

A photograph of three elderly people hiking in a forest. In the foreground, a woman with blonde hair and glasses is smiling. Behind her, a woman with white hair and glasses is also smiling. To the right, a man with a mustache and glasses is visible. They are all wearing backpacks and casual hiking attire. The background is a lush green forest.

ANNUAL REPORT

 Gwynedd a Môn
age Cymru
Let's change
how we age



2024 - 2025

TRUSTEES REPORT

FOREWORD

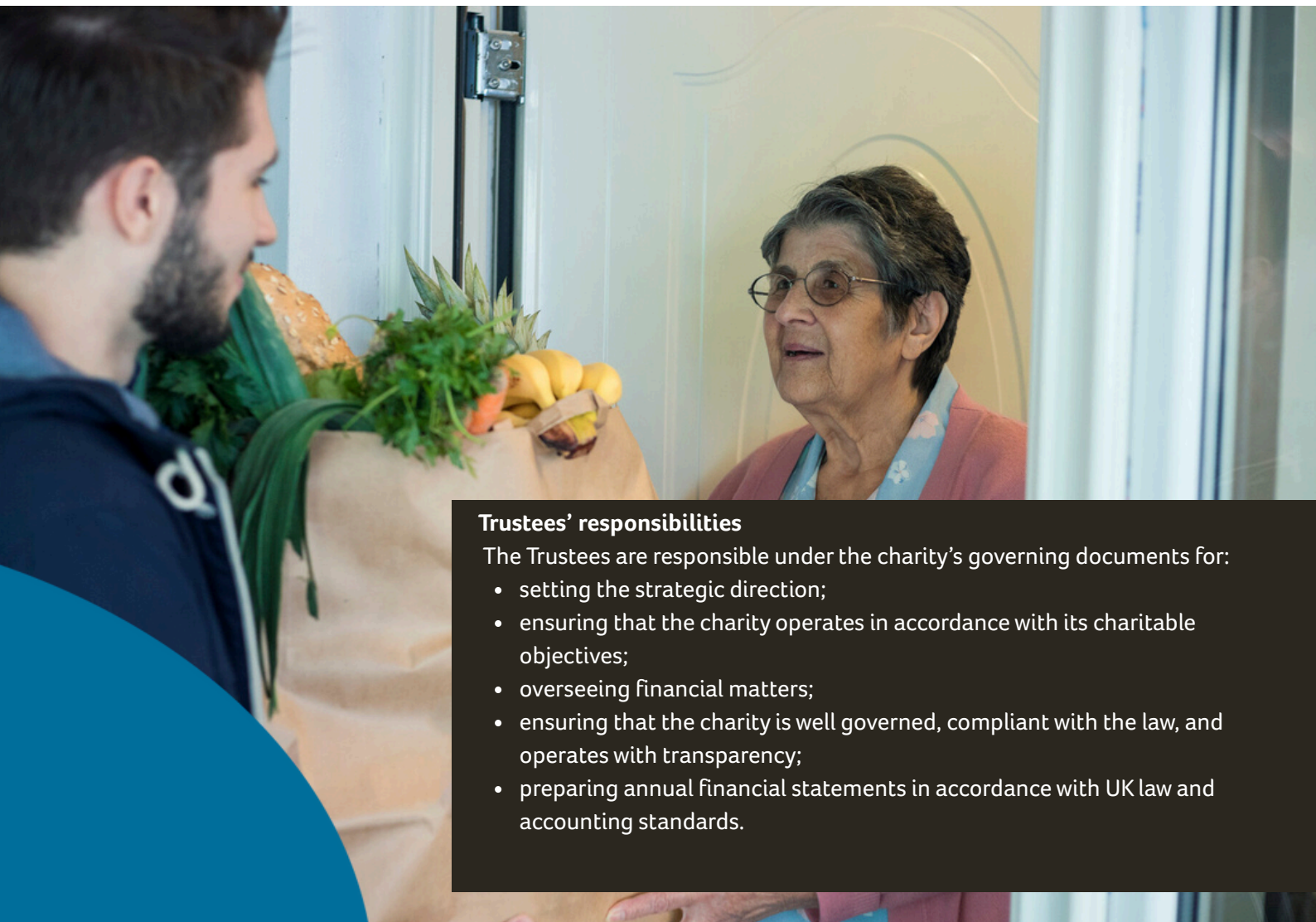
The Trustees present their report together with the accounts of Age Cymru Gwynedd a Môn for the year ended 31 March 2025. The report describes the organisation's objectives, activities, achievements, financial performance, governance, and principal risks.

ACTIVITIES & ACHIEVEMENTS 2024/25

The charity gave a wide range of services to meet the requirements of elderly people in Gwynedd and Anglesey throughout the year.

Key highlights:

- Continuation of personal care services enabling customers to remain in their homes.
- Raising awareness and increasing use of information and advice services, particularly in relation to the rise in living costs.
- Community events and clubs to reduce social isolation.
- Collaboration with local government and partners to influence policy and ensure age-friendly provision in local planning.



Trustees' responsibilities

The Trustees are responsible under the charity's governing documents for:

- setting the strategic direction;
- ensuring that the charity operates in accordance with its charitable objectives;
- overseeing financial matters;
- ensuring that the charity is well governed, compliant with the law, and operates with transparency;
- preparing annual financial statements in accordance with UK law and accounting standards.

MISSION STATEMENT & OBJECTIVES



The aim of Age Cymru Gwynedd a Môn is to support people aged 50+ in Gwynedd and Anglesey, enabling them to live independently in their homes and participate fully in their communities.

Main service areas:

- Information and advice (benefits, housing, rights)
- Personal/home care services
- Social inclusion (clubs, events, outreach)
- Wellbeing initiatives

PLANS FOR THE COMING PERIOD – 2025/2026

Looking ahead, the Trustees are committed to building on our strong foundations and responding to the changing needs of older people across North Wales.

Key priorities:

- Expanding services to address the impact of the cost of living, offering more support with energy, housing, and wellbeing advice.
- Increasing the capacity of home care services as demand grows.
- Exploring further opportunities for digital outreach and remote support.
- Exploring geographic expansion: For the first time, Age Cymru Gwynedd a Môn will begin providing services in Conwy, extending our reach beyond Gwynedd and Anglesey so that older people in neighbouring areas can also benefit from our expertise and support.
- Strengthening community partnerships and advocacy to influence local and national policy affecting older people.



STRUCTURE, GOVERNANCE, AND MANAGEMENT

Age Cymru Gwynedd a Môn is a local charity (Charity Number: 1143587).

The charity is governed by its memorandum and articles of association. Trustees are recruited to ensure a balance of skills and experience in areas such as care provision, finance, community services, and legal/regulatory compliance.

Regular trustee meetings are held to oversee strategic direction, policies, risk management, and financial oversight.

FINANCIAL REVIEW

RESERVES POLICY

The policy of the Board of Trustees of Age Cymru Gwynedd a Môn is that unrestricted funds, which have not been designated for specific purposes, should be maintained at a level equivalent to between three and six months' expenditure.

In recent years, the charity's reserves have been used to invest in ownership of the charity's buildings, which will provide income and stability for the charity in the long term.

The Trustees consider that holding reserves at this level ensures that, in the event of a significant reduction in funding, they can continue to pursue their charitable objectives while exploring ways to raise additional funds.

Future aims include increasing the availability of cash reserves in the bank to enable a prompt response to any changes in funding.

The Trustees have assessed the principal risks facing the charity and are satisfied that systems are in place to mitigate those risks.

PRINCIPLE RISKS & UNCERTAINCIES

The Trustees have identified a number of risks and manage them proactively:

RISK MITIGATION

Funding instability (changes to grants/contracts)

Diversify income streams; maintain relationships with funders; careful budgeting.

Rising costs (staff, supplies, utilities)

Regular contract and procurement reviews; seek efficiencies.

Changing client needs

Maintain feedback loops; adapt services.
(e.g. digital inclusion, wellbeing).

Regulatory/compliance risk

Ensure policies are up to date; provide training for trustees and staff; provide oversight through governance structures.



TRUSTEES

The Trustees wish to thank all staff, volunteers, funders, partners, and supporters for their hard work, dedication, and generosity during 2024/25.

Without their contributions, the charity's achievements would not have been possible.

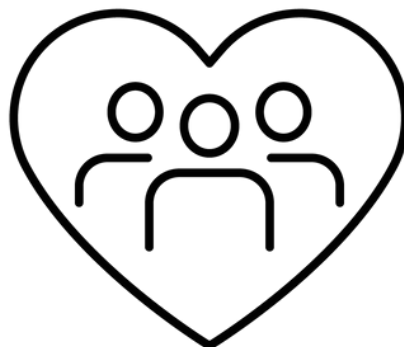


Gareth Griffith

Chairperson Age Cymru Gwynedd a Môn

Anwen Hughes
Vice Chair

John Pritchard
Treasurer



Gwilym Ellis Evans
Dafydd Iwan
Alwyn Jones
Cledwyn Williams
Nerys Anne Evans

THE IMPACT OF OUR WORK

2024-2025



INFORMATION & ADVICE SERVICE

Number of people successfully claiming support across Gwynedd and Anglesey: £1,244,802!



MEALS ON WHEELS SERVICE

1,300 meals delivered, ensuring that customers received their food on time through the service.



HOME CARE SERVICES

Throughout our home care service we have provided care for a total of 440 clients.

PROVIDED SUPPORT
FOR



PEOPLE

Over the last year, Age Cymru Gwynedd a Môn received inquiries from 4,269 individuals, leading to 410 specific advice requests.

We are truly thankful for the support of our 21 dedicated volunteers, who generously offer their time to enhance and sustain our services throughout the county.



INFORMATION & ADVICE SERVICE



CASE STUDY

The client was presented with a comprehensive benefits check multiple times but chose to decline, thinking her savings were sufficient.

When her husband began receiving Attendance Allowance, she was informed of their potential eligibility for Pension Credit; however, she initially turned it down once more.

Following this, our advisor conducted a benefits check, confirming their eligibility for Pension Credit. Online applications were submitted for both Pension Credit and Carer's Allowance, with the Pension Credit being backdated by three months. Additionally, arrangements were made to pause Council Tax payments.

As a result, the couple received Pension Credit, a full Council Tax Reduction, a Free TV licence, and various other associated benefits.

The service is available across Gwynedd and Anglesey to provide access to free, impartial advice and information by phone, face-to-face, or email.



HOW CAN WE HELP?



WHAT WE OFFER?

The services we currently offer include:

- A full benefits check using the Age UK calculator
- Assistance with filling in Attendance Allowance forms (for other non-means-tested benefits, contact one of the agencies below for support)
- Assistance with Blue Badge applications
- Online Pension Credit applications
- Referral to the Home Energy Check service
- Providing information guides and advice on all available benefits

BENEFITS

There's no need to go it alone.

We're here to support you – we can help you complete the forms and even assess with you whether you qualify for a Blue Badge.

Contact us on 01286 677711 between 9:00am and 4:30pm, or email benefits@acgm.co.uk

We'll be happy to assist you every step of the way.



BLUE BADGE

If you need help applying for a Blue Badge, we are here to assist.

We can guide you through the process, help complete the forms with you, and provide advice to check if you are eligible.

“

The benefits service has enabled me to apply for a disability benefit that I wouldn't have been able to do on my own

”



“

Thank you from the bottom of my heart for your patience, your friendly voice and kind words on the phone, and for providing such a wonderful service that has been such a help to me.
It's a truly valuable charity!

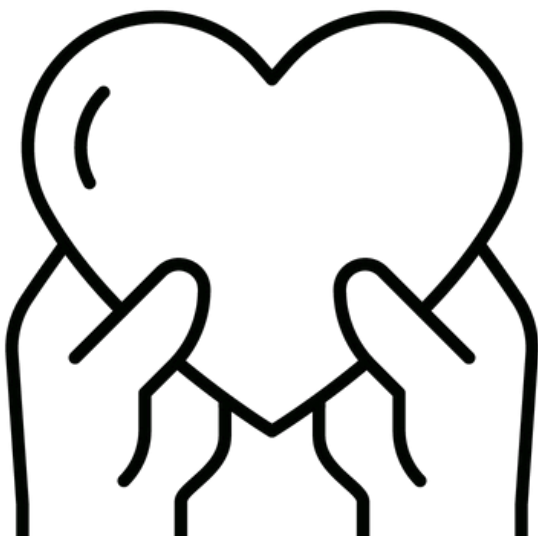
“

A word of thanks for all the help I've received from you over the past few weeks. I wouldn't have been successful without your support. I'm so grateful – the extra money will save my life with heating and electricity



“

Oh my goodness! Thank you from the bottom of my heart. I was over the moon because I received the Attendance Allowance. I'm so grateful to you



2025

GRANTS

We are grateful to the funders who have supported us over the past year, enabling us to provide services to older people in Gwynedd and Anglesey



CARE SECTOR



CARE IN Y FELINHELI AND NEFYN

Our Commitment to Care

We offer our services in the Felinheli and Nefyn regions.

We strongly believe that it is vital for older adults to receive the necessary support to maintain their independence.

Our charity is dedicated to focusing on the individual, placing the client at the heart of all our efforts.

CARE IN GWYNEDD AND ANGLESEY

We offer shopping, cleaning, and companionship services to more than 100 individuals across both counties.





ESTYN LLAW



Over the past year, our Gwynedd and Môn private care service got a fresh new name – the ‘Estyn Llaw’ Service! Lisa Openshaw is our wonderful service manager, and she keeps everything running smoothly on Anglesey.

ESTYN LLAW – ANGLESEY



“I’ve held the position of Anglesey Liaison Manager since August 2024, and I’m truly enjoying my role.

Currently, the number of clients in Anglesey has grown to 60, who benefit from services such as sit-in, shopping, and cleaning.

I’m absolutely thrilled and immensely proud to witness the enhancement of our clients’ quality of life as we offer them support in their daily activities.”

ESTYN LLAW GWYNEDD

As the Gwynedd Wellbeing Service Coordinator, I support 70 clients by assisting them with shopping, cleaning, and sit-in services.

This service serves as a crucial lifeline, offering essential social interaction for many individuals.

I take great pride in coordinating these efforts and have developed numerous friendships throughout this journey.





Are you someone who is passionate about helping others?

We are looking for an enthusiastic person to help clients with daily tasks in their homes



These tasks would include:

Cleaning

Ironing

Shopping

Meals in the Home.

Contact
Llio Jones



07979 905655



Llio@acgm.co.uk



Hello, I'm Delyth Owen, the Activities and Wellbeing Officer at Age Cymru Gwynedd a Môn.

I took on this role in August 2025, and my responsibilities include organizing activities at Bontnewydd and coordinating trips.

We offer a variety of weekly activities including:

- Art
- Knitting
- IT
- Card Games
- Card Making

Our monthly activities feature:

Embroidery groups, sessions such as singing with Arfon Wyn, Cards with Carol, and walking with Rhys Mwyn

As we approach Christmas, we will host flower arranging sessions to create table decorations and festive lanterns, along with a Christmas Fair at Y Cartref.

Looking ahead, there are numerous events planned for 2025, and I'm truly excited about organizing more opportunities and meeting new faces!

Delyth x

GWETHGAREDDAU



**LLUN
MONDAY**



1.30
yp/pm

WHIST & DOMINOS

**MAWRTH
TUESDAY**

**CLWB CElf
ART CLUB**



10.00 &
2.00YP/PM



**DOSBARTH CYFRIFIADURON
IT CLASSES**



10.YB/AM



**MERCHER
WEDNESDAY**

**CLWB CARDIAU
CARD MAKING CLUB**



10.00



1.00

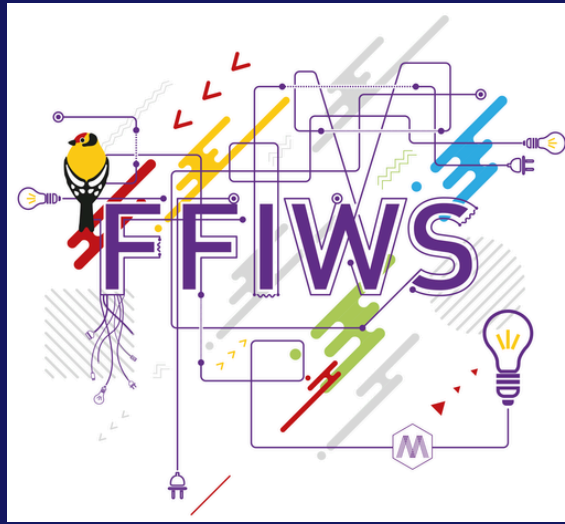
**MEDDWLGARWCH
MINDFULNESS**

**IAU
THURSDAY**

**CLWB GWAU
KNITTING CLUB**



10.00
YB/AM



Ffiws Makerspace is a community space for creating, repairing, and reusing!

The space includes a variety of equipment you can use, such as:

- Drying printer
- Smoke press
- Heat press
- Vinyl cutting machine
- CNC machine

The technology available at Ffiws allows us to develop new products and ideas, design or brand a business, or work creatively just for fun!

Ffiws is a community resource and welcomes everyone: experienced makers, young people, groups, and those with no prior experience who would like to learn more



At FFIWS, we can learn together and share ideas, with the aim of sparking creativity!
Keep an eye out for our FFIWS activities through our social media and here at Y Cartref.

MEALS ON WHEELS

During 2024–25, our Meals on Wheels service delivered over 1,300 hot meals to customers across Gwynedd and Anglesey.

The service is extremely popular due to the quality of the food and our daily deliveries, which support vulnerable people – particularly those receiving care packages who find it difficult to shop or cook at home.

This isn't just a delivery service: it also gives families peace of mind knowing their loved ones are receiving nutritious meals and have someone checking in on them daily.

If you would like a monthly menu, please contact our friendly receptionist,

Bethan:

01286 685926

bethan.davies@acgm.co.uk



HEALTHY MEALS FOR THE WEEK



“

You provide an excellent service!

Thank you for the service you provide – very nutritious meals – generous and of good quality/ingredients. Thank you very much

”



Ageing Well Lunch Club – Dolgellau

Wellbeing Days GWYNEDD

Throughout the year, Wellbeing and Information Days were organised across Gwynedd, aimed at uniting older individuals to exchange information, support, and companionship.

By collaborating with a diverse array of organisations and community partners, we were thrilled to offer valuable and practical information to older members of our communities. This initiative empowered them to make informed choices and fostered greater confidence in their daily lives.



Quiz
Cuppa
& Chat
Bala



Xmas Bingo
Dolgellau



Pampering Afternoon-
Meirion Dwyfor College



Drop-in Session with PC Paula – Aberdyfi



Chair Yoga

In addition to sharing information, the events were a fantastic way to reduce loneliness and social isolation — creating opportunities for people to meet, chat, and build new connections.

This work is an essential part of our ongoing commitment to creating opportunities for older people in Gwynedd, ensuring they feel valued, heard, and included in the social life of their communities.

**Mc Millan
Coffee
Morning**



**Welcoming Rhian Bowen Davies,
Older People's Commissioner
for Wales**





Noddfa Community Centre

We have been working with Noddfa Centre, Caernarfon, since October 2022 to provide and deliver hot meals to the Centre every other Thursday.

Over 20 local residents are able to enjoy a two-course lunch through the Warm Spaces initiative offered at the Centre.

We are extremely grateful for the opportunity to work together and prepare nutritious meals for local residents. Since the start of this initiative, we have provided over 300 meals.

Ageing Well Through Community Activities

Here's a picture of Bet Huws, Slate Interpretation and Community Engagement Project Officer at LleCHI LleNI, pictured with the Bontnewydd Embroidery Group, who have just completed a special panel celebrating the North-West Wales Slate Landscape – a World Heritage Site.

This creative group is one of several that meet monthly at Age Cymru Gwynedd a Môn, Bontnewydd, and they have already created striking panels for Llys Llywelyn, Caernarfon Castle (Cadw), and the National Slate Museum.



Afternoon with...

We enjoyed a series of relaxed and cosy afternoons, spending quality time with some of Wales' most inspiring authors.

These sessions offered a wonderful opportunity to hear their stories, explore their creative processes, and engage in lively discussions about literature and writing.

The authors who joined us included:

- Myrddin ap Dafydd
- Rhian Cadwaladr
- Geraint Lovegreen
- Osian Owen



These events were not only enjoyable but also ignited creativity and fostered conversation among all attendees, making them a cherished aspect of our community program.

We extend our gratitude to Gwasg Carreg Gwalch for organizing such remarkable events.



OUR ANGLESEY OFFICERS

Nia Jones, Anglesey Wellbeing and Engagement Officer

As part of my role as Engagement Officer, I raise awareness and provide information to people on Anglesey about activities and support/preventative resources available in the local community. I work closely with the community, third-sector organisations, local councils, and partners on a weekly basis. In my role, I also collaborate with the Anglesey Private Care Coordinator by visiting clients' homes on the island to help with paperwork or any other matters they may need assistance with from the charity.



Alwen Pennant Watkin, Anglesey Hubs Officer

There is always a warm welcome for anyone who would like to join in the fun at any of our clubs.

We now have hubs in Brynsiencyn, Llanddona, Amlwch, Llangoed, Beaumaris, Llanfechell, Newborough, Valley, Gwalchmai, Bodffordd, Benllech, and Moelfre.

We have held numerous sessions and classes at these hubs, including Information Technology (IT) sessions, giving participants the chance to learn new skills and stay connected



A BIG THANK YOU TO OUR VOLUNTEERS

OUR VOLUNTEERS ARE THE BACKBONE OF THE CHARITY, AND WE WOULD NOT BE ABLE TO OFFER OUR SERVICES WITHOUT THEIR DEDICATION AND HARD WORK

The time, energy, and enthusiasm our volunteers give truly make a difference to the lives of people in our local community. They bring smiles, support, and kindness to those who need it most.

We understand that attracting new volunteers can be challenging — especially as everyone tries to balance work, family, and other commitments — but we are deeply grateful to all who choose to give their time to support us. Without them, it would not be possible to offer the wide range of services we are proud to provide.

Meirion Jones is a wonderful example of a dedicated volunteer. He gives much of his time each week to mowing the grass, keeping the building tidy, painting when needed, and occasionally helping to deliver meals to local homes. His hard work, commitment, and kind nature ensure that our centre remains a welcoming and friendly place for everyone who visits.

Every volunteer, whether experienced or new, plays a vital part in the success of our charity. They are the heart of our community work – and we are incredibly proud of each and every one of them.





WAYS TO DONATE



RAISE MONEY

You can raise money in your community so that we can help the older people in your community.



GIFTING

Financial donations can be made over the phone or by writing a cheque payable to 'Age Cymru Gwynedd a Môn'



LEAVE A LEGACY

By leaving a gift in your will, this would enable us to be there for people.

Staff 2024-25

CHIEF OFFICER

Caryl Jones

HOME CARE MANAGER

Nia Williams

INFORMATION & ADVICE

Ann Parry (Manager)

Mandy Parry

PERSONNEL & OFFICE MANAGER

Eleri Lovell Jones

COMMUNITY SERVICE COORDINATORS

Lisa Openshaw (Anglesey)

Llio Jones (Gwynedd)

CAFE MANAGER

Sheila Lambrecht (Y Cartref)

Meryl William (Hafan, until Dec 2024)

COMMUNITY CONNECTIONS MANAGERS

Nia Jones (Gwynedd & Anglesey)

Bethan Wyn Roberts (Gwynedd)

ANGLESEY ENGAGEMENT HUB CO-ORDINATOR

Alwen Watkin

FINANCE OFFICER

Megan Lyn Owen



Our Services

Advice & Information

Benefits Advice

Ageing Well

Lunch Club

Sit-in Service

Digital Contact (IT)

Forums

Café Service

Personal Care

Cleaning Service

Gwynedd Shopping Scheme

Volunteering

Meals in the Home

Community Aspects of Gwynedd and Anglesey

Bankers
HSBC
24 Castle Square
Caernarfon

Brokers
Canaccord Genuity Wealth Limited
London

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

Solicitors
Parry Davies Clwyd-Jones and Lloyd
Bangor Street
Caernarfon

