



Annual Report
Age Cymru Gwynedd a Môn
2018-19

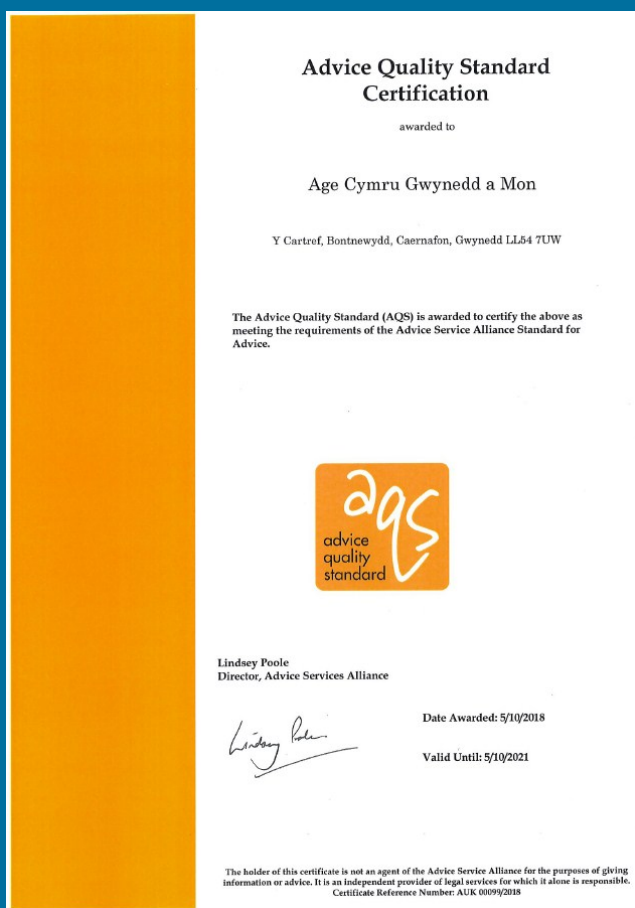
Welcome to our annual report

Age Cymru Gwynedd a Môn meeting the standards!

During the year we are pleased to have achieved and been given both the Age UK Charity Quality Standard (CQS) and also the Advice Quality Standard (AQS) recognition which acknowledges the high standard of our performance as an organisation.

The CQS Standard is externally assessed and awarded to members of the Age UK network who have demonstrated good governance and management; that they have a clear direction and strategy; and that they are committed to promoting the well-being and safety of older people, and their staff and volunteers.

The AQS Standard is awarded to organisations that provide advice to the public on social welfare issues. In order to meet the standard, organisations must prove that they are managed effectively and that they employ officers who have the skills and knowledge to meet their clients' needs.



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Chief Officer's report

The Charity once again this year is proud to present it's annual report , having achieved high quality services for many older people in the Counties of Gwynedd and Anglesey.

This year we have achieved two quality marks, the AQS for our information and Advice Service and CQS for governance and strategy of the Organisation. This was achieved through teamwork in both management and staff performance throughout the Charity, for the benefit of older people that we serve.

During the year we have been able to provide over £1.2 million in welfare claims, enabling people to pay for additional services to help them become independent and contribute positively towards enhancing their emotional and/or physical wellbeing; also knowing they no longer need to worry about household bills and can be involved within their local communities.

We are also very proud of our care workers and carers, who are too often the forgotten heroes in delivering essential services to the most vulnerable. Our team is steadily growing and we are supporting more and more people to stay in their own homes. One of our main objectives for the next year is to provide new services that will assist families in empowering and preparing them to future plan their needs, so to assist in preventing them to come to us in times of crisis, as is too often the case at the present time.

The current financial climate is one which are very wary of; with the uncertainty of Brexit and current financial constraints which too often restricts our capacity to help even more people. We are currently seeing an unprecedented amount of people, who are becoming increasingly frustrated and need assistance to maintain their quality of life.

Through our Insurance and retail services we have been able to donate unrestricted income for the benefit of our charitable work, and we are grateful for the personal donations which provides additional income to pay for charity staff. We are of course grateful to our dedicated team of volunteers, who provide essential assistance in our day to day activities.

We continue to develop and progress those initiatives which come under the remit of our the social enterprise aspect of our operations. During the year Age Cymru Gwynedd a Môn was shortlisted to a finalist status as part of the 2018 Social Business Wales Awards, specifically under the Health and Social Care Social Enterprise category.

I wish to thank our Board of Trustees, for their leadership and their continued support during 2018-19. There have been many accomplishments during the year and I would like to take this opportunity to thank them.

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.

I hope you will read the report, and I would welcome your comments and feedback on how we can further improve and adapt our services for the benefit of the people in our local communities.

Eleri Jones

Chief Officer

The Board of Trustees



Chair

Dafydd Iwan

Vice-Chair

Wynne Williams

Treasurer

Alwyn Jones

Trustees

Gwilym Ellis Evans

Meinir Owen

Anwen Hughes

John Pritchard

Neville Evans

Cledwyn Williams

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 for older people to maintain their independence and to live a full and happy life in their own homes if they so wish
- Improve the quality of life for the elderly and their carers
- Promote the provision of services in these sectors, and especially for vulnerable citizens and the mentally confused
- Support and promote services that are co-ordinated, integrated and make efficient use of resources
- Promote positive attitudes towards ageing and old age
- Promote services which meet the needs of the individual as a whole being, through the medium of Welsh or English, according to the wish of the client.

Future Objectives:

- To develop services that are sustainable to meet future needs
- To provide a quality service that is fit for purpose for older people commensurate with their needs and aspirations
- To achieve greater collaboration with partners across all sectors
- To create an effective balance between encouraging new ventures and maintaining sound cost analysis in all initiatives.

Reserves policy

It is the policy of Age Cymru Gwynedd a Mon's Board of Trustees that unrestricted funds, which have not been designated for a specific use, should be maintained at a level equivalent to between three and six month's expenditure.

Charity reserves have been used in recent years to invest in the charity's own use of premises, which will in the longer term provide income and stability for the charity.

The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charitable aims and objectives while consideration is given to ways in which additional funds may be raised.

Future goals will be to increase the availability of cash reserves in the bank to allow for any fluctuations in funding.

The trustees have assessed the major risks to which the charitable company is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Information and advice

Do you know?

01286 685919

We provide expert advice on all areas of information and advice in later life. Either by phone, online through our website and email, in addition to drop in sessions.



9,292 users viewed our website with our information and advice webpage being the most clicked on service.

1,388 calling our Information and Advice line.



Our Information and Advice team provide two main services, benefits advice and healthy finances. These will secure additional income for people and make savings, leading to a better financial future.



£1,276,721.81

Was secured in total for **321 individuals**

Our Healthy Finances service is aimed at supporting and encouraging individuals in later life to be better equipped to review and deal with their personal finances.



186 consumer issues such as switching utility suppliers



Contact has been made 1,632 times for the Information and Advice service, with the majority being over the phone and home visits.

Contacts made through:

Home Visits - 321
Drop in sessions - 249
Visits to our Offices - 138
Telephone - 823

Disabled Blue Parking badges are a vital necessity for some people in order to maintain their independence. They can assist with day to day activities such as going to the shops or to attend medical appointments.

We have assisted **67** individuals to apply successfully for their Disabled Blue Parking badge.



Advocacy

Do you know?

01286 685922

Advocacy is a process of supporting and enabling people to: Express their views and concerns. Access information and services. Defend and promote their rights and responsibilities. Explore choices and options.

Care home fees

Care Homes

Social Services

Social housing

Hospital Discharge - communication with patients or family

Client finance - paying for care homes fees

An advocate is someone who provides advocacy support when you need it. An advocate might help you access information you need or go with you to meetings or interviews, in a supportive role.

From April 2018 to March 2019

**We have assisted
189 individuals**

From all over Gwynedd and Anglesey

Gwynedd	78
Ynys Môn	96
Anonymous	15





Mr Jones was living at home caring for his wife who is living with dementia - he wasn't receiving any support. Social Services arranged some respite care provision but this meant he had to drive his wife across the Island to a specialist provision - and he had to wait around and drive her back home. In reality this meant he did not receive much respite.

He enquired about support from of our advocacy officer who on realizing that he was a veteran the advocacy officer spoke with SSAFA organisation. SSAFA then subsequently arranged for Mr Jones to go off to Cumbria for a week, free of charge. As he is also a former Fire Fighter, the Fire Service provided a five star hotel through SSAFA support during the week. Arrangements were made so that Mrs Jones took a taxi to take her to a day center nearer home where she still recognised local people.

Mr Jones was very grateful for the support he received by all the Voluntary organisations. He now receives his full entitlements of attendance allowance and carer's allowance as well as the support of the Fire Service and SSAFA. He also goes to RAF Valley one day a month for a cuppa and chat with officers. Mrs Jones now also receives services from Alzheimer's Society.



Care Services

Do you know?

01286 685911

We provide various services under our care banner that can be tailored to meet the needs of the individual.

Starting with our domestic cleaning service.

We have **30** carers who have assisted over 200 people to live independently during 2018-2019



Providing over **8,700** hours of service.



We also provide additional services such as Day Care, Foot Care, and Lunch Clubs.

These services not only provide practical assistance but also assist greatly in combating loneliness and isolation.



112 Lunch Club sessions were held providing **2,672** hot and nutritional meals.

276 Day Care sessions were held in Gwynedd and Anglesey with **1,627** attendances. These sessions provided companionship and friendship.

Mr O attends our day care provision every Monday and Wednesday. He is picked up at home by our mini bus driver and then returned home at the end of the day.

Mr O was becoming increasingly isolated and was not going out as he has suffered a stroke, making it difficult for him at times to communicate and which has affected his mobility. Mr O's wife, who is his full time carer, was also finding that she had no time for shopping or to undertake social activities and felt that she needed respite.

Mr O now has a routine of attending the day Club and is comfortable in the surroundings and with fellow attendees. He enjoys the two course lunch which is cooked on the premises and enjoys the companionship.

Both Mr O's wife and day care staff have seen an improvement in his general mood and also an improvement in his speech.

Age Cymru Gwynedd a Môn believes that our day care provision makes a difference to people's lives, improves their general wellbeing, and also improves their self-confidence whilst also providing them with a sense of purpose.





Anyone in receipt of benefits can take advantage of our Shopping Scheme. Assistance can be provided with shopping for groceries; which can become difficult later in life.



1,319 Shopping trips were carried out with or on behalf of our Supported Shopping Clients.

2,705 hours spent providing the service.

Mr G has now been receiving Age Cymru Gwynedd a Môn's supported shopping for several years. Due to mobility issues, ill-health, lack of support and financial issues, keeping independent (including going shopping) became impossible for Mr G unless with assistance from friends and family.

As Mr G's family members were busy with in everyday lives, they found it hard to dedicate enough time to support Mr G with all his needs . A referral therefore came through to Age Cymru Gwynedd a Môn asking for information regarding our services.

A weekly supported shopping service was allocated to Mr G, and at no cost to him as he was in receipt of a means tested benefit and which enable him to be eligible for the service. One of our Care staff members takes Mr G out once a week to undertake his weekly shopping at his chosen supermarket. Mr G reported back to our Care Manager that he now feels independent and that he does not feel a burden to his family and friends, he now enjoys family visits and friends, who will always be there to support him.

Brynsiencyn Shopping Scheme

Age Cymru Gwynedd a Mon provide a weekly shopping service to the residents of Brynsiencyn, as part of the partnership in relation to the John Trefor Roberts fund and Brynsiencyn Community Council.

All residents over the age of 80 in the village can look forward to their annual Christmas hamper; with the help of Brynsiencyn Age Well members. A huge thank you for your support to all the members for collecting and distributing the hampers each year.



Socialising opportunities

Do you know?

01286 808732

We organise or support various socialising events in different locations throughout Gwynedd and Anglesey.

From flower arranging to keep fit or to simply pop in for a cuppa and cake!

We support 11 Age Well Centres in Gwynedd and Anglesey. One of those is our age well hub at Y Cartref Bontnewydd at which 408 activities took place between April 2018 and March 2019.

Exercise Class
37 sessions

Knitting
30 sessions

Cinema
16 sessions

Card Creation
48 sessions

Computer Classes
39 sessions

**Breakdown of the
Bontnewydd
activities**

Flower Arranging
8 sessions

Arts and Crafts
49 sessions

Walking Club
10 sessions

Please view our website to find a Centre in your area

Mrs S spent a lot of time at home especially over the winter months and did not feel like going out. She lives locally and heard of the new Age Well Centre at Y Cartref Bontnewydd which had opened in the village. On visiting, she was very impressed and felt that she had received a very warm welcome by all, so she decided to try a few activities on offer. The flower arranging classes had specifically caught her attention and so she put her name down.

She has since joined in with many of the activities such as the exercise class, walking club and her favourite being the Card Creation class which takes place every Wednesday.

She feels that she has learnt so much from these sessions and has developed many skills, even starting up a craft room at Y Cartref where she enjoys spending time. Mrs S explained that "It has opened my mind to a whole new world."

Mrs S has got other people from the village involved in the activities and spends a lot of her time at the Centre, taking part in the activities and enjoying the food and atmosphere at the café, which she adds is the highlight of the day.



We run cafés that offer a relaxed and friendly atmosphere. They are located in accessible areas close to public transport links.

50 afternoon tea sessions have taken place at Caffi Cartref, Bontnewydd LL54 7UW for 284 customers!



During the year the new Older People Commissioner for Wales visited our Hafan Café in Bangor. Hafan Café also put on special information events to coincide with the 2018 Age Positive Week.

We run the café at Caernarfon's Criminal Justice Centre. A big thank you to our volunteers, as the unrestricted income generated from the Café assists us to deliver our charitable activities.



Being creative

Y Cartref arts and crafts group

The arts and crafts group has continued to meet up each Tuesday during the year and has welcomed new members.

Funding was secured again this year through the Gwanwyn Festival initiative with efforts focusing on creating an exhibition of work based on Dylan Thomas 'Under Milk Wood' characters, and also on the Suffragettes campaign.

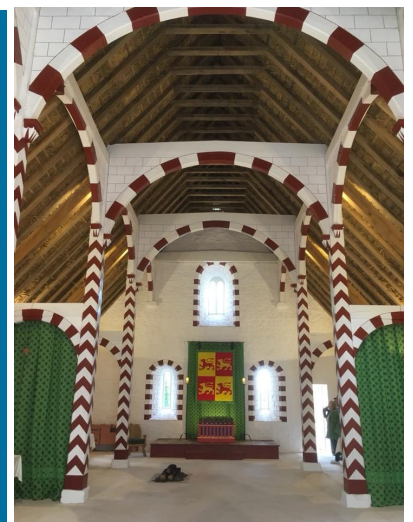
The highlight of the Gwanwyn Festival initiative was the hosting of an evening at Y Cartref Bontnewydd to showcase and celebrate the art and craft work with over 60 people coming through the doors for the opportunity to admire the exhibition.



Sain Ffagans National Museum of History's special commission

Cefyn Burgess is an internationally celebrated professional textile artist. During 2018, and following a commission by Sain Ffagans National Museum of History, he along with 45 women from the Anglesey, Arfon and Denbighshire areas, as well as children from Anglesey schools, worked on recreating medieval textile and embroidery work. These would have been on display at Llys Llewelyn and Llys Rhosyr ancient courts of the old princes of Wales. This work has been on the Mabinogi themes such as Culwch ag Olwen.

During the year, Cefyn and his team of embroiderers made substantial use of Y Cartref Bontnewydd to come together regularly to work on this special commission. We certainly take pride in the fact that the Y Cartref has played its part in such important and special work.



Not only do we offer socialising opportunities, we also offer educational opportunities.

IT classes



IT classes arranged in Cricieth every 3-4 weeks. Group of up to 5 at any one time.

At Y Cartref Bontnewydd we held **39** classes.



Both group support and one to one support for beginners is available.





Members of the Caernarfon Men's Shed with a bench in need of tender loving care.

Men's Shed
Caernarfon goes
from strength to
strength.

We by now have 22
members who have
joined the Shed.

924 attendances
between April 2018
and March 2019.

The group has worked on
several projects for the
benefit of the community
over the two years since
the shed was established.

Recently the men worked
alongside pupils from
Ysgol Maesincla Caernarfon
to create a 'Buddies Bench'
to be placed in the Key
Stage 2 yard.



21 Grants from Age Cymru and Cegin y Gymuned has enabled us to raise a Greenhouse and to allow us to grow our own produce.



Mr A has volunteered with the Caernarfon Men's Shed since it opened back in February 2017. He also volunteers for Maesincla Eye Caernarfon and the Men's Shed Gardening Project. He is a very active man of 82 years and truly believes in helping the community. Through working with the different organisations he gets involved in many community projects.

He arranges classes for the over 50's which include keep fit and computer classes. He is also in charge of the Gardening Club at Y Cartref Bontnewydd which has evolved from developing a rough parcel of land into a vegetable patch and erecting a greenhouse to grow produce which can then be used in our café at Bontnewydd. Being a carpenter by trade, Mr A has always throughout his life identified work that needs to be done and feels a sense of pride when helping others.

Mr A explains that "For every kindness you give, you get double the kindness returned"



In the Community

Do you know?

01286 808732

‘Meals at home’
service in the
local area

Are you struggling
to go to the shops
or to go out to
socialise? Do you
wish to receive
regular nutritious
meals?



An important
development is
our provision of
a meals at
home service
which we are
offering in those
areas in and
around
Bontnewydd.

These delicious
and nutritional
meals are freshly
prepared from
our kitchen at Y
Cartref at
Bontnewydd!





Do you know?

01286 685921

We held 4 Older People Forums on Anglesey during 2018-19, with between around 50 individuals in attendance at each forum.

The forums discussed numerous items and welcomed speakers including:

- The new Older People Commissioner for Wales
- Senior Officers from Anglesey Council
- Royal Voluntary Service Development Officer
- St Davids Hospice's Chief Officer

There is an item on each forum agenda to discuss local issues— improved community and public transport, and also public facilities were very prominent

We operate 4 shops located in:

- Caernarfon
- Blaenau Ffestiniog
- Llangefni
- Porthmadog

We have a total of 32 volunteers assisting us with the everyday running of the shops. They assist with a range of tasks including working on the shop-floor, operating the till and also sorting out the various items of clothing, bric a brac etc kindly donated to us.

Age Cymru Gwynedd a Môn also accepts and sells furniture from its shops as well as electrical goods.



You make our work possible

Do you know?

01286 808732

We currently have 91 registered volunteers who help with the day to day running of the charity.

They provide 10,992 volunteer hours per year!

All the services we provide have an input from our fantastic volunteers and it would not be possible to achieve so much without them. We therefore would like to take the opportunity to say a big thank you to each and every volunteer!

Below are Meinir and Bethan at the annual Gwynedd Volunteer Awards event. A big thank you to Mantell Gwynedd.



Since retirement Miss L needed something to keep her busy. She was new to this area and had heard of Y Cartref in Bontnewydd; but hardly knew anyone locally.

When visiting with a friend she decided to offer to volunteer. She had a background in administration and felt that she would enjoy helping out at reception. The role would suit her as meeting and helping people was something she enjoyed.

Miss L has now been with us for 2 years and feels that she has improved her skills and has increased her capabilities. She helps in all departments of Age Cymru Gwynedd a Môn. She is the face of the charity when you walk into our headquarters and answers most queries that come via the telephone.

Her confidence has grown as a result of her volunteering experience and she has made friends inside and outside of the organisation through volunteering. She looks forward to coming to Bontnewydd twice a week and is happy that she is able to help.

Miss L explained that “By being able to help at Age Cymru Gwynedd a Môn I have found a purpose in life and I am much more confident in myself.” From the charity’s perspective, we are extremely grateful for all her assistance and would find it difficult without her help!



During September 2018 Officers from the charity attended an awards evening at Cardiff City Hall as a result of Y Cartref Bontnewydd Community Hub being shortlisted as a Welsh Social Business Awards finalist under the Health and Care category. Although we did not win the award, we are delighted that Y Cartref Bontnewydd has been given such recognition on a national level.

Officers from the charity attended an awards



New services for 2019

PLANNING FOR LATER LIFE

Our Later Life Planning Service is for people aged 50 and over who are going through a significant life event.

Later Life Planning

Planning is part of everyday life. Our Later Life Planning Service will help and enable you to have the peace of mind that comes with the planning.

Will Writing


Having a Will in place allows your loved ones to sort everything out much more easily. Without a Will, there are certain rules which dictate how the money, property and possessions should be allocated, which may not be what you would want. It is also worth bearing in mind that unmarried partners cannot inherit from each other unless there is a Will in place and any wishes for your children may not be carried out. It is also important that if you re-marry or circumstances change, you change your Will accordingly.

Lasting Powers of Attorney

This is a legal document that allows you to appoint one or more people to help you make decisions or to make decisions on your behalf when you are no longer able. This prevents a stranger, or someone you may not trust, from having any power over decisions concerning your welfare.

Advance Decision (Living Will)

An Advance Decision allows you to express your wishes to refuse medical treatment in the future. It would only become relevant if there came a time when you were unable to make or communicate your own wishes.



Our new Later Life Planning Service can help with the following:

Contact us to discuss any of these issues or any concerns that you may have in confidence and in the comfort of your own home

Gwynedd: Bethan Edwards Newport on 01286 677711

Anglesey: Sylvia Targett on 01286 685922

Or contact our main office on 01286 677711

Leave a legacy

Age Cymru Gwynedd a Môn is an independent local charity that is committed to being there for older people who need us. If you decide to leave a gift in your will to us, you will be supporting us to make life better for older people in Gwynedd and Anglesey.

Every single gift is vital to Age Cymru Gwynedd a Môn and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

Staff

Chief Officer
Eleri Lloyd Jones

Business and Development
Manager
Aled Evans

Advocacy Officer
Sylvia Targett

Trading Manager
Nerys Williams

Trading Officer
Gwilym Jones

Home Care Managers
Beverley Rowlands
Melissa Rowlands

Information and Advice
Manager
Ann Parry

Healthy Finance Officers
Bethan Edwards Newport
Nia Jones

Office Manager
Elaine Williams

Finance Officer
Enfys Williams

Personnel Officer
Elen Jones

Y Cartref
Operational Officer
Nicola Jennings

Men's Shed Co-ordinator
Brian Cook

Development Officer
Maldwyn Roberts

Anglesey Community
Officer
Sandra Roberts

Welcome / Administrative
Officer
Ruth Jones

Charity Shop Managers
Caernarfon
Gillian Naylor
Llangefni
Margaret Thomas
Blaenau Ffestiniog
Arwel Jones
Porthmadog
Dorothy Murchie

Distribution Officer
John Taylor

Café Managers
Sheila Lambrecht
Elaine Jones
Lynette Humphreys
Meryl Williams

Bankers

HSBC
24 Castle Square
Caernarfon

Brokers

Hargreave Hale Ltd
Bangor

Accountants

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

Solicitors

Parry Davies Clwyd-
Jones and Lloyd
Castle Chambers
2A Bridge Street
Caernarfon

Our Services

- Information and advice
- Welfare benefits Service
- Wills and Power of Attorney
- Anglesey Advocacy Service
- Veterans advocacy and information and advice
- Age Well
- Lunch Clubs
- Sitting Service
- Digital inclusion (IT)
- Forums
- Insurance
- Legal surgeries
- Charity Shops
- Café service
- Toe nail cutting
- Personal Care
- Day care
- Cleaning Service
- Gwynedd shopping scheme
- Volunteering
- Men's Shed