Brabon

The notes on pages 28 to 52 form part of these financial statements

Statement of Cash Flows

Statement of Cash Flows - consolidated for the year ended 31 March 2020

	Note	2020 £	2019 £
Net cash provided by operating activities	23	(101,778)	(152,341)
Cash flows from investing activities:			
Dividends, interest and rents from investments	6	629	376
Proceeds from the sale of property, plant and equipment		2,000	-
Purchase of property, plant and equipment		(61,820)	-
Net cash provided by investing activities		(59,191)	376
Change in cash and cash equivalents in the reporting period		(160,969)	(151,965)
Cash and cash equivalents at the beginning of the reporting period		722,691	874,656
Cash and cash equivalents at the end of the reporting period	23	561,721	722,691

The notes on pages 28 to 52 form part of these financial statements





Notes to the Financial Statements

year ended 31 March 2020

1. Accounting Policies

Legal form and address

Age Cymru Gwent is a charitable incorporated organisation whose principal office is 12 Baneswell Road, Newport, Gwent, NP20 4BP.

Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

Group financial statements

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Age Cymru Gwent Enterprises Limited.

Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

The charity's unrestricted funds consist of resources, which may be used at the charity's discretion to fulfil the objectives of the charity.

Restricted funds represent income contributions which are restricted to a particular purpose and which have not been expended for that purpose by the end of the year.

Income recognition

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

No amounts are included in the financial statements for services and time donated by volunteers.

Interest on funds is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Trading company sales relate to the commission received for the provision of insurance information, arrangement of insurance policies and other financial products.

Client income is recognised in the period to which it relates with any amounts received in advance of the service being provided being deferred.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities.

Expenditure on charitable activities includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Expenditure incurred by the charity in the year has been split between restricted and unrestricted funds. Expenditure relating directly to a cost category has been charged to that account. Expenditure, which includes more than one cost category, has been apportioned on a reasonable, justifiable and consistent basis to the categories involved.

Fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses or in cases where fixed assets have been donated to the charity, at valuation at time of acquisition.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office equipment - 25% p.a. straight line basis

Vehicles - 17% p.a. straight line basis.

Investments

Investments relate to 100% of the share capital of the charity's wholly owned trading subsidiary and is recognised at cost.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

Employee Benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Pension

The company participates in a multi-employer pension scheme. The scheme is a defined benefit scheme in the UK; as it is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme it therefore has to account for the scheme as a defined contribution scheme. The amount recognised in the financial statements is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. See note 22 for further details.

Operating Leases

Rental charges are charged on a straight line basis over the term of the lease.

2. Critical accounting estimates and judgements

In the application of charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
Group				
Donations	5,682	195	5,877	7,804
Legacies	64,253	-	64,253	24,827
	69,935	195	70,130	32,631
Charity				
Donations	5,682	195	5,877	7,804
Legacies	64,253	-	64,253	24,827
Covenant- Age Cymru Gwent Enterprises	650	-	650	10,985
	70,585	195	70,780	43,616
Legacies were received from:				
Richard Willis	500			
Royston Huw Jones	3,420			
Ronald Hewertson	5,333			
Doreen Sylvia Prior	20,000			
Barbara Clara Malpass	10,000			
Maureen Bradley	25,000			
	64,253			

4. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
Group and charity				
Grants receivable	56,594	1,170,021	1,226,615	1,171,551
	56,594	1,170,021	1,226,615	1,171,551
Grants were received from:				
Blaenau Gwent County Borough Council	-	126,999	126,999	128,201
Caerphilly County Borough Council	-	86,595	86,595	181,195
Monmouthshire County Council	-	196,600	196,600	195,226
Newport City Council	-	384,757	384,757	213,290
Torfaen County Borough Council	-	45,667	45,667	25,667
Blaenau Gwent Locality	-	11,178	11,178	11,178
Newport Locality	-	163,170	163,170	-
Caerphilly Locality	-	71,289	71,289	71,289
Aneurin Bevan University Health Board	-	-	-	189,118
Age UK	56,594	65,016	121,610	137,637
Gwent Police & Crime Commissioner	-	18,750	18,750	18,750
	56,594	1,170,021	1,226,615	1,171,551

5. Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
Group				
Client income	143,133	12,315	155,448	156,011
Fundraising	6,854	-	6,854	2,754
Age Cymru Gwent Enterprises	50,299	-	50,299	76,562
	200,286	12,315	212,601	235,327
Charity				
Client income	143,133	12,315	155,448	156,011
Fundraising	6,854	-	6,854	2,754
	149,987	12,315	162,302	158,765

6. Income from investments

	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
Group				
Bank interest	629	-	629	376
	629	-	629	376
Charity				
Bank interest	629	-	629	360
	629	-	629	360

7. Income from other sources

	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
Group and charity				
Miscellaneous income	3,332	1,140	4,472	7,542
	3,332	1,140	4,472	7,542

8. Expenditure on charitable activities

	Charitable Activities £	Support Costs £	Governance £	Fund-raising £	Trading £	Total 2020 £	Total 2019 £
Group							
Staff costs	887,673	317,925	-	-	41,543	1,247,141	1,113,440
Travelling and subsistence	42,923	14,603	-	-	145	57,671	77,440
Recruitment	831	380	-	-	-	1,211	8,009
Rent, rates and room hire	13,344	24,574	-	-	506	38,424	46,396
Transport and minibus costs	3,058	1,910	-	-	-	4,968	5,956
Activities	2,435	145	-	-	-	2,580	3,599
Legal and professional	6,518	449	8,125	-	851	15,943	34,026
Sundry expenses	1,359	15,658	-	-	3,210	20,227	21,244
Depreciation	2,349	11,389	-	-	-	13,738	8,956
Telephone, postage and stationery	27,314	12,169	-	-	1,483	40,966	42,450
Advertising and publicity	2,136	864	-	-	-	3,000	2,620
Training	1,675	134	-	-	-	1,809	1,774
Insurance	1,853	1,473	-	-	100	3,426	5,918
Fundraising	-	-	-	530	-	530	1,026
Light and heat	1,290	5,611	-	-	-	6,901	5,462
Repairs and renewals	24,273	13,150	-	-	1,046	38,469	32,453
Irrecoverable VAT	24,617	-	-	-	-	24,617	12,108
Bad debt write off	6,018	-	-	-	-	6,018	-
Loss on disposal of fixed asset	1,875	-	-	-	-	1,875	-
	1,051,541	420,434	8,125	530	48,884	1,529,514	1,422,877

During the year the charity purchased insurance to protect the charity from losses arising from the neglect or defaults of its Trustees, employees or agents. The cost of this was included within the insurance charge.

8. Expenditure on charitable activities (continued)

	Charitable Activities £	Support Costs £	Governance £	Fund-raising £	Total 2020 £	Total 2019 £
Charity						
Staff costs	887,673	317,925	-	-	1,205,598	1,058,809
Travelling and subsistence	42,923	14,603	-	-	57,526	77,308
Recruitment	831	380	-	-	1,211	7,109
Rent, rates and room hire	13,344	24,574	-	-	37,918	41,636
Transport and minibus costs	3,058	1,910	-	-	4,968	5,956
Activities	2,435	145	-	-	2,580	3,599
Legal and professional	6,518	449	7,360	-	14,327	32,283
Sundry expenses	1,359	15,658	-	-	17,017	20,937
Depreciation	2,349	11,389	-	-	13,738	8,956
Telephone, postage and stationery	27,314	12,169	-	-	39,483	41,249
Advertising and publicity	2,136	864	-	-	3,000	2,620
Training	1,675	134	-	-	1,809	1,774
Insurance	1,853	1,473	-	-	3,326	5,586
Fundraising	-	-	-	530	530	1,026
Light and heat	1,290	5,611	-	-	6,901	4,951
Repairs and renewals	24,273	13,150	-	-	37,423	31,378
Irrecoverable VAT	24,617	-	-	-	24,617	12,108
Bad debt write off	6,018	-	-	-	6,018	-
Loss on disposal of fixed asset	1,875	-	-	-	1,875	-
	1,051,541	420,434	7,360	530	1,479,865	1,357,285

During the year the charity purchased insurance to protect the charity from losses arising from the neglect or defaults of its Trustees, employees or agents. The cost of this was included within the insurance charge.

9. Net income for the year

	2020 £	2019 £
Group		
This is stated after charging:		
Operating leases	39,967	32,304
Depreciation	13,738	8,956
Auditors remuneration:		
Audit fees	6,125	6,633
Accountancy services	2,000	2,000
Charity		
This is stated after charging:		
Operating leases	39,967	32,304
Depreciation	13,738	8,956
Auditors remuneration:		
Audit fees	5,360	5,360
Accountancy services	2,000	2,000

10. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2020 £	2019 £
Group and Charity		
Wages and salaries	1,097,240	1,046,801
Social security costs	54,537	50,553
Other pension costs	53,822	45,875
	1,205,599	1,143,229

Employees earning > £60k

No employees were paid more than £60,000 during the current or previous year.

Key management personnel

The total amount of employee benefits received by the trustees and its key management personnel for their services to the charity was £178,634 (2019: £147,254).

Transactions with Trustees

No trustee received any remuneration or was reimbursed for any expenses during the current or previous year.

11. Staff numbers

The average number of staff employed by the group during the year were as follows:

	2020 £	2019 £
Direct services	94	96
Management and administration of the charity	10	11
	104	107

12. Investments

The charity holds the entire issued share capital of 2 ordinary shares of £1 each in Age Cymru Gwent Enterprises Limited, a company incorporated in England and Wales, company number 03054802. Age Cymru Gwent Enterprises Limited provides financial information, arrangement of insurance policies and other financial products on a commission basis, which fulfils an objective of the charity. A summary of the trading results is shown below.

	Year ended 31 March 2020 £	Year ended 31 March 2019 £
PROFIT AND LOSS ACCOUNT		
Income	50,299	76,562
Administrative expenses	(49,649)	(65,593)
Interest	-	16
	650	10,985
Statement of changes in Equity		
Balance brought forward	-	-
Profit and total comprehensive income for the period	650	10,985
Distributions to parent charity under gift aid	(650)	(10,985)
Balance carried forward	-	-
BALANCE SHEET		
Current assets:		
Debtors	-	3,752
Cash at bank and in hand	18,566	41,556
	18,566	45,308
Current liabilities:		
Intercompany	(17,799)	(44,386)
Other creditors	(765)	(920)
	(18,564)	(45,306)
Net current liabilities	2	2
Capital and Reserves:		
Profit and loss reserves	-	-
Share capital	2	2
Called up share capital	2	2

13. Tangible fixed assets

	Motor Vehicles £	Equipment £	Total £
Group and charity			
Cost			
At 1 April 2019	29,454	33,644	63,098
Additions	61,820	-	61,820
Disposals	(24,275)	(1,658)	(25,933)
At 31 March 2020	66,999	31,986	98,985
Depreciation			
At 1 April 2019	24,428	23,382	47,810
Charge for year	11,389	2,349	13,738
Disposals	(20,400)	(1,658)	(22,058)
At 31 March 2020	15,417	24,073	39,490
Net book value			
At 31 March 2020	51,582	7,913	59,495
At 31 March 2019	5,026	10,262	15,288

Included in the above are fixed assets of £nil (2019: £1,658) and depreciation of £nil (2019: £1,658) relating to Age Cymru Gwent Enterprises Limited.

All the above tangible fixed assets are used either directly in furthering the objectives of the charity, or assisting in the management of the charity.

14. Debtors

	Group 2020 £	Charity 2020 £	Group 2019 £	Charity 2019 £
Amounts due within one year:				
Trade debtors	394,121	394,121	248,936	245,184
Other debtors	1,702	1,702	48,758	48,758
Amounts owed by subsidiary undertakings	-	17,799	-	44,386
Prepayments	54,940	54,940	61,855	61,855
	450,763	468,562	359,549	400,183

15. Creditors: Amounts falling due within one year

	Group 2020 £	Charity 2020 £	Group 2019 £	Charity 2019 £
Trade creditors	18,195	18,195	40,046	40,046
Accruals and deferred income	28,377	28,377	27,515	27,515
Taxation and social security	15,522	15,522	12,139	12,139
VAT	8,800	8,800	2,376	2,376
Other creditors	21,432	20,667	9,819	8,898
Pension deficit payments	9,355	9,355	9,458	9,458
	101,681	100,916	101,353	100,432

16. Creditors: Amounts falling due after more than one year

	Group 2020 £	Charity 2020 £	Group 2019 £	Charity 2019 £
Pension deficit payments	41,856	41,856	52,666	52,666
	41,856	41,856	52,666	52,666
Due in one year	9,355	9,355	9,458	9,458
Due in two to five years	41,159	41,159	42,377	42,377
Due in more than five years	697	697	10,289	10,289
	51,211	51,211	62,124	62,124

The company participates in a multi-employer pension scheme.

The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit.

17. Restricted funds

	Balance at 1st April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2020 £
Group and Charity					
Blaenau Gwent Advocacy Services	10,400	46,639	(47,193)	-	9,846
Caerphilly Advocacy Services	3,970	-	-	(3,970)	-
Caerphilly Appeals Advocacy	1,726	-	-	(1,726)	-
Carers Project	9,243	31,002	(29,396)	-	10,849
Caerphilly Housing Support Service	4,512	83,794	(86,259)	5,696	7,743
Choices:					
Referrals	6,325	-	-	-	6,325
Security	2,373	-	(490)	-	1,883
Community Support Services:					
Monmouth	16,516	87,406	(86,290)	-	17,632
Age UK – Go Digital	-	4,883	(2,559)	-	2,324
Digital Inclusion	-	-	(5,537)	5,537	-
Gwent Police & Crime Commission	383	18,750	(19,453)	320	-
Hospital Discharge Scheme	84,995	292,590	(290,362)	-	87,223
Information Unit	16,278	42,569	(43,598)	-	15,249
Later Life Goals	-	21,036	(20,556)	-	480
Lighthouse	-	251,757	(250,261)	-	1,496
Pathways	60,194	133,000	(133,327)	-	59,867
Frailty Care Support	6,195	-	-	-	6,195
Respite	6,559	96,268	(84,464)	-	18,363
Robins NLHB	(98)	48,310	(45,735)	-	2,477
Torfaen Advocacy Services	5,087	25,667	(25,802)	-	4,952
	234,658	1,183,671	(1,171,282)	5,857	252,904

Funds are provided for the provision of services under contract. Restrictions are that the funds shall be used for this purpose only.

The restricted funds represent donations and grants received where restrictions placed on the funds by the donor have not been met at the year end.

Included in the balances at the year-end are various sums that are due to be expended in the forthcoming year.

The transfer represents amounts of expenditure covered by unrestricted funds. This is in line with the charity's constitution.

17. Restricted funds (continued)

Previous Year

	Balance at 1st April 2018 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2019 £
Group and Charity					
Blaenau Gwent Advocacy Services	9,079	37,759	(36,438)	-	10,400
Caerphilly Advocacy Services	3,350	64,089	(63,469)	-	3,970
Caerphilly Appeals Advocacy	1,726	-	-	-	1,726
Carers Project	10,654	42,453	(43,864)	-	9,243
Caerphilly Housing Support Service	4,667	50,563	(50,718)	-	4,512
Choices:					
Lunch clubs	-	7,135	(7,777)	642	-
Referrals	6,431	15,118	(15,224)	-	6,325
Security	3,143	-	(770)	-	2,373
Community Support Services:					
Monmouth	13,660	84,621	(81,765)	-	16,516
Digital Inclusion	-	-	(5,633)	5,633	-
Gwent Police & Crime Commission	285	18,750	(18,652)	-	383
Hospital Discharge Scheme	86,965	336,420	(338,390)	-	84,995
Information Unit	-	69,941	(53,663)	-	16,278
Later Life Goals	-	11,034	(11,095)	61	-
Lighthouse	-	61,107	(65,439)	4,332	-
Mind	3,728	-	-	(3,728)	-
Pathways	60,967	133,214	(133,987)	-	60,194
Frailty Care Support	8,119	41,048	(42,972)	-	6,195
Respite	1,353	96,600	(91,394)	-	6,559
Robins FNF	3,000	-	(3,210)	210	-
Robins MON	4,433	-	(4,683)	250	-
Robins NLHB	-	33,392	(33,490)	-	(98)
Torfaen Advocacy Services	9,700	25,667	(30,280)	-	5,087
	231,260	1,128,911	(1,132,913)	7,400	234,658

18. Unrestricted funds

	Balance at 1st April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2020 £
Group					
General funds	770,975	330,776	(358,232)	(16,770)	726,749
Pension reserve	(62,124)	-	-	10,913	(51,211)
	708,851	330,776	(358,232)	(5,857)	675,538
Charity					
General funds	770,976	281,127	(308,583)	(16,770)	726,750
Pension reserve	(62,124)	-	-	10,913	(51,211)
	708,852	281,127	(308,583)	(5,857)	675,539

Previous Year

	Balance at 1st April 2018 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2019 £
Group					
General funds	764,047	318,516	(289,964)	(21,624)	770,975
Pension reserve	(76,348)	-	-	14,224	(62,124)
	687,699	318,516	(289,964)	(7,400)	708,851
Charity					
General funds	764,049	252,923	(224,372)	(21,624)	770,976
Pension reserve	(76,348)	-	-	14,224	(62,124)
	687,701	252,923	(224,372)	(7,400)	708,852

19. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Group			
Fixed assets	51,582	7,913	59,495
Net current assets	665,812	244,991	910,803
Pension reserve	(41,856)	-	(41,856)
	675,538	252,904	928,442
Charity			
Fixed assets	51,582	7,913	59,495
Investments	2	-	2
Net current assets	665,811	244,991	910,802
Pension reserve	(41,856)	-	(41,856)
	675,539	252,904	928,443

Previous Year

	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Group			
Fixed assets	5,026	10,262	15,288
Net current assets	756,491	224,396	980,88
Pension reserve	(52,666)	-	(52,666)
	708,851	234,658	943,509
Charity			
Fixed assets	5,026	10,262	15,288
Investments	2	-	2
Net current assets	756,490	224,396	980,886
Pension reserve	(52,666)	-	(52,666)
	708,852	234,658	943,510

20. Financial commitments

At 31 March 2020 the charity had annual commitments under non-cancellable operating leases as follows::

	2020 £	2019 £
Expiring within one year	37,195	39,967
Expiring between two and five years inclusive	7,925	33,823
	45,120	73,790

21 . Related party transactions

The charity's wholly owned subsidiary trades out of offices held by Age Cymru Gwent.

Age Cymru Gwent Enterprises Limited

Age Cymru Gwent Enterprises Limited made, under covenant, a transfer to the charity of £650 (2019: £10,985).

During the year £55,554 (2019: £80,295) was recharged to Age Cymru Gwent Enterprises Limited.

As at 31 March 2020 the charity was owed £17,799 (2019: £44,386) from Age Cymru Gwent Enterprises Limited.

22. Pensions

Age Cymru Gwent participates in The Pensions Trust's Growth Plan (the Plan).

This is a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025:

£11,243,000 per annum
(payable monthly and increasing by 3% each on 1st April).

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025:

£12,945,440 per annum
(payable monthly and increasing by 3% each on 1st April).

From 1 April 2016 to 30 September 2028:

£54,560 per annum
(payable monthly and increasing by 3% each on 1st April).

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

22. Pensions (continued)

Present Values of Provision

	31 March 2020 (£s)	31 March 2019 (£s)	31 March 2018 (£s)
Present value of provision	51,211	62,124	76,348

Reconciliation of Opening and Closing Provisions

	Period Ending 31 March 2020 (£s)	Period Ending 31 March 2019 (£s)
Provision at start of period	62,124	76,348
Unwinding of the discount factor (interest expense)	786	1,222
Deficit contribution paid	(10,310)	(9,839)
Remeasurements - impact of any change in assumptions	(1,389)	568
Remeasurements - amendments to the contribution schedule	-	(6,175)
Provision at end of period	51,211	62,124

Income and Expenditure Impact

	Period Ending 31 March 2020 (£s)	Period Ending 31 March 2019 (£s)
Interest expense	786	1,222
Remeasurements - impact of any change in assumptions	(1,389)	568
Remeasurements - amendments to the contribution schedule	-	(6,175)

Assumptions

	31 March 2020 % per annum	31 March 2019 % per annum	31 March 2018 % per annum
Rate of discount	2.53	1.39	1.71

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

22. Pensions (continued)

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Deficit Contributions Schedule

Year Ending	31 March 2020 (£s)	31 March 2019 (£s)	31 March 2018 (£s)
Year 1	10,619	10,310	9,839
Year 2	10,937	10,619	10,134
Year 3	11,266	10,937	10,438
Year 4	11,604	11,266	10,751
Year 5	9,960	11,604	11,073
Year 6	-	9,960	11,406
Year 7	-	-	11,748
Year 8	-	-	6,050

23. Post balance sheet events

COVID-19

The impact of the pandemic during 2020 is described in the Trustees Report.

The Trustees believe that the charity's reserves are sufficient to meet the demands of this exceptional situation.

24. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2020 £	2019 £
Group		
Net income for the reporting period	(15,067)	24,550
<i>Adjustments for:</i>		
Depreciation charges	13,738	8,956
Dividends, interest and rents from investments	(629)	(376)
Loss/(profit) on the sale of fixed assets	1,875	-
(Increase)/decrease in debtors	(91,214)	(199,689)
Increase/(decrease) in creditors	(10,481)	14,218
Net cash provided by operating activities	(101,778)	(152,341)
Analysis of Cash and Cash Equivalents		
Cash in hand	561,721	722,691
Total Cash and Cash Equivalents	561,721	722,691

	At 1 April 2019	Cash Flows	At 31 March 2020
Analysis of changes in net funds			
Cash at bank and in hand	722,691	(160,970)	561,721

25. Comparative statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Group			
Income and endowments from:			
Donations and legacies	31,604	1,027	32,631
Charitable activities	55,696	1,115,855	1,171,551
Other trading activities	225,228	10,099	235,327
Investments	376	-	376
Other	5,612	1,930	7,542
Total income and endowments	318,516	1,128,911	1,447,427
Expenditure on:			
Raising funds	1,026	-	1,026
Charitable activities	288,938	1,132,913	1,421,851
Total expenditure	289,964	1,132,913	1,422,877
Net income/(expenditure)	28,552	(4,002)	24,550
Transfers between funds	(7,400)	7,400	-
Net movement in funds	21,152	3,398	24,550
Reconciliation of Funds			
Total funds brought forward	687,699	231,260	918,959
Total funds carried forward	708,851	234,658	943,509

25. Comparative statement of financial activities (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Charity			
Income and endowments from:			
Donations and legacies	42,589	1,027	43,616
Charitable activities	55,696	1,115,855	1,171,551
Other trading activities	148,666	10,099	158,765
Investments	360	-	360
Other	5,612	1,930	7,542
Total income and endowments	252,923	1,128,911	1,381,834
Expenditure on:			
Raising funds	1,026	-	1,026
Charitable activities	223,346	1,132,913	1,356,259
Total expenditure	224,372	1,132,913	1,357,285
Net income/ (expenditure)	28,551	(4,002)	24,549
Transfers between funds	(7,400)	7,400	-
Net movement in funds	21,151	3,398	24,549
Reconciliation of Funds			
Total funds brought forward	687,701	231,260	918,961
Total funds carried forward	708,852	234,658	943,510





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