



# Annual Report

April 2016 - March 2017



## A word from the Chair

Moving to a new home is always a significant event and a new chapter. This is how we at Age Cymru Gwynedd a Môn are feeling about our new home in Bontnewydd, and there are a number of reasons for being upbeat about the future. For the first time, we are the owners of our new premises, and within it there is plenty of space to allow us to grow and expand our activities. Also, we are very proud that we are settling into a building with such rich history of servicing the community as “Cartref Bontnewydd”. Thanks to European and Welsh Government funding, we have a building which has been renovated to a high standard, with the best facilities to facilitate our work with the elderly.

Most of our staff will work from this building. It will be a place for various activities, in addition to providing rooms for hire, and to be used by the local community. As we develop, there will be a warm welcome for the public to call in for a cuppa and a chat; more details will be available soon, and we will also welcome any suggestions that you may have on the activities you wish to see at “Y Cartref”. We at Age Cymru Gwynedd a Môn welcome the establishing of the Gwyrfai Dementia Friendly Area recently, and we hope that we can play our part in increasing the opportunities available for people living with dementia, so that they don't feel excluded from society.

We look forward to seeing you all, and remember to pop in to our shops—in Porthmadog, Llangefni, Blaenau and Caernarfon – where you will get more information about all our services, and remember in relation to donations that we can accept larger items at the Unit in Cibyn, Caernarfon. I very much wish to thank the staff and all of our volunteers, and to members of the Board, for making everything possible, and we look forward to another year of working happily together.

Yours sincerely,  
Dafydd Iwan.



## Aims and objectives

### The objective of the charity is to: - Create an Age Friendly Wales

- To promote the welfare of older people to retain their independence to live a full and happy life in their own homes

### The charity aims to:-

- Create opportunities to support older people to maintain their independence to live a full and happy life in their own homes if they wish.
- To improve the condition of everyday life of the elderly and their carers.
- To seek to promote the development of services in these areas and in particular those mentally confused and/or vulnerable.
- To support and promote services that are co-ordinated, integrated and an effective use of resources.
- To promote positive attitude towards ageing and older people and to support a positive response towards old age.
- To promote services appropriate for individuals who meet the requirements of the individual as a whole.

### Future objectives

- To develop services that are sustainable for the future development of the charity.
- To provide a quality service that is fit for purpose for older people commensurate with their needs and aspirations.
- Greater collaboration with partners across all sectors.
- Through all initiatives, succeeding to achieve a sound financial footing so that a balance is sought between encouraging new ventures whilst maintaining sound cost analysis.

### Reserves policy

In 2017 we have **£627,753** in reserves, **£262,227** restricted to projects, of which **£365,526** is unrestricted income.

The aim of the Trustees this year is to set aside 6 months clear unrestricted reserves in order to firstly pay staff and debtors should the charity face financial difficulty for whatever reason. The trustees will make operational decisions during the year regarding the use of reserves.

### Acknowledgements

Thank you to all the staff and volunteers, our partners, our sponsors and contributors again this year, all of which have contributed to the work of Age Cymru. Gwynedd a Môn.

Upgrading 'Y Cartref' Bontnewydd has been a major project and now we the staff and volunteers can look forward to co-working in the community, to support local people in the area.

It has again been a very busy year. We have seen an increase in the numbers of people who come to us for support. It is becoming increasingly difficult in the current climate to sustain some services. Being an independent charity, working as a non-profit organisation, our aim is to provide services that give value for money. Our charitable work very much depends on the unrestricted income we raise from our shops and insurance, and the support from local groups. Thanks to all who have supported us throughout the year.

Finally, I must thank the Management Board, who are always supportive to the work. Without their contribution and collaboration we could not move forward to achieve all that we have during this year.

Eleri Lloyd Jones  
Chief Officer

## Our vision

*To maintain services which are integrated, reliable, and meeting the needs of the individual in their own communities. We aim to target the services to offer individual choices, that are tailored to the ageing population by asking 'What matters to you' . This vision incorporates the requirements of the following:*

- **Welsh Government's Strategy for Older People in Wales 2013-23**
- **Social Services and Wellbeing Act (Wales) 2014**
- **Ageing Well in Wales Programme 2014-19**

*Many older people suffer from long term conditions, they don't receive the appropriate services to meet their needs. Integrated long term support is required to enable them to live a full and fulfilled life in their communities.*

*The population and demography are changing, and the needs of the population is changing direction. As more people live longer, it is necessary to acknowledge the integral contribution that older people make to the society that we live in. It is important to aspire to live independently in our communities, with respect and dignity, and include older people as an important part of the community that they wish to live in. Services need to be sustainable for the future, without creating a dependency, and supportive to the most vulnerable people.*

*A change is needed in cultures, attitudes, and policies by providing services to the future that meet the needs of the population. Following this demographic change it has never been as important as now to reflect on the experience of the older generation within our society.*

*Ageing should be celebrated as a positive transformation. A community which is friendly to age and dementia where older people can live their lives socially, environmentally and culturally inclusive.*



In their document *'Creating an age friendly Wales'*

(2015) *Age Cymru* identified **eight** goals / areas of life to focus on, in order to deliver on the needs of the older population and to create an age friendly community. **The areas include work, social inclusion, housing and transport, and services that deal with poverty and health.**

Becoming age friendly is a social and cultural change programme that will need to permeate through to all aspects of society. Being age friendly should be synonymous with good business and employment as well as excellent public services. Getting it right will make Wales a better country in which to grow older and suitable for future demands.

The structure of this annual report again this year will be based on elaboration of our local services and based on the eight goals / areas of life identified.

## Referrals

Information and advice



93%

Advocacy



44%

Blue Badges



48%

## Goal 1: Equality, Rights and Participation

Rights and participation are important for everyone. Older people deserve equal respect, rights and the same access to services as the rest of the population. Older people who want to work should have the opportunity to do so, and later volunteering can bridge a void when it's time to retire and is an opportunity to transfer wide experience to another area.

The Information and Advice team receive various referrals through e-mail, telephone, and from both the statutory and non statutory sectors. Being in the centre of town in Caernarfon has certainly increased the awareness people have of the service. We have seen an increase in the referrals from the Social Services Department which is a result of the Welfare Rights Department only providing benefit checks to people with care packages provided by the Social Services.

### Did you know?

This year

**£1,660,583**

of income was  
claimed to assist  
older people to pay  
for services to live  
comfortably at home

### Number of referrals

Face to face 228

Out in the community 144

Home visits 695

Over the telephone 1,156

E-mail 104

Other 1,196

Total number of people that  
have received information or  
benefits **3,523**



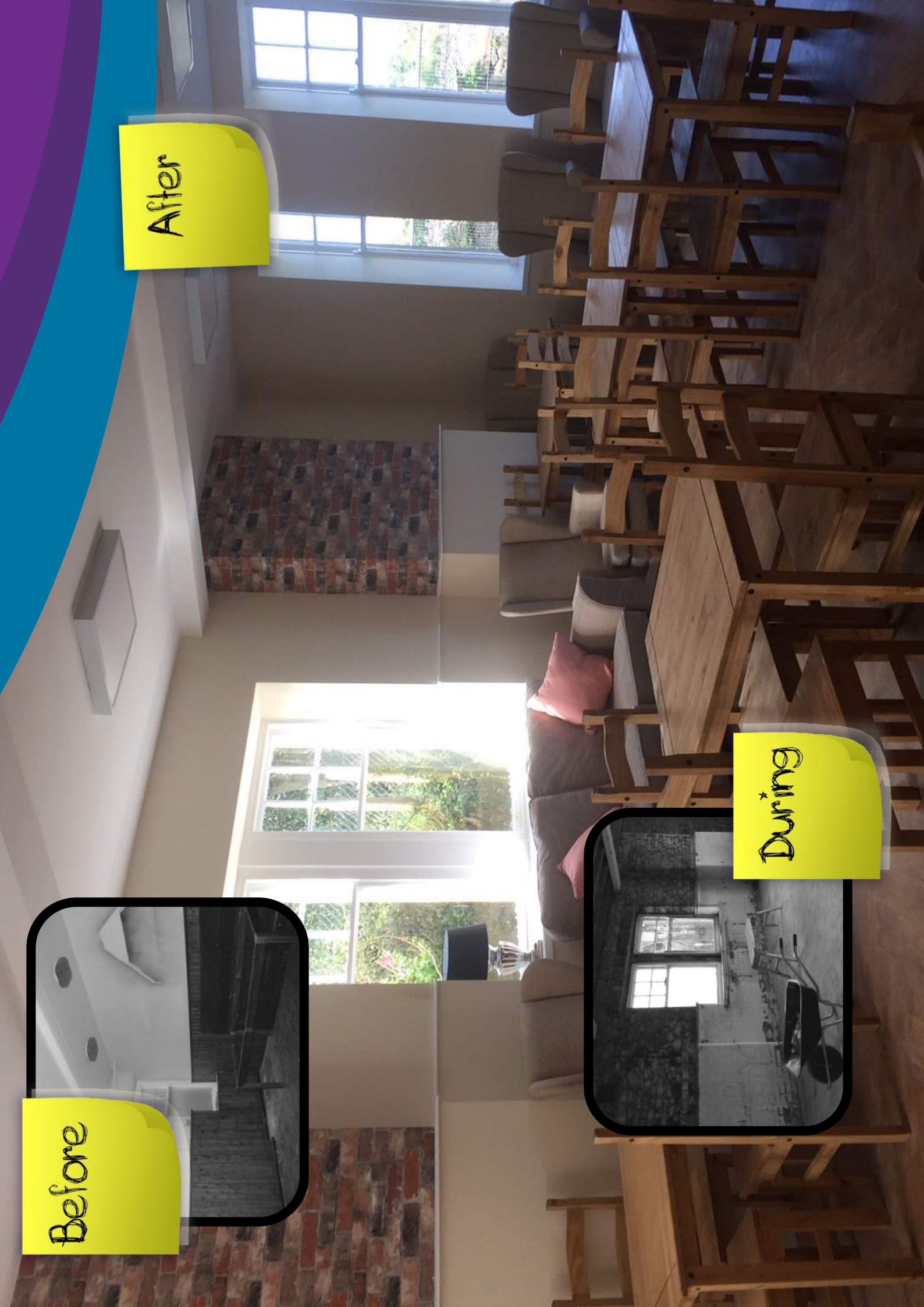
	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Benefits total (£)	£211,333.48		£530,097.03		£320,695.52		£598,457.05	
Type of contact	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Actual	%	Actual	%	Actual	%	Actual	%
Office face to face	39	5%	57	7%	55	8%	77	6%
Outreach face to face	5	1%	47	6%	65	9%	27	2%
Home visit face to face	120	15%	179	22%	182	25%	214	18%
Telephone	366	47%	242	30%	176	24%	372	31%
E-mail	7	1%	40	5%	45	6%	12	1%
Other	241	31%	247	30%	205	28%	503	42%
Total	778	100%	812	100%	728	100%	1205	100%

After



Before

During





This year we received grant funding from Welsh Government, to upgrade and renovate 'Y Cartref' in Bontnewydd as the Head Office for Age Cymru Gwynedd a Môn as well as establishing being a multi-purpose centre to meet the needs of the local community. Our vision, as Board of Trustees and staff, was to create volunteering opportunities, a place to share information as well as providing a meeting location for light lunches, training as well as social interaction for the local community.

Ageing Well centres have already been established by us in Nefyn, Cricieth, Dolgellau, Bala, Llanrug, Brynsiencyn, Amlwch and Llangefni and therefore it was crucial to establish a centre on the charity's doorstep, in the Arfon area of Gwynedd.

The building is convenient for all, located on route to a bus stop both in and out of the village. The building itself is homely and of historical importance to the local community, and therefore a fantastic meeting place to create a multi-purpose centre.

We will also welcome anyone looking to book a room during the day or in the evening to make full use of the building which will create additional income for the charity.

**Telephone number to contact us : 01286 808 732**

**E-mail: [nicola@acgm.co.uk](mailto:nicola@acgm.co.uk)**

**Website: [www.agecymru.org.uk/gwyneddamon](http://www.agecymru.org.uk/gwyneddamon)**





## Goal 2: People are informed and involved

Good quality and up to date information is essential to help people make informed choices about their daily needs, including everything from everyday issues to difficult and potentially life changing decisions. Without access to accurate information and high quality independent advice and advocacy where required, older people can be at increased risk of missing out on financial entitlements, being marginalised and isolated or experiencing discrimination.

### Advocacy Project

Number of referrals	106
Number of open cases	28
Number of continuous cases	14

### County analysis

<b>Gwynedd</b>			<b>63</b>
	Arfon	44	
	Dwyfor	09	
	Meirionnydd	10	
<b>Anglesey</b>			<b>43</b>
	Alaw	05	
	Cefni	09	
	Cybi	17	
	Maelog	05	
	Marquis	03	
	Menai	05	

<b>Language</b>	
Welsh	63
English	42
German	01



Housing—safe and suitable	68
Safe and independent	66
Better security	35
Increased self respect	100
Better physical / mental health	15
Less isolated/ More support available	102
Budgeting and managing skills	33
Managing tenancy / Housing	69
Less stress and anxiety	101
Independent living	54
Scams	09
Private care home complaints	01
Services complaints (Water/Electricity/Taxes)	04
Social Housing	20
Home care complaints	07
Leaving hospital—meetings	15
Other	20

**Matters arising (long term cases)**

Problems with solar panels
Problems with housing matters
Problems with Home Care
Medical complaints
Blind client needing assistance
Protection matters
MDT meetings in an older people’s home, in their home or in a hospital)
Client with brain injury needing support
Client with severe physical disability needing long term support

*As a result of grant funding from Age UK and Welsh Government we have been able to assist 3,523 people during the year to obtain their correct benefits for 2016-17. As many of our clients are unable to visit the office for an updated review or new benefit claim (mainly due to mobility issues) we have visited **695** homes during the year .*



## CASE STUDY

Mr and Mrs J are a couple in their 80's with a good support network of friends and neighbours. Both had previously been in receipt of Attendance Allowance, Pension Credit, and Council Tax reduction. Contact with Age Cymru Gwynedd a Môn led to an advisor visiting the couple to assess their situation and see what could be done to help.

The home visit revealed that after completing a review form for Attendance Allowance (AA) both Mr and Mrs J had been turned down for Attendance Allowance. When this occurred both their Pension Credit and Council Tax reductions were affected. The advisor soon realised that the review forms were not completed accurately and many important facts had been left out of both applications. The advisor contacted the AA unit and new applications were completed, with medical evidence and sent to the AA unit.

Mrs J telephoned the office to inform the advisor that the new forms had been successful and that their award had been reinstated. This would entitle the couple to apply for Pension Credit again and gain financial assistance with their Council Tax.

Mr and Mrs J had tried to sort out the applications between them with assistance from a third party. When they were turned down they had not realised the impact their disability benefit would have on everything else they received. They believed they had completed the form as well as they could, but unintentionally left out crucial information on both applications. They thanked Age Cymru Gwynedd a Môn for resolving the situation and said they would not attempt to complete any forms in future without first seeking advice.



## Forums

People continue to regularly attend and take part in the Forums.

They are well prepared, following up on matters that the people themselves have presented. The information provided by heads of services and project officers is very current and provides people with continuous information. It gives an opportunity to liaise and consult with older people, and a number of services and Departments have made good use of this, e.g. Welsh Ambulance Service, the Older People's Commissioner's Office, Anglesey Social Services and Waste Management. It also provides the public, private and third sector the opportunity to work together to support what is needed to promote change.



## Lleisiau Lleol (Community Voice) Project

We are pleased to say that we have received funding to continue with the Community Voice Project for another year from April 2017 to March 2018. This will allow us to continue with the liaising and supporting of Older People and to re-visit how older people take part in processes and decision making that is important to them. There is a wealth of assets across the community and public services sector. Older people see the value when they receive the information and activities that support their social networks and that these are complemented by public services and the third sector.

## Anglesey Older People's Council

The Council continues with the vision of creating an Island where older people are appreciated and respected and are involved with the decision making that affects their daily lives and communities where they live. There are up to 15 members, which include a good cross-section of group representatives and individuals of all parts of the island. The members are fully engaged to speak their minds, question and follow up matters on behalf of Anglesey Older People; matters such as Transport, Tech Angels, future Care and Support in the Community.



## Goal 3: Social inclusion

Being socially isolated has an adverse effect on older people, including loneliness. Some people go for days or weeks without meeting or speaking with others. This can be as harmful in relation to health as smoking 20 cigarettes a day.

It is essential that older people have opportunities to interact with others to access social activities and volunteering opportunities and learning new skills.

Involving the individual in decisions and the care they receive is important to prioritise preventative measures and to avoid the creation of dependency. In order to provide social care that is truly effective and focused on the needs of the individual, we need more integrated services with health and social care.

### **Bangor and Caernarfon Ageing Well Centres**

Age Cymru Gwynedd a Môn is continuously searching for ways to support older people to remain independent and healthy. We use methods of facilitating access to meeting places which also provide activities of their choice.

We are currently preparing a timetable of events in the new centre in Bontnewydd. Look out for updated events and activities on our Website. [www.agecymru.org.uk/gwyneddamon](http://www.agecymru.org.uk/gwyneddamon)





Two centres have been established since late 2016 , one in the Maesgeirchen Youth Centre, Bangor and the second has been located in the Scouts' Hut in Maesincla, Caernarfon. This is in partnership with Gwynedd Council and Communities First.

The sessions in Bangor started with Information Technology (IT) sessions being provided on Wednesday mornings and healthy eating sessions were held in the afternoon. This year Richard Williams from Bangor contacted us, he was keen to hold Ukelele sessions. Although it is a small group that attend, the Ukelele sessions are held every Wednesday morning in the Youth Centre in Maesgeirchen. They are looking for new members!

The sessions in the Scouts' Club Maesincla followed a similar pattern with Keep Fit sessions on a Wednesday morning and the Healthy Eating sessions after. IT sessions every Friday morning were held with members bringing their own device to learn how to use them. The ones that didn't have a device were allowed to use the Age Cymru Gwynedd a Môn laptops. Two of the members that attended who are 79 and 84 years old have become so skilled that they are able to use "Skype" to contact members of the family!

When June from Caernarfon, who will be 84 years shortly started attending the chair exercises class she could hardly walk without using a stick. By now she said that she can walk about without assistance and can deal with the stairs in her home without any problems.



## Ageing Well in Blaenau Ffestiniog 2016/17

The group had an active year. Meeting in the Ganolfan on a Wednesday, numerous people aged 50 and over have taken part in many activities including Tai Chi, indoor Bowling, Craft, Chair Exercises and card playing.

The activities provided people with opportunities to take part and be creative, to support their health with physical activities as a group and to enjoy a few healthy competitions between friends. An opportunity was had for local people to share their wealth of information and experiences of Blaenau with newcomers to the area, welcoming them to the vibrant and friendly community that exists here. At the same time there was memory sharing by 'thought provoking'.

As well as the regular activities, newcomers were welcomed with a wealth of information. Meilyr from Y Dref Werdd (Green Town) shared the results of their work with their community project, gave advice and support on saving energy and on accessing the NEST project. Gina from Dementia RED promoted their services by providing information about the services and support available to people that live with dementia. Bethan from Age Cymru Gwynedd a Môn visits every other month to allow access to advice and information for a number of services for people aged 50 and over. Naeem, one of the local Pharmacists came to talk about the services that are available in the local Pharmacies.







A number of external activities were enjoyed with a trip to the Galeri in Caernarfon to see Bryn Fôn, a visit to Oriel Ynys Môn Gallery to see a display of the work of Charles Tunncliffe and Sir Kyffin Williams. A lovely meal after Christmas was enjoyed in the Grapes, Maentwrog, whilst it was taken advantage of the new and exiting partnership with the local business CellB to enjoy a film in the afternoon in the cinema - "Hidden Figures" and "Going in Style". St David's Day was celebrated with a Welsh Quiz and Afternoon Tea of *Bara brith* and Welsh Cakes.

Most of the activities are self-supported with a small cost for taking part and a number of fund raising opportunities were explored. A stall was held and Tombola in the Blaenau Christmas Lights event in December, whilst in November two members from the group went 'Zipping' in Llechwedd. This was made possible by a kind donation of tickets from Zipworld.

In March a grant of £4,000 was awarded by the Big Lottery Fund. This will allow the centre to expand on the activities that are on offer for the year to come. Blaenau Ffestiniog Age Well looks forward to welcoming 'old' and new members throughout 2017/18.

## Ageing Well Clubs

Y Ganolfan Brynsiencyn - Every Monday, Wednesday and Friday	Y Ganolfan Y Bala - Every Thursday
Encil y Coed Cricieth - Every Tuesday	Y Ganolfan Nefyn - Every Monday, Wednesday and Friday
Abersoch - First Friday of each month	Neuadd Goffa Penrhyndeudraeth— Every Friday
Hafan Elan Llanrug - Every Tuesday, Wednesday and Friday	Dolgellau Rugby Club - Every Monday, Wednesday and Friday
Y Ganolfan Blaenau Ffestiniog - Every Wednesday	



1,814  
meals were  
prepared in the  
Penygroes Lunch  
Club



## Lunch Club

Following their fantastic efforts to collect food donations in Morrisons Caernarfon, Erin and Efa Pritchard were given the opportunity in December to hand out food parcels as Christmas gifts to local Residents in Llys yr Eifl, Caernarfon.





# Day Clubs



Location	Days of the week	Cost	Is there food available?	Is transport available?
<b>Hafan, Ysgol Gymunedol, Moelfre, Ynys Môn</b>	Monday and Friday	£10	Yes	Yes for £2 per person within 5 miles
<b>Clwb y Traeth Hafan Deg, Barmouth, Gwynedd</b>	Tuesday	£10	Yes	Yes for £2 per person within 5 miles
<b>Clwb Cadwgan, Pentre Uchaf, Dyffryn Ardudwy, Gwynedd</b>	Thursday	£10	Yes	Yes for £2 per person within 5 miles



## Men's Sheds

The aim of the project is to create a comfortable and secure environment for men to have the opportunity to socialise, learn and share skills and avoid loneliness.

Men's Sheds in Caernarfon opened in February 2017. Since then the project has developed to being very successful and the number of members continues to grow from week to week.

A firm relationship has been established with Warws Werdd – Antur Waunfawr. Here the men have had the opportunity to use the workshop and also to form a relationship with Antur Waunfawr members.

A gardening project has also been established. A plot was received from Ysgol yr Hendre where the men will grow potatoes, beans and carrots. The children wish to join in the fun which will create a special relationship between the generations.

We have 13 members who attend weekly and more than once a week. The numbers continue to rise as the publicity grows. We are open 4 times a week at present.

One of the shed members said *“It's a place to meet people, share things that we have in common and to make contacts.”*





*“When I feel anxious, being in the shed with the boys makes me feel at ease and as part of a family,”* said another shed member.

Whilst in the shed, the men will build benches and similar items out of wooden pallets. The furniture that has been donated to the charity is also revamped and sold on in our local shops.

## **Case Study**

Mr M was a self employed contract manager in a Power Station. He was an active man who was always busy however...

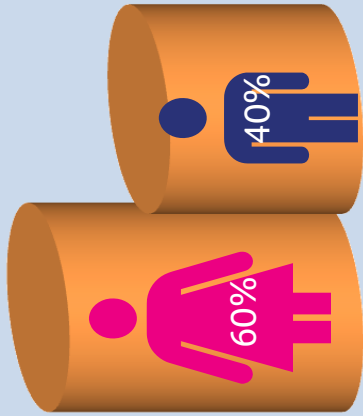
Unfortunately he had a stroke when he was 42.

As a result Mr M was bed-ridden and he received carers daily and this led him to losing his independence.

With support from his family, physiotherapist and regular hospital appointments, Mr M gained strength. He started to take part in disability groups and re-gain his confidence in engaging with people once again.

By now, Mr M is a lot stronger, he suffers from deteriorating arthritis which continues to give him problems, but going out to socialise is very important for him to maintain his independence.



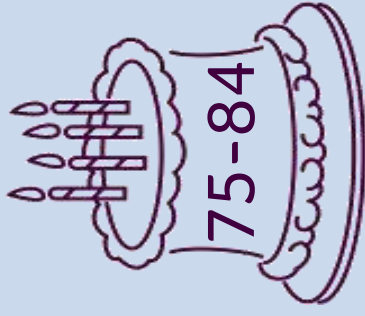


### Gender



"It has enabled me to live independently in my own home with support to do things like cleaning the house, shopping, laundry and gardening, personal care such as toenail cutting"

"Has made our lives more comfortable"



Average age of the people that needed support

1,744 various activity sessions took place in Gwynedd and Anglesey

82% of our customers scored the Information and Advice service 10/10



We have made contact with 3,523 individuals

83 trips have been arranged



We have supported 306 people to increase their income which totals £1.6 million per year when combined



129 referrals have been made to our befriending service



267 various craft sessions have been held



3,844 Lunch Club and Day Care sessions have been held



642 various keep fit classes have been held



## Goal 4: Good quality social care

It is important that people receive the support they need to stay independent, the preventative agenda is essential to the future sustainability of services. Preventative measures to deal with personal needs can benefit more people for longer and costs less in the long run.

Often older people with care needs rely on family members and friends, many of whom are older themselves. Being a carer can have a significant impact on the lives of a growing number of volunteers who take on this role. Not everyone can choose or rely on friends or family members to help them.

### Home Care

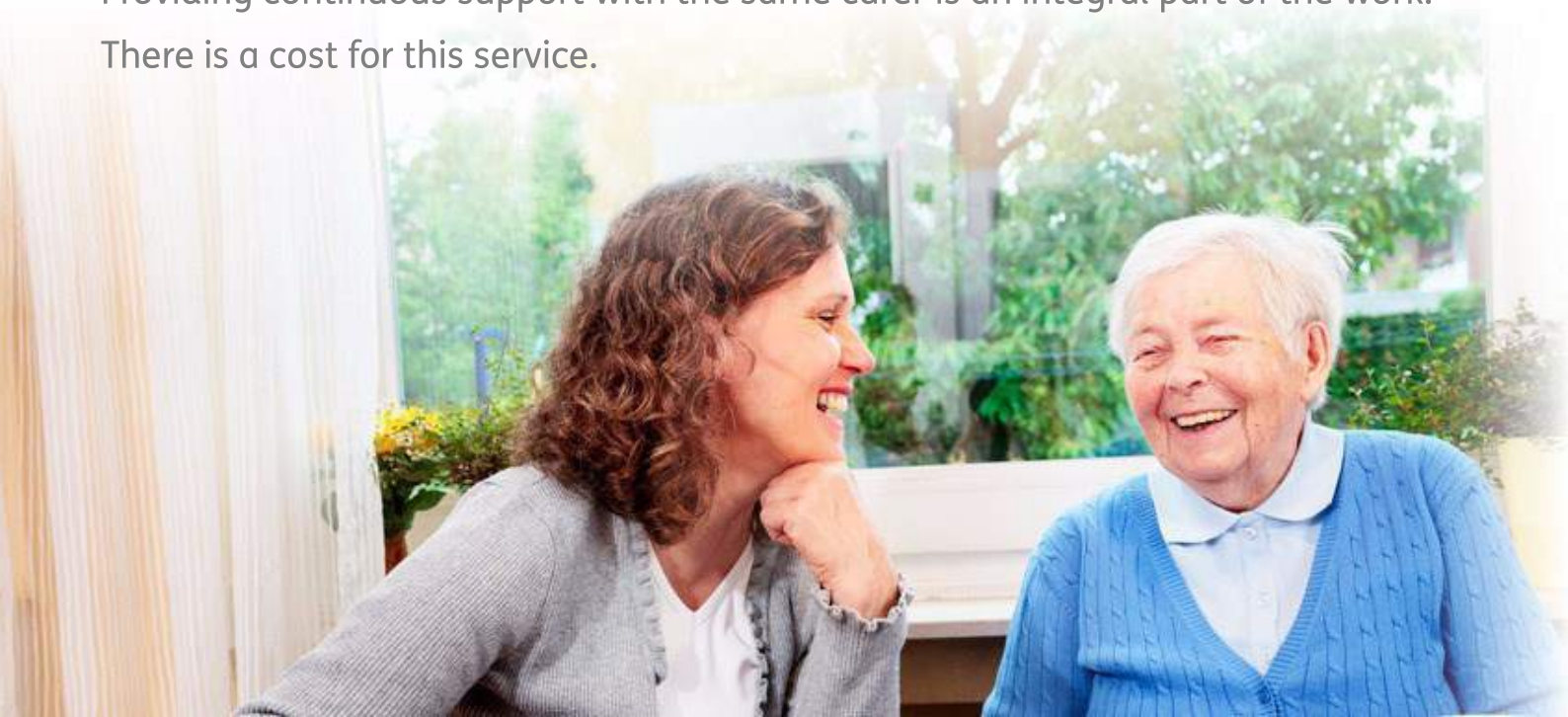
People today wish to stay at home to receive their daily care, and remain part of the community that they live in. Having a cleaning package enables people to stay at home when the cleaning chores become too much, which enables people to receive the initial support and remain independent. Carers can provide valuable information on what's available in their community, whether it's an ageing well centre or a lunch club as well as providing additional support with shopping or hospital / GP visit as needed.

Workers are qualified to give personal care to the individuals in their own home, by providing support with bathing or other personal needs.

The carers are friendly, and will respect the wishes of their clients at all times.

Providing continuous support with the same carer is an integral part of the work.

There is a cost for this service.







## Day Care

Day care continues to be an important part of Age Cymru Gwynedd a Môn's work in the two counties. We realise the benefit that people get from socialising with others in their communities, benefits such as reducing depression and isolation. Day care is available in Dyffryn Ardudwy, Barmouth and Moelfre at present.

25 attend on a weekly basis, we have spaces available for anyone who may wish to attend. If you know of anyone who would benefit from the service please contact the office.

## Shopping

The shopping scheme, that is funded through the Gwynedd Council Supporting People monies remains as popular as ever with the service users. It enables people to do the weekly shopping of their choice, supplying nutritious fresh food in their home. The service is an opportunity for people to go out, get support with their choice of shopping and allow to make their own meals.

25 people currently receive the service, and a waiting list for the ones that require the service to the near future following the success of project.

## Foot Care

Some of the workers in the community are trained to provide foot care, and have been trained by health workers to do so. Treating feet and toe nail cutting can become difficult as we grow old, treating feet can prevent falls as well as keeping an eye on the general health conditions of the individual.

We now provide monthly surgeries in Bontnewydd. If you wish to receive this service please call 01286 685 911 to make an appointment.





## Goal 5: Good quality health care

The ageing population in Wales is living longer, this should be a cause for celebration in our society. Health services should be designed to support wellbeing and independence for people with a focus on individual needs rather than treating illnesses that are specific to their condition.

People are concerned about health care in relation to ageing, in particular the state of dementia and mobility. Difficulties in obtaining access to primary care services are often a barrier to older people.

### Dementia friendly area

Bontnewydd is working towards being a dementia friendly community. Such a community is one which has an understanding of the condition, and where the whole community is supportive and provides help to families living with dementia within their local community. Age Cymru Gwynedd a Môn staff members have been trained to become Dementia Champions, to talk about the condition and raise awareness, and to provide sessions to allow people to become 'Dementia Friends'. Our mission is to have all our employed staff as Dementia Friends by the end of 2018.

### Cadwyn Môn

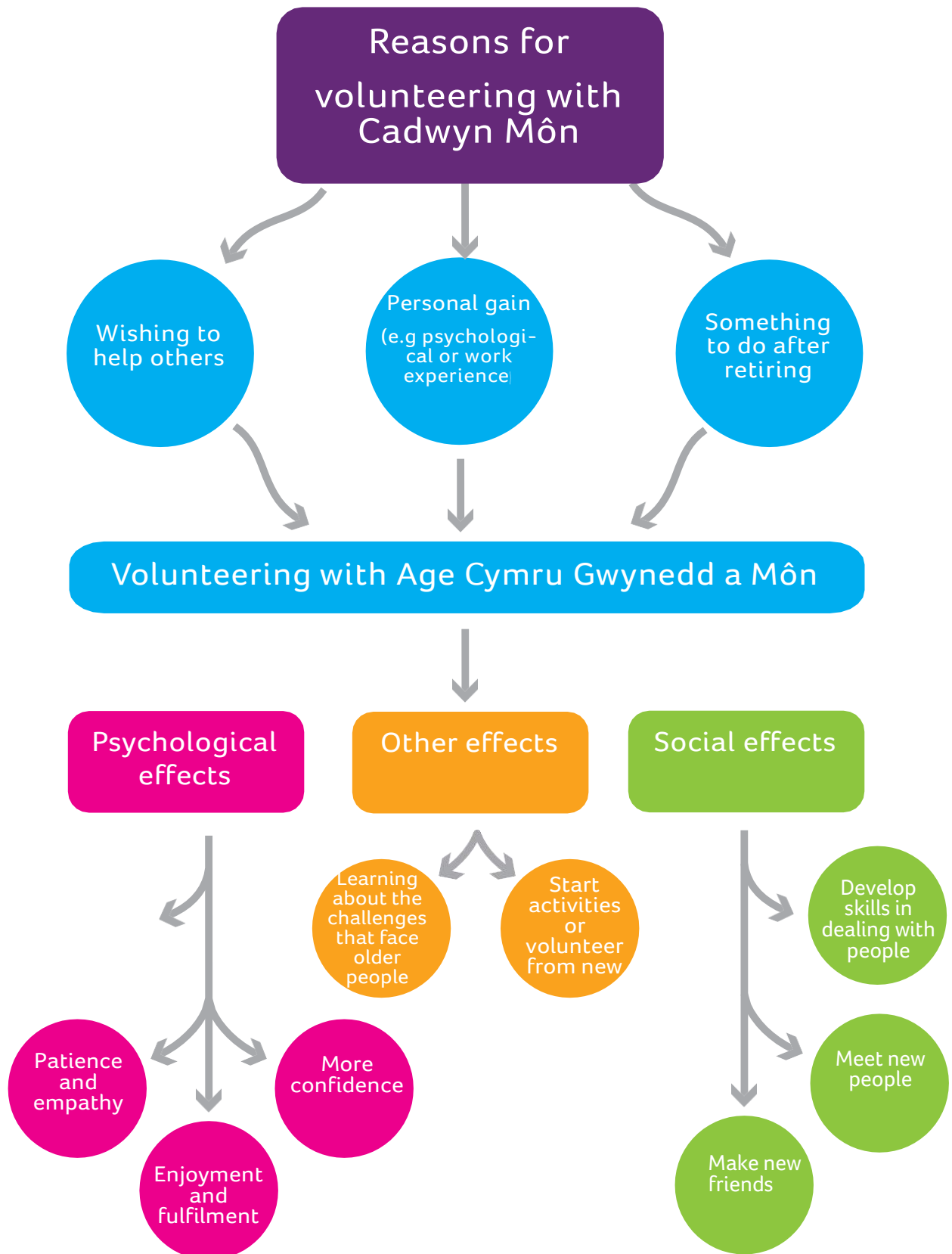
Cadwyn Môn is a befriending service for 5 years on Anglesey. The project has been financed through the National Lottery fund and it was a great success to those that received the services, as well as the volunteers that ran the project. Although the funding ran out in March 2017 it is great to see the work continuing, and the volunteers continuing to support people who need a friend to take them out every now and then. Clwb Cadwyn meets once a month to those that have, and remain to receive support from the befriending service.

**Statistics for 5 years — Referrals 686**

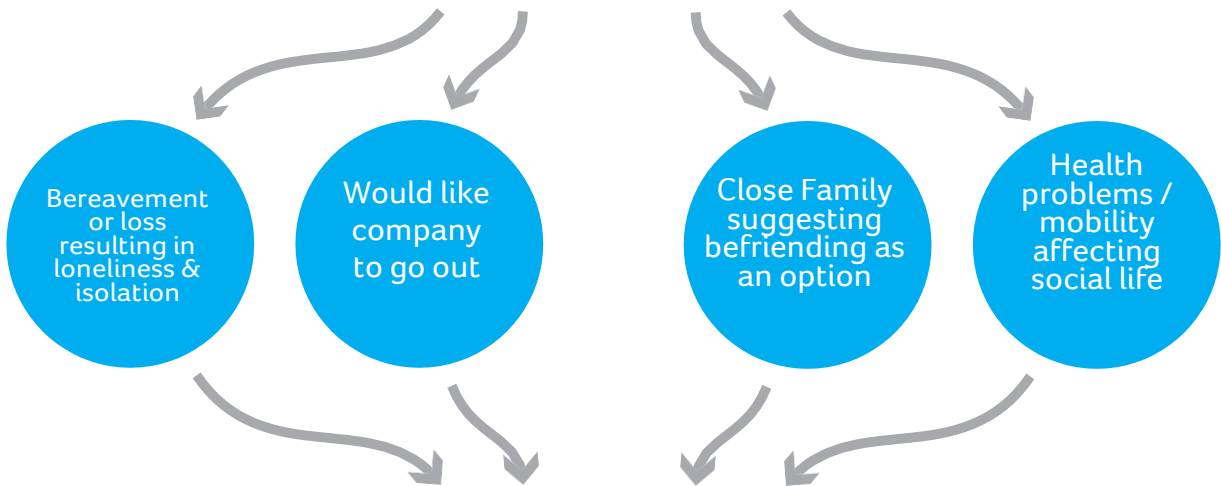


# Volunteering

Volunteers were asked about their experiences of volunteering on the project and to what extent did this have an effect on their lives. Figure 2 contains comments and themes that came from the interviews held with volunteers.



## Reasons for taking part in the programme

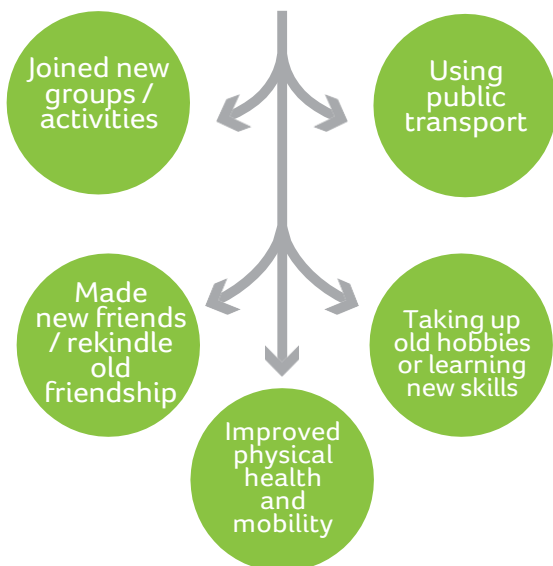


## Cadwyn Môn Befriending programme

### Psychological effects

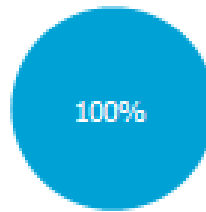


### Lifestyle effects

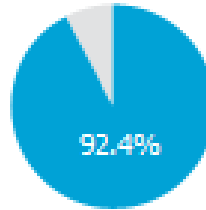


## Loneliness

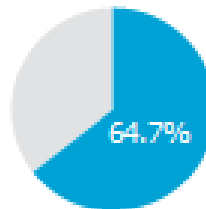
Measuring loneliness de Jong Gierveld and Van Tilburgh demonstrate that the majority of individuals 85.4% declared they were lonely at the beginning of the befriending service, and 27% measured severely loneliness. A significant difference from the baseline and the follow up with a 39.33% reduction in loneliness declared by individuals.



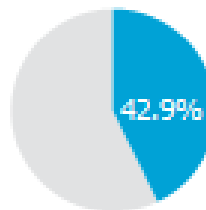
Do you feel you meet more people now?



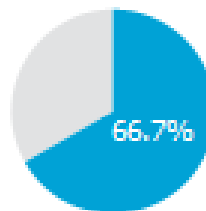
Have you made new friends?



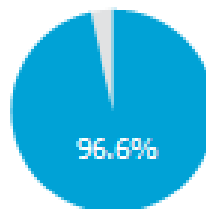
Are you doing any new activities?



Have you restarted any new activities?



Are you going to any new clubs/ classes/ groups?



Do you feel more confident?

■ Yes ■ No

## Isolation

The Lubben Social Network Scale was used to ascertain the level of social network and support available to individuals. The score at baseline is very low (10.34). The clinical cut-off point of 12 is being applied to identify individuals at risk of extreme isolation (overly reliant on one person or the lack of this basic support). For the whole scale 62.1% scored 12, and can be considered at risk of extreme isolation. At the end of the befriending period there is a significant difference between baseline and follow up score for contact with family and friends.

## Social connectedness

At the end of the befriending period individuals were asked a number of questions regarding the extent taking part may have had any impact on their social lives:



## Goal 6: Financial Inclusion

Today in Wales, an estimated 84,000 older people live in poverty, or 14% of everyone aged 65 or over. A sufficient income underpins many of the essential features of daily life. The consequences of shortage of money can be severe for older people. Having an insufficient income can exacerbate problems of loneliness and isolation and place health and wellbeing at risk.

A significant number of older people in Wales are dependent on the State Pension as their only source of income. Many others receive means-tested benefits or small private or occupational pensions to top this up.

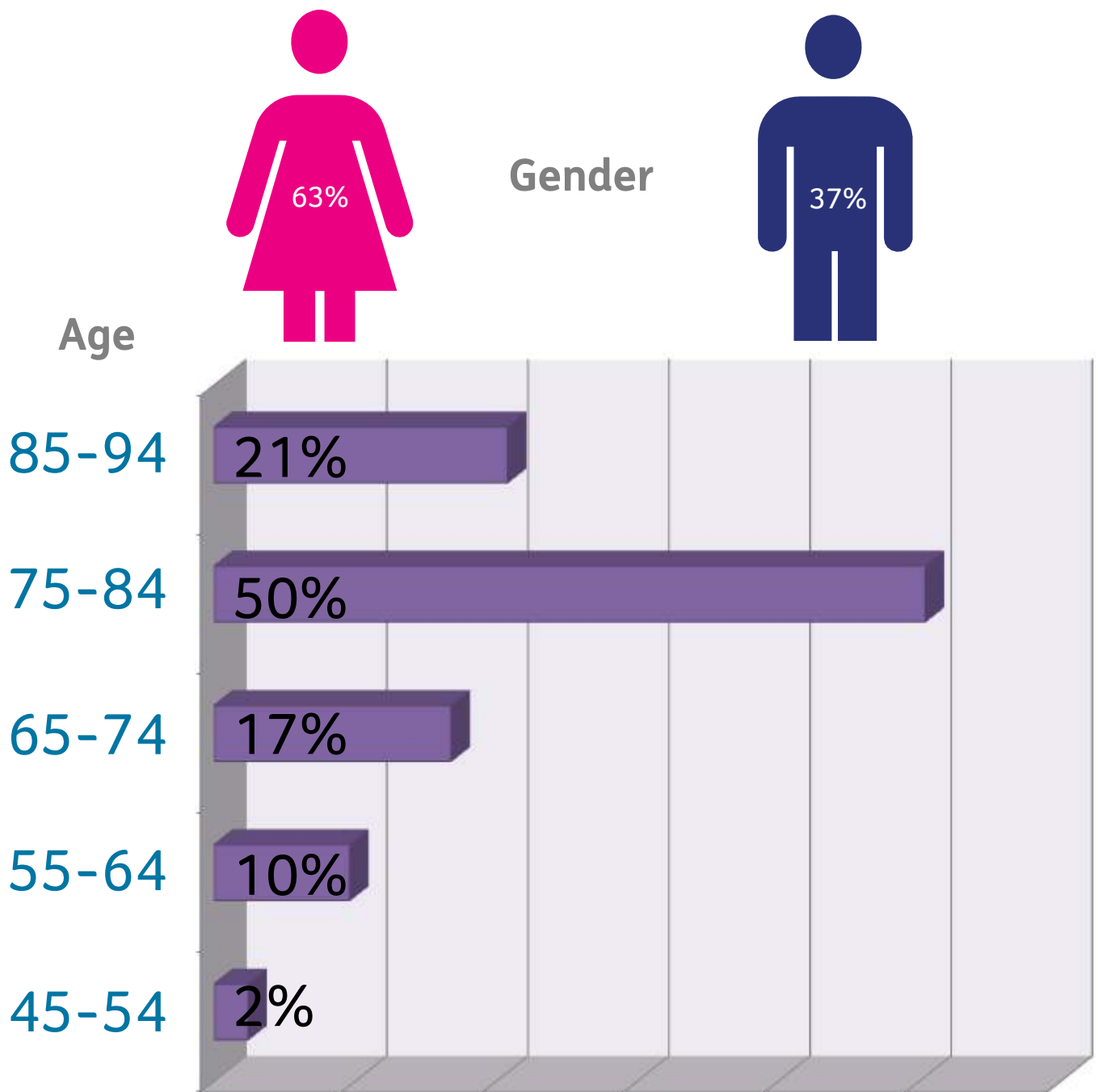
Another evident factor is the lack of information amongst elements of the older population on the additional financial assistance available to them and unclaimed and we are very proactive as an organisation in responding to this.



## Healthy Finance Service

In June 2016 Age Cymru Gwynedd a Môn's Healthy Finance Service was launched. This has been funded through financial support from Comic Relief and provides two Healthy Finance Officers. It is a service that aims to support and encourage individuals aged 50 and over to prepare them to review and deal with their personal finances.

The first year of the project has been a great success and 1:1 information and advice sessions were given to 181 individuals in addition to providing presentations to local groups and clubs on healthy finance.



## Goal 7: Homes and communities

The features that make a home desirable to live in can change as people get older. It is essential that the homely environment in our communities is age friendly so that it is suitable for people of all ages.

It is vital that the homely environment enables, rather than prevents, everyone to be active in their community.

The housing needs of people may also change as they get older, so it is important older people have access to a range of good quality housing options.

We must also ensure that we all receive the opportunity to be active in our communities rather than being prevented, whether this is taking part in community activities, paid employment, or volunteering.

### Secure homes—The Keep Well this Winter campaign

Over the Winter months, we were proactive in circulating information to clubs and individuals on how to keep safe over Winter and also to support them to apply for a reduction in their heating bills over the winter, through our Healthy Finances Scheme.

We also worked in partnership with SP Energy Networks and succeeded in distributing 50 emergency Winter Warmer packs to the most vulnerable within our local communities.

Once again in 2016-17 we were successful in securing funding from EoN to carry out checks on people's homes in Gwynedd and Anglesey to ensure they were safe and also that energy efficient. 70 checks were completed during this period.





# Volunteering - enabling people to be active in their communities

We are very proud of our volunteers and we fully acknowledge their contribution to ensure the success of our various services and also the future of the organisation.

Our volunteers help in our offices, shops, cafés and in the community. Our volunteers, like our staff are recruited in a way that ensures that they are safe to provide our services. They are trained and supervised regularly.

**Without a doubt, without the input and commitment of our volunteers, we wouldn't be able to deliver the work of the charity. The number of official volunteers that we have is 143, with the total amount of hours equating to £472,524 in financial terms through the year.**

## Cafés

Age Cymru Gwynedd a Môn provides a Café service in the Criminal Justice Centre in Caernarfon and also in partnership with Bangor City Council at Hafan Café near the main bus station in Bangor.

Hafan Café has established itself in Bangor for a number of years by now as a popular socialising space for those aged 50 and over 50's locally. As well as being a café and a place to have a break, it is possible to make use of the computer equipment there and also special event day are organised so to allow us to promote our services and to have a little fun of course!

We thank those faithful customers that call in regularly to Hafan Café, but we also look forward to seeing new faces there! The café is open 10 am until 3 pm Monday to Friday.



## Shops

The proceeds from the activity of our 4 shops in Caernarfon, Llangefni, Porthmadog and Blaenau Ffestiniog enables us to generate income so to maintain our services. Every penny spent locally is for local people. We thank everyone that has supported us during the year.

2016-17 was a year of considerable change in terms of many Age Cymru Gwynedd a Môn shops.

**Caernarfon** During June 2016 the shop in Caernarfon was relocated to a building in 39 Pool Street, Caernarfon. The new location is in the centre of town and in a convenient location for people to call in and is a centre for our insurance services. We also opened a receiving and sorting depot in Unit 14, Zone 5, Cibyn Estate, Caernarfon (which is also the home for the Men's Shed).



**Llangefni** It was decided during 2016-17 to relocate the shop in Llangefni which would mean moving the shop to a building on the High Street, this would also have offices on the first floor. This development will certainly give us better presence on the Island.

## Blaenau Ffestiniog

During January 2017, a special person bode farewell to Age Cymru Gwynedd a Môn. Mona Williams, who had volunteered as a shop manager in Blaenau Ffestiniog for a number of years retired from that role. We wish to thank Mona very much for all the hard and priceless work over the years.

Her efforts to ensure the success of the shop has meant generating substantial income which has enabled us to fund our various services locally.



# Electronic purchasing system and Gift Aid

During 2016-17 we invested in an electronic till systems in our shops which also incorporates the Gift Aid initiative.



Did you know by signing up for Gift Aid with Age Cymru Gwynedd a Môn, we can make 25 pence extra for every £1 that is generated from your donations? This will not cost you a penny! As long as you pay income tax, we can claim money from HMRC on your behalf.

## Trading

The income proceeds from trading activities such as cafés, the insurance services and equipment to promote independence that we sell, enables us to generate income independently in order to sustain our services. Every penny that is spent locally is for local people.

It is important to report also that the trading element by now comes under the sub-company Age Cymru Gogledd Masnachol Cyf. (North Trading)

Thank you to all that have supported our shops through donations or buying products in the shops and / or insurance during the year.

## Insurance products

Age Cymru Gwynedd a Môn have developed a range of products and services that have been specially designed for people over the age of 50.

## Independence promoting equipment

Age Cymru Gogledd Masnachol Cyf (North Trading) is a sub-group of Age Cymru Gwynedd a Môn and through working in collaboration with Age UK Enterprises we have listened to the needs of our customers. We

received feedback that more and more people are anxious and losing confidence and independence in and out of their homes.

Age Cymru Gwynedd a Môn has been working with a number of partners to offer excellent products, for a reasonable price, which also supports and promotes independence. The products include stair lifts, mobility scooters and hearing equipment as well as a range of other equipment. For further details contact the office at 39 Pool Street Caernarfon.



**Remember that commission on any sales of the above is redirected back to Age Cymru Gwynedd a Môn which in turn helps us to provide valuable services in our communities.**



## Funeral Plans

As we grow older we all face new challenges, and maybe even illness, loneliness or poverty. At Age Cymru Gwynedd a Môn, our goal is to enable older people to love later life. From campaigning for better services, to providing help and support, we can help everyone make the most of later life. We introduced the Age UK Funeral Plan back in 1988 because people told us that rising funeral costs were a cause for concern.

A funeral plan is a sensible and straightforward way to take care of funeral expenses and arrangements in advance. It's similar to making a Will or life insurance. After all, when you leave a Will, you make provision for your loved ones and another reason to make sure your funeral arrangements are taken care of too. Instead of just leaving your loved ones a lump sum you can help protect them from rising funeral costs and the additional worry and stress of arranging a funeral.

Every year funeral costs have continued to rise, and it's a trend that's predicted to continue. The average cost of a funeral in 2014 was £3,590 and is expected to rise to £4,500 by 2019. So the sooner you take out a prepaid Plan, the more the potential saving. The Age UK Funeral Plan helps you protect against rising funeral costs by guaranteeing to cover the costs of the funeral services included in the Plan at today's prices. Funeral Plan monies are paid directly into the Trust for Age UK Funeral Plans and monies are held in an independently managed Trust Fund, secured against economic ups and downs. The money in the Trust Fund is ring-fenced and only paid to the funeral director when the funeral is required. The Trust Fund meets all the requirements set by the funeral Planning Authority to ensure customers' protection.

The Age UK Funeral Plan takes care of the arrangements for your funeral and staff are there to help and support your family through the whole process. Taking out a Plan avoids the risk of a shortfall from savings or investments. It simply guarantees to meet the full cost of the services included in the plan, not matter what the rate of inflation is now or in the future. It also ensures that bereaved family and friends will not have to worry about paying for the costs of the funeral services because you will have already taken care of them.

You can choose to pay for the Plan by lump sum or with flexible monthly instalments with guaranteed acceptance for over 50s with no medical or health questions.

We believe that the Age UK Funeral Plan is the best way to put money aside for a funeral. With interest rates at such a low level, savings, investments or 50+ life insurance are unlikely to keep pace with rising funeral costs! Pop in to our local office for a chat and further information or request your free information pack by contacting us on 01286 685 918 and ask for Nerys Williams or Gwilym Jones.



## Goal 8: Transport

Public and community transport are vitally important in helping people to maintain independence and wellbeing as they age. Such transport networks can ensure that communities are well-connected and that services, facilities and amenities are accessible to older people. Without this, there is an increased risk that isolation and loneliness will impact upon people's wellbeing.

Public and community transport is essentially important in helping people to maintain their independence and welfare as they grow older. Transport networks ensure that communities are well connected and services and amenities which are appropriate to older people. Without this, there is more risk of loneliness.

Local transport networks which are dependable and accessible is getting more significant as people grow older. Two thirds of single pensioners in Wales are without a car and a number of older people rely on bus services to transport them.

It is essential that older people can buy food, have medical attention, manage finances and have social interaction. These are essential features and important as people get older and should be a high priority in transport policies.

83 trips were arranged this year using our three minibuses. The trips have varied between various activities to name a few, going to see shows, wine tasting, shopping, dining out and much more. The cost of the bus is 75p per mile. For more details or to hire a bus contact: 01286 677 711.



## Staff

Chief Officer  
Eleri Lloyd Jones

Deputy Chief Officer /  
Age Well Manager  
Stephen Williams (left the  
post January 2017)

Business and Development  
Manager  
Aled Evans

Cadwyn Môn Project  
Manager (left the post  
February 2017)  
Helen Ellis

Cadwyn Môn Co-ordinators  
(left posts February 2017)  
Ionwen Ewing &  
Gladys Jones

Cadwyn Môn Administrator  
(left the post  
February 2017)  
Dawn Carden

Trading Manager  
Nerys Williams

Trading Officer  
Marian Williams

Home Care Manager  
Thelma Parry

Home Care Supervisors  
Beverley Rowlands  
Melissa Rowlands

Information and Advice  
Manager  
Ann Parry

Office Manager  
Elaine Williams

Finance / Administrative  
Officer  
Sioned Jones (left the post  
May 2017)

Personnel Officer  
Elen Jones

Trading and Benefits Officer  
Gwilym Jones

Men's Shed Officer  
Nicola Jennings

Men's Shed Co-ordinator  
James Jones

Development Officer  
Maldwyn Roberts

Community Voice Officer  
Sandra Roberts

Advocacy Co-ordinator  
Sylvia Targett

Welcome /  
Administrative Officer  
Ruth Jones

Charity Shop Managers  
Caernarfon  
Gillian Naylor  
& Ffion Parry (assistant)  
Llangefni

Margaret Thomas  
Blaenau Ffestiniog  
Mona Williams  
(retired January 2017)

Arwel Jones  
Porthmadog  
Dorothy Murchie

Distribution Officer  
John Taylor

Café Managers  
Elaine Jones  
Collette Donaldson  
Meryl Williams

### Chairman

Dafydd Iwan

### Vice Chair

Cledwyn Williams

### Treasurer

Alwyn Jones

### Trustees

Gwilym Evans  
Wynne Williams  
Meinir Owen  
Anwen Hughes

### Bankers

HSBC - 24 y Maes,  
Caernarfon  
**Brokers**  
Hargreave Hale Ltd  
Bangor

## Our Services

- Information and advice
- Cleaning Service
- Welfare benefits service
- Advocacy Service
- Day care
- Age Well
- Gwynedd shopping scheme
- Lunch Clubs
- Sitting Service
- Information Technology training
- Forums
- Insurance
- Legal surgeries
- Hafan Café and drop in centre Bangor
- Charity Shops
- Café service
- Toe nail cutting
- Personal Care
- Healthy Finances
- Volunteering
- Men's Sheds

### Accountants

A Hughes-Jones  
Dyson & Co.  
Chartered Accountants  
Capel Moreia,  
South Penrallt,  
Caernarfon





**AGE CYMRU GWYNEDD A MON**  
**Trustees' Report For The Year Ended 31st March 2017**

The trustees present their annual report on the affairs of the Company together with the Accounts and Auditors Report for the above period.

This report complies with the Companies Act 2006 and should be read in conjunction with the full Trustees' Annual Report compiled according to the Statement of Recommended Practice for Accounting by Charities.

**Principal Activities**

The principal activity of the company is to provide help and support for the elderly.

**Trustees**

The trustees of the company during the year were:

Dafydd Iwan  
Gwilym Ellis Evans  
Owen Alwyn Jones  
Huw Williams (Retired 25/2/2017)  
Robert Cledwyn Williams  
Victor Wynne Williams  
Meinir Owen  
Anwen Hughes (Appointed 15/6/2016)

**Statement Of Disclosure Of Information To Auditors**

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each trustee has taken all steps that they ought to have taken as a trustee (director) in order to make aware of any relevant audit information and to establish that the company's auditors are aware of that information.

**Public Benefit Statement**

The Trustees confirm that they have complied with their duty under section 17(5) of the 2011 Charities Act. They have considered the public benefit guidelines published by the Charity Commission and believe they have followed it's guidance in this area. The activities undertaken by the Charity during the year in furtherance of it's charitable purpose are outlined in the full trustees report , and the trustees are satisfied that such activities provide a public benefit.

**Auditors**

A. Hughes Jones Dyson & Co. have expressed their willingness to remain as auditors of the company.

The above report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

**AGE CYMRU GWYNEDD A MON**  
**Trustees' Responsibilities Statement**

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial accounts comply with Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Report of the Independent Auditors to the Members of Age Cymru Gwynedd a Mon

We have audited the financial statements of Age Cymru Gwynedd a Mon for the year ended 31st March 2017 which comprise the Statement of Financial Activities, the Income and Expenditure account, Statement of Total Recognised Gains and Losses, Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 take responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinion we have formed.

### Respective Responsibilities Of Trustees And Auditors

As explained more fully in the Trustees' Responsibilities Statement set out on page 2, the trustees (who are also the directors of the charitable company or the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors, including 'APB Ethical Standard - Provisions Available for small Entities (Revised)', in the circumstances set out in note 1 to the financial statements.

### Scope of the Audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the trustees' annual report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit.

If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

### Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended.
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit;
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Directors Report and take advantage of the small companies exemption from the requirement to prepare a Strategic Report



**AGE CYMRU GWYNEDD A MON**  
**Income and Expenditure Account For The Year Ended 31st March 2017**

	Notes	2017 £	2016 £
Income		1,215,943	935,580
Direct Expenditure		1,271,704	918,708
<b>Gross (Deficit)/Surplus</b>		<u>(55,761)</u>	<u>16,872</u>
Investment Income		8,290	8,805
Profit on sale of Fixed Asset		4,439	-
<b>(Deficit)/Surplus For The Year</b>		<u>(43,032)</u>	<u>25,677</u>

**Statement of Total Recognised Gains and Losses for the Year Ended 31st March 2017**

	Notes	2017 £	2016 £
(Deficit)/Surplus For The Year		(43,032)	25,677
Unrealised Gains / (Losses) On Investments	16	25,401	(19,862)
<b>Total Recognised Gains Relating To The Year</b>		<u>(17,631)</u>	<u>5,815</u>

**AGE CYMRU GWYNEDD A MON**  
**Statement of Financial Activities for the Year Ended 31st March 2017**

Income	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2017	Total Funds 2016
		£	£	£	£
Legacies & Donations					
From subsidiary		77,000	-	77,000	2,000
Other		5,431	-	5,431	86,570
Charitable Activities	3	955,693	90,824	1,046,517	626,010
Other Trading Activities	4	86,995	-	86,995	221,000
Investment Income		274	8,016	8,290	8,805
<b>Total Income</b>		<u>1,125,393</u>	<u>98,840</u>	<u>1,224,233</u>	<u>944,385</u>
<b>Expenditure</b>					
Raising Funds	6	56,748	-	56,748	91,280
Charitable Activities	5	1,058,703	151,814	1,210,517	827,428
<b>Total Expenditure</b>		<u>1,115,451</u>	<u>151,814</u>	<u>1,267,265</u>	<u>918,708</u>
<b>Net Income / (Expenditure)</b>	2	9,942	(52,974)	(43,032)	25,677
Transfers Between Funds		18,936	(18,936)	-	-
Gains on Investments	16	-	25,401	25,401	(19,862)
<b>Total Increase in Funds</b>		<u>28,878</u>	<u>(46,509)</u>	<u>(17,631)</u>	<u>5,815</u>
Balances brought forward		336,648	308,736	645,384	677,652
<b>Balances Carried forward</b>		<u>365,526</u>	<u>262,227</u>	<u>627,753</u>	<u>683,467</u>

**AGE CYMRU GWYNEDD A MON**  
**Balance Sheet as at 31st March 2017 (Company Number: 07621068)**

	Notes	2017		2016	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible Assets	8		404,380		363,752
Investment in Subsidiary Company	15		1		1
Investments			<u>213,059</u>		<u>188,889</u>
			617,440		552,642
<b>Current Assets</b>					
Debtors	9	42,624		141,916	
Cash at Bank and In Hand		280,602		166,312	
		<u>323,226</u>		<u>308,228</u>	
<b>Liabilities: amounts falling due within one year</b>	10	<u>(174,439)</u>		<u>(98,708)</u>	
<b>Net Current Assets</b>			<u>148,787</u>		<u>209,520</u>
<b>Liabilities: amounts falling due after one year</b>	11		(102,416)		(78,695)
<b>Provisions for Liabilities</b>	17		(36,058)		(38,083)
<b>Net Assets</b>	13		<u>627,753</u>		<u>645,384</u>
<b>Funds</b>					
Unrestricted			365,526		336,648
Restricted	16		262,227		308,736
			<u>627,753</u>		<u>645,384</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.



**AGE CYMRU GWYNEDD A MON**  
**Notes To The Accounts For The Year Ended 31st March 2017**

**1 Accounting Policies**

*Basis Of Accounting*

These financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of the Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historic cost convention. Equity investments held by the John Trevor Roberts Fund are stated at market value.

*Turnover*

Turnover represents net sales of goods and services excluding Value Added Tax.

*Grants*

Grants of a revenue nature are credited to the income and expenditure account in the year in which they are receivable. Grants received in advance are carried forward for matching with the appropriate expenditure. Capital grants are also reflected in the income and expenditure account in the year in which they are received in accordance with the Statement of Recommended Practice for Accounting and Reporting by Charities 2015.

*Resources Expended*

Resources expended are recognised in the period in which they are incurred.  
Resources expended include attributable VAT which cannot be recovered.  
Resources expended on restricted funds relate to expenses incurred solely on the project together with overheads apportioned on the basis of beneficiary hours.

*Tangible Fixed Assets*

Tangible fixed assets are stated at cost.  
Depreciation is provided at the following rates on the net book value before charging depreciation at the year end in order to write off their cost less their estimated residual values over their expected useful economic lives.

Leasehold Improvements	over period of primary lease
Motor Vehicles	25%
Plant & Equipment	20%
Fixtures & Fittings	20%

Capital items below £100 are written off to expenditure in the year.

*Investments*

Listed investments are valued at market value as at the balance sheet date less any permanent diminution. Gains and losses of investments are charged to the Statement of Financial Activities.

*Pension Contributions*

The company operates a defined contribution pension scheme. Contributions payable for the year are charged in the Income and Expenditure account.

*Leased Assets*

Fixed assets acquired under finance leases are included in the balance sheet at cost less depreciation. Interest payable in each period is charged to the profit and loss account. Operating leases are charged to the profit and loss account as incurred.

*Auditors*

In common with many businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.