

Age Cymru West Glamorgan Limited Annual Report

2022-23



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What we do and why we do it

Dementia Support Service Case Study

Our client, Peter, has been diagnosed with mixed dementia, impacting his mobility and leading to recent hallucinations. His primary caregiver is his daughter, who visits daily but faces her own health challenges. She felt the need for respite but was concerned about her father's loneliness if she left him alone.

The referral to the Dementia Support Service came from the Dementia Service Coordinator at Tonna Hospital, initiated by Peter's daughter seeking a respite service to enable her to have periods of rest from her caring role. Initially, Peter was hesitant about having new people in his home.

Over the course of six weeks, the Dementia Support Worker structured sessions to include both cleaning tasks and companionship, allowing Peter to gradually become acquainted and comfortable with her presence. With time, he grew at ease with his support worker and began to look forward to their interactions. They shared moments of listening to music, discussing gardening, and collaborating on cleaning tasks, giving Peter's daughter the peace of mind she needed to rest knowing her father was well-supported at home.

Peter embraced the Dementia Support Workers, who not only assisted with household chores, but also introduced new social interactions and conversations. Despite previous mobility challenges preventing him from enjoying his garden alone, the Dementia Support Worker helped rebuild Peter's confidence, allowing him to appreciate her company and revisit his garden.

Peter's daughter noted her father's anticipation of these visits and his comfort during the six-week period. Peter found the companionship of the Dementia Support Worker highly enjoyable and deemed the support invaluable to him and his family.



Our Impact

“

“95% of people surveyed felt that their mental health has improved with our support.”

“

“This is the first call I’ve had where I’m really getting some help. What you’re telling me is exactly what I need...I can’t thank you enough for all you’ve done.”

“

“Age Cymru West Glamorgan has been a lifeline whilst waiting for Social Services to get back to us, you were the only ones who were able to support us during a really difficult time.”

“

“100% of people surveyed would recommend coming to us for support.”

“

“Thank you so much for getting in touch and thank you for providing us with the useful information, it’s fantastic! I am feeling so much better knowing that there is so much support around. Thank you so much again, I am so grateful for your help, tips and advice.”



Introduction from the Chair

As we close the chapter on our 4th year under the banner of Age Cymru West Glamorgan and celebrate our 48th year since our charity was founded, I am filled with a mixture of pride, gratitude, and awareness of the challenges that still lie ahead. Vital contributions of donations, legacies, grants, and ongoing support—have been the bedrock on which we've built this year's efforts.

This year, the strain on our resources reached an all-time high, primarily due to the Cost-of-Living crisis that made winter one of the harshest we've ever navigated. In November, the Board had to make the heartbreaking decision to hand back the Afan Nedd Centre to Neath Port Talbot Council. The Afan Nedd Centre was a lifeline for many older people and delivered vital services during the pandemic. Sadly, despite ceaseless effort, we couldn't secure funding needed to continue running the centre. The final straw came as a result of the forthcoming large increase in energy costs which meant the centre would cost at least an additional £10,000 per year to keep the lights on. Handing back the centre safeguarded the charity's other services and ensured we could still support those in Neath Port Talbot with the vital Information and

Advice that they needed, but this is still a huge blow to older people in our community and a clear warning about the consequences we face if funding is not forthcoming.

The complexities we encountered were not just financial, we experienced an unmanageable surge in demand alongside significant escalation in severity of the nature of the needs presented to us. Choices between basic needs like eating and heating should never have to be made, particularly in our later years. We also faced the rising tides of a health and social care crisis that added another layer of urgency to our work. These issues were especially challenging for those with complex needs, those residing in rural areas, and those lacking a family support system.

It's precisely during trying times like these, however, that our mission becomes even more crucial. Our remarkable staff and volunteers rose to the occasion, aiding 3,991 clients and their carers to live and age well, despite the financial, health and social hurdles many faced.

While these adversities only magnify the scope of our accomplishments, they also shine a light on the areas where we couldn't reach as far as we wanted. Our emergency appeal was one such instance; despite our hopes and efforts, it didn't generate the donations needed. It's a harsh reality that we understand all too well, with the current financial pressures affecting us all. This doesn't deter us but encourages us to be more open about our challenges and more ardent in our appeals for the resources that can help us make an even greater impact.

Moving forward, it's evident that the landscape we operate in will continue to be challenging. Yet, it's vital that we not only maintain but also increase our reach. For that, we need to be transparent about our limitations and candid about our desperate need for additional funding. Amid all this, the heartening stories of lives changed, and communities supported remain our strongest testament, uplifting us all and reminding us why this work is essential.

In closing, none of this would have been possible without the unyielding support of my fellow trustees, the dedication of our tireless staff and volunteers, and the generosity of those who support us. Every contribution, regardless of its size, fuels our determination and empowers us in our aim to be there for every call for help.

The challenges ahead are formidable, but so is our resolve. The communities we serve bolster our spirits and keep our mission clear. I have no doubt that with continued support and collaboration, we will rise to meet those challenges head-on.

Thank you for standing with us.

Mel Rayner

Chair of the Board of Trustees

A handwritten signature in black ink that reads "Mel Rayner." The signature is written in a cursive, slightly slanted style.



Letter from the Chief Officer Looking Ahead to 2023-24

From the Chief Officer

As I write this, we are 6 months into a year that may be marked as the most challenging we have ever faced. The pressures experienced in 2022-2023 have continued whilst exacerbated by significantly increased operating costs. We have also suffered the heartbreaking loss of two members of our closeknit team, Sharon James and Steve Jenkins. Their passing has left a void that cannot be replaced, and our thoughts remain with their families and friends. Whilst I am hopeful that the final 6 months of the year will improve, I need to be honest about the deeply challenging year we have experienced to date.

The Reality of Hard Choices

Despite best intentions, financial constraints have led to the regrettable closure of our Home Support Service. This decision wasn't made lightly. Despite the high demand and undeniable positive impact, the hard numbers made the service untenable. It's a loss that reverberates not just within our organisation but also within the communities we serve. As with our Afan Nedd Centre, this loss is a reminder that as a local charity, we are wholly reliant on the generosity of others to fund out vital services, and our existence should not be taken for granted.

Future Resilience Through Funding

The clock is ticking, and with dwindling funding sources, the imperative for individual donations has never been more pressing. Whilst we continue to work towards extending our reach, the fact remains—our capabilities are intrinsically tied to the resources we have at hand.

Forging Ahead

We are ushering in the new financial year with pragmatic optimism. A three-year strategy, set to launch in April 2024, aims to maximise our impact and explore untapped avenues for financial and volunteer support. This strategy, alongside our Values, will serve as our guiding light, ensuring that each decision we make aligns with the larger goal of empowering even more older people to live and age well.

At this juncture, it's vital to shine a light on the extraordinary dedication displayed by our team of staff, volunteers, and trustees. The taxing environment heightened by the concurrent crises in health, social care, and cost of living, could have easily led to a team's disintegration. Yet, our staff chose to stay, showcasing an enviable dedication to their roles, our mission, and most importantly, our clients. The impact of their work has been transformative, and for that, they deserve our deepest appreciation.

The passion of our volunteers continues to serve as the cornerstone of our operations. Not only do they contribute on the ground, but they also bring fresh perspectives that enrich our strategic planning. We have plans in place to expand this invaluable team further.

Our trustees, volunteer leaders themselves, have navigated us through tempestuous waters. Their difficult decisions, though heart-wrenching, have ensured our charity remains a lifeline for older people and their carers in our community.

I can affirmatively say, we've never recoiled from challenges. Our unwavering dedication to our cause will continue, so long as we have the resources to make it possible. Without a wave of good fortune, the next Annual Report is set to make difficult reading, despite the amazing work our team does for those clients who we are able to support. If we work together, however, we can ensure that 2024-2025 is the transformative period in our mission to promote wellbeing, help people to age well and live independently.

Thank you for standing beside us in these testing times.

Best regards,

Connor James

Chief Officer

Age Cymru West Glamorgan





We made contact **9670** times with **3991** clients in a year (for example, one client could have multiple calls, emails or home visits)



Information and Advice

We supported **1953** people with **3743** queries



Information and Advice

£852,616 in benefits have been awarded to our clients in Swansea, Neath, Port Talbot and Bridgend



Dementia Pathfinder Project

We supported **290** individuals to navigate their dementia journey with personalised support plans for clients and carers



Warm Homes Project

We supported **55** clients to reduce their energy bills and help them through winter by installing energy efficient equipment such as light bulbs and reflective radiator panels



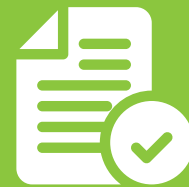
Dementia Support Service

We have provided **448** hours of free in-home support to enable our clients to live safely and independently, and provide in-home respite for carers



Footcare

Working with Swansea Podiatry, we helped **203** clients access a HCPC registered footcare service



Lasting Power of Attorney

Our Advisor assisted **118** people to ensure their wishes were respected if they lost the ability to make decisions for themselves



Home Support Service

We provided over **4500** hours of practical support and companionship to over **150** clients throughout our community

Our Vision

Age Cymru West Glamorgan wishes to be the first thought for older people and their carers living in Swansea, Neath Port Talbot and Bridgend when they look for trusted, quality assured and person-centred support.

Our Mission

Age Cymru West Glamorgan is a local charity promoting well-being, helping people to age well and live independently.

Our Culture

Age Cymru West Glamorgan is building a culture of freedom and responsibility that allows staff and volunteers to maximise their individual strengths in a collective effort to achieve our vision. We work together to deliver the highest quality services, tailored to the individual needs of our clients. Staff and volunteers feel empowered to make decisions based on a clear understanding of their boundaries and with our values at their core.

Our Values

Age Cymru West Glamorgan's values are to ensure that we **C.A.R.E**



Centred

We put older people at the heart of everything we do, ensuring our services are relevant and appropriate.



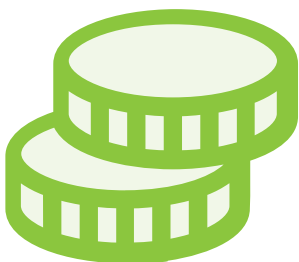
Adaptive

We see the individual, delivering person centred, quality assured and outcome focused services.



Responsive

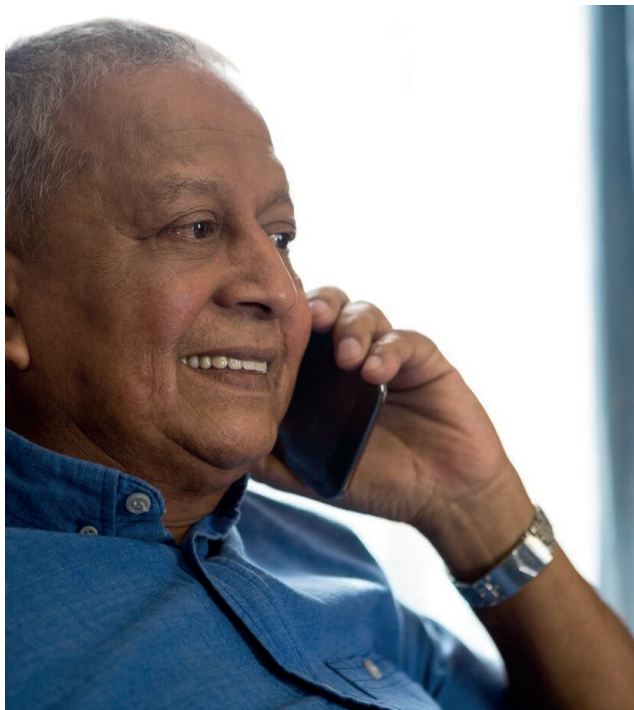
We listen, learn and take action based on feedback.



Efficient

Donations are a gift; we constantly strive for efficiency and effectiveness to make sure nothing is wasted.

Activities



Information and Advice Service

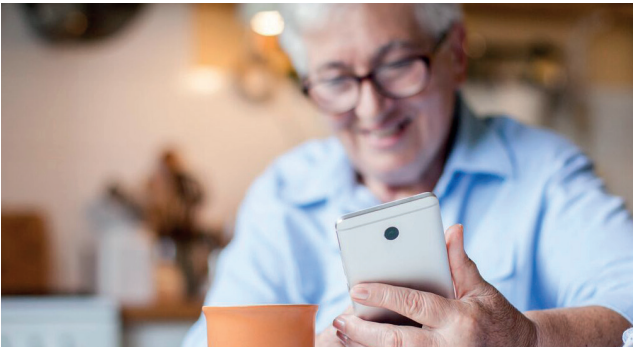
Our service offers older people and their carers reliable access to independent, quality assured information and advice. Our team provide professional advice, which includes assistance with tasks such as form filling for benefit applications, personal care concerns, future life planning, housing matters, and connecting with community resources. We prioritise a holistic approach, delivering comprehensive guidance with our clients' needs at the core of our service.

- 1953 people accessed our information and advice services with a total of 3743 enquiries.
- Of these, more than 1420 were regarding benefits, 683 involved community and residential care, and 406 were regarding health services and conditions.
- £852,616 in benefits have been awarded to our clients in Swansea, Neath, Port Talbot and Bridgend.

Dementia Pathfinder Project

Funded by the West Glamorgan Regional Partnership, the Dementia Pathfinder Project remained a crucial source of assistance for clients and their carers following a dementia diagnosis. Over the last year, we have developed 290 personalised support plans for clients affected by dementia and their carers. These meticulously tailored support plans are aimed at fostering a sense of empowerment, ensuring that clients and their caregivers are well-informed about their care and actively engaged in the decision-making process.

Activities



Advicelink

Through our collaboration with Citizens Advice Swansea Neath Port Talbot on the Advicelink project, we've assisted close to 500 clients in accessing crucial information and advice. We successfully secured over £155,743 in unclaimed benefits for our clients. With the gradual easing of Covid restrictions this year, we expanded our support by offering more in-person assistance. This involved visiting clients in the comfort of their homes and providing appointments at our offices whenever possible.



Lasting Power of Attorney

Our low-cost Lasting Power of Attorney Service helps people to understand the process of appointing someone they trust to make decisions on their behalf, should they need someone to make decisions on their behalf. Age Cymru West Glamorgan is committed to providing a high quality, affordable service to any older people living in the local area. In the last 12 months, our Advisor assisted 118 people in drawing up and registering their documents.



Home Support Service

Over the last twelve months, the Home Support Service has gone through some very challenging times. In November 2022 it was decided that in order to keep this vital service running, we needed to change the way the support was being delivered. We moved to a new model that supported weekly appointments for all clients, which allowed us to continue working to expand the service and recruit more Home Support Workers. We also slightly increased the cost of this service to ensure we could continue as a real living wage employer, which helped our workers through the cost-of-living crisis. In the last year we have provided over 4,500 hours of support to 150 clients. Our amazing Home Support Workers have continued to provide invaluable support to older people throughout our community by providing practical support and companionship whilst encouraging and promoting independence.

Activities

Dementia Support Service

In October of 2022, we began leading on a two-year collaborative project funded by the West Glamorgan Regional Partnership. The Dementia Support Service was developed in response to the pressing need for a comprehensive community support system catering to people living with dementia and their carers. The project, a consortium of several third sector organisations including Swansea Carers Centre, Neath Port Talbot Carers Service, Citizens Advice Swansea Neath Port Talbot, Care and Repair Western Bay, and Age Cymru West Glamorgan, harnessed the strengths and expertise of each partner to create an all-encompassing support service addressing the complex challenges posed by dementia.

The Dementia Support Service establishes a centralised point of contact, streamlining the process for local residents dealing with

dementia, and/or those caring for individuals with dementia. It ensures that they can easily access the appropriate assistance when needed, eliminating the necessity of contacting multiple organisations and repeatedly recounting their stories. Together we supported 393 Clients in the first 6 months of the project.

Each partner contributes a different, high-quality service:

- Care and Repair Western Bay offers in home modifications to enhance safety and provides mobility solutions. They conduct in-home assessments to identify challenges faced by clients or their carers and explore potential solutions, ultimately enabling people to safely maintain their independence within their homes for longer.
- Swansea Carers Centre and NPT Carers Service provide specialised training to support unpaid carers, empowering them with knowledge and confidence to prevent carer burnout. They also organise events and activities, providing carers with opportunities for respite or shared experiences with their loved ones.
- Citizens Advice Swansea NPT offers Accredited Quality Standards (AQS) information and advice to individuals with dementia and their carers, addressing issues such as benefits, debt, or housing.
- Alongside coordinating the project, Age Cymru West Glamorgan has been delivering six weeks of free practical support to those with dementia and their carers who may be facing difficulties coping at home. The support can take various forms, from a sitting service to provide respite for unpaid carers to assistance with household tasks such as cleaning and laundry, and even essential things such as keeping on top of bill payments.



Activities

Home Support Service Summary

Susan underwent hip surgery due to a fall at home. She lives with her husband who is disabled, and reliant on her to prepare his meals alongside other caring duties. Due to her unsteady condition and only being able to stand for short periods of time, she struggled to prepare nutritious meals. Additionally, she had lost a significant amount of weight during her hospital stay and needed to ensure she was maintaining a well-balanced diet.

Susan joined the Home Support Service for two hours weekly. During this time, a Home Support Worker cooked meals and handled household tasks. Her leg pain from surgery made walking painful and challenging and now that she has assumed a full-time caregiving role for her husband, who relies entirely on her for daily activities, she needed a little extra help to carry out those daily tasks.

ACWG's support provides her with crucial rest periods and quality time with her husband, without worrying about what else needs to be done. Due to their limited mobility, they aren't able to put out their rubbish for collection, so ACWG has been assisting with recycling and putting out the bins ready for collection.

This support allows her to focus on her husband's care without worrying about what else needs to be done. Her fall has left her reliant on mobility aids, making outdoor activities unsafe. Our assistance ensures she doesn't need to seek neighbourly help for these weekly tasks.

When asked how she was finding the service Susan replied "it's nice to be waited on for a change"!



Volunteering

In 2022, we set our sights on reinvigorating our volunteer team at Age Cymru West Glamorgan. Through targeted outreach and online campaigns, we successfully drew in an incredible group of individuals ready to support our mission. We initiated comprehensive training programmes in January 2023 to ensure our volunteers are well-equipped to offer vital assistance both in our office and within the community.

Our volunteers are more than just helping hands; they are the backbone of our organisation. They are pivotal in delivering amazing support to older people, assisting them in accessing essential benefits and services. As we look to the future, we aim to grow our volunteer team even further. Their role will remain central to our organisation, not just in delivering services, but also in shaping our strategies and decisions.

Our overarching goal is to establish a stronger, more visible presence in the community, made possible by the passion and dedication of our volunteers. They are not just essential to us as a charity but are crucial in enhancing the lives of older people we serve.

Financial Report

REGISTERED COMPANY NUMBER: 07548947 (England and Wales)
REGISTERED CHARITY NUMBER: 1140989

UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023

FOR

AGE CYMRU WEST GLAMORGAN LIMITED

Bevan Buckland LLP
Ground Floor Cardigan House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

AGE CYMRU WEST GLAMORGAN LIMITED

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Open recruitment through social media, interview with CEO and Chair, informal meeting with Board, formal application process including taking up references and appropriate DBS checks.

Formal appointment by full Board, registration with the Charity Commission and Companies House as a Director. Full induction with Senior Management and ongoing training.

Induction and training of new trustees

All trustees attend induction with Senior Management to discuss 3 year business plan, annual business plans, and operational plans.

All new trustees complete a skills audit and their training needs are identified and added to the global training plan to be met. Trustees are supported with ongoing training.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07548947 (England and Wales)

Registered Charity number

1140989

Registered office

Unit 10 Cwmdy Industrial Estate
Carmarthen Road
Gendros
Swansea
SA5 8JF

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees

C Lawton
M C Rayner
Mrs M M Davies (resigned 14.4.23)
Mrs N M Fulford
Mrs C Jerrett (resigned 5.7.23)
Mrs E H Murray-Downie (resigned 7.10.22)
Ms L Shenxane (resigned 15.7.22)
Ms M S Vasquez
Dr A E Venables (resigned 26.10.22)
M Wiseman (resigned 11.7.22)
Ms K Davies (appointed 9.11.22)
M Ford (appointed 9.11.22)
A M Jobling (appointed 9.11.22)
Ms S E Miller (appointed 9.11.22)

Independent Examiner

Bevan Buckland LLP
Ground Floor Cardigan House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

Approved by order of the board of trustees on 25th of October 2023 and signed on its behalf by:



.....
M C Rayner - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF AGE CYMRU WEST GLAMORGAN LIMITED

Independent examiner's report to the trustees of Age Cymru West Glamorgan Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Harri Lloyd-Davies

Bevan Buckland LLP
Ground Floor Cardigan House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

Date: 25th of October 2023

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STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	50,638	-	50,638	61,071
Charitable activities					
Older persons support and advice	4	174,881	314,950	489,831	349,658
Investment income	3	698	-	698	355
Other income	5	4,310	7,187	11,497	13,906
Total		<u>230,527</u>	<u>322,137</u>	<u>552,664</u>	<u>424,990</u>
EXPENDITURE ON					
Charitable activities					
Older persons support and advice	6	<u>452,121</u>	297,448	749,569	<u>594,892</u>
NET INCOME/(EXPENDITURE)		(221,594)	24,689	(196,905)	(169,902)
RECONCILIATION OF FUNDS					
Total funds brought forward		502,445	1,978	504,423	674,325
TOTAL FUNDS CARRIED FORWARD		<u>280,851</u>	<u>26,667</u>	<u>307,518</u>	<u>504,423</u>

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**BALANCE SHEET
31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	13	3,151	-	3,151	8,707
CURRENT ASSETS					
Debtors	14	41,231	-	41,231	57,797
Cash at bank and in hand		275,131	26,666	301,797	472,906
		316,362	26,666	343,028	530,703
CREDITORS					
Amounts falling due within one year	15	(38,661)	-	(38,661)	(34,987)
		277,701	26,666	304,367	495,716
NET CURRENT ASSETS					
		280,852	26,666	307,518	504,423
TOTAL ASSETS LESS CURRENT LIABILITIES					
		280,852	26,666	307,518	504,423
NET ASSETS					
		280,852	26,666	307,518	504,423
FUNDS					
Unrestricted funds	17			280,852	502,445
Restricted funds				26,666	1,978
TOTAL FUNDS					
				307,518	504,423

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th of October 2023. and were signed on its behalf by:



.....
M C Rayner - Trustee

The notes form part of these financial statements

AGE CYMRU WEST GLAMORGAN LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(175,437)	(203,902)
Net cash used in operating activities		(175,437)	(203,902)
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(6,300)
Sale of tangible fixed assets		4,328	-
Net cash provided by/(used in) investing activities		4,328	(6,300)
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		472,906	683,108
Cash and cash equivalents at the end of the reporting period		301,797	472,906

The notes form part of these financial statements

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES	2023 £	2022 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(196,905)	(169,902)
Adjustments for:		
Depreciation charges	3,386	4,221
Profit on disposal of fixed assets	(2,158)	-
Decrease/(increase) in debtors	16,566	(37,822)
Increase/(decrease) in creditors	3,674	(399)
Net cash used in operations	<u>(175,437)</u>	<u>(203,902)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	472,906	(171,109)	301,797
	<u>472,906</u>	<u>(171,109)</u>	<u>301,797</u>
Total	<u>472,906</u>	<u>(171,109)</u>	<u>301,797</u>

The notes form part of these financial statements

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', 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 historical cost convention.

Age Cymru West Glamorgan Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Preparation of accounts on a going concern basis

The trustees of the Charity are required to consider whether the Charity meets the going concern basis at the end of each financial year. The current economic conditions continue to create uncertainty over the level of donations and legacies received. After the year-end, the Charity has re-structured and made the decision to cease providing Home Support Services. The increased running costs for providing these services resulted in a deficit for this service during the 2023 year. After making enquiries, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity therefore continues to adopt the going concern basis in preparing its financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, any conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

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

Income from trading activities is recognised when the Charity is deemed to be entitled to the income, when it can be reliably measured and when it is sufficiently probable to be received. This mainly relates to the Homecare Plus and Home Support Service and income is shown net of VAT.

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

Income from donated goods is recognised upon receipt of the goods as required by the SORP 2019.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the Charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities, both costs directly attributable and indirect support costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Furniture & Fittings and Office Equipment - 25% Reducing Balance

Assets greater than £2,500 will be capitalised.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES - continued

Allocation and apportionment of costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include finance, professional and governance costs which support the Charity's activities.

Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable projects.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objective of the Charity and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes falling in future time periods.

Restricted funds are funds subject to specific restrictions imposed by the donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Deferred Income

Deferred income represents income received but not earned as of the year end. Deferred income primarily consists of grant income designated for a specific period but received in advance of this period.

Legal Status of the Charity

The charity was incorporated on 2 March 2012 and is a company limited by guarantee. The members of the company are trustees named on page 2. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office of the Charity is listed on page 2.

Pension costs and other post-retirement benefits

The Charity operates a defined contribution pension scheme. Contributions are charged to the income and expenditure account as they become payable in accordance with the rules of the scheme.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discount due.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating Leases

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred. Details of operating lease commitments are shown in the notes to the accounts.

Legacies and Donations

Legacies are accounted for as incoming resources once the receipt of the legacy becomes reasonably certain. This will be once confirmation has been received from the representatives of the estates that payment of the legacy will be made or property transferred and once all conditions attached to the legacy have been fulfilled.

Significant Estimates and Judgements

AGE CYMRU WEST GLAMORGAN LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

1. ACCOUNTING POLICIES - continued

Debtors

The preparation of the financial statements in conformity with generally accepted accounting principles requires the management to make estimated and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results in the future could differ from these estimates. The management are satisfied that there are no significant judgements or estimates in addition to those that management has made in the process of applying the Group's accounting policies.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	19,613	15,058
Legacies	31,025	46,013
	<u>50,638</u>	<u>61,071</u>

Legacies in 2023 include the following amounts from individual legacy donors:

	£
David Roy Radford	925
Dorothy Elaine Jones	30,000
Enys Bowen	100
	<u>31,025</u>

3. INVESTMENT INCOME

	2023	2022
	£	£
Bank deposit interest	698	355
	<u>698</u>	<u>355</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
LPA - Advocacy service	Older persons support and advice	25,268	14,697
Homecare Plus	Older persons support and advice	95,337	83,336
Afan Nedd Income	Older persons support and advice	-	15,282
Grants	Older persons support and advice	369,226	236,343
		<u>489,831</u>	<u>349,658</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
City & County of Swansea	-	2,841
Swansea Bay University Health Board	241,264	50,438
Welsh Government	26,936	25,900
Age UK - Brand Retainer	-	10,000
DWP - Access to work	-	6,089
National Lottery	-	10,000
Moondance Foundation	26,700	-
Age Cymru/Age UK	41,391	93,601
Neath Port Talbot Council	32,935	37,474
	<u>369,226</u>	<u>236,343</u>

AGE CYMRU WEST GLAMORGAN LIMITED
NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

5. OTHER INCOME

	2023	2022
	£	£
Gain on sale of tangible fixed assets	2,158	-
Miscellaneous income	9,339	13,906
	11,497	13,906

Other income includes room hire.

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 7) £	Support costs (see note 8) £	Totals £
Older persons support and advice	589,157	145,358	15,054	749,569

7. GRANTS PAYABLE

	2023	2022
	£	£
Older persons support and advice	145,358	-

The total grants paid to institutions during the year was as follows:

	2023	2022
	£	£
Care and Repair Western Bay	47,360	-
Swansea Carers Centre	32,424	-
Citizens Advice SNPT	35,214	-
NPT Carers	30,360	-
	145,358	-

8. SUPPORT COSTS

	Finance £	Support costs £	Totals £
Older persons support and advice	4,350	10,704	15,054

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	3,386	4,221
Bad debts	109	629
Other operating leases	26,565	51,195
Surplus on disposal of fixed assets	(2,158)	-
Independent examiners fee	2,860	2,600
	28,752	58,645

AGE CYMRU WEST GLAMORGAN LIMITED
NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

During the year ended 31st March 2023 an amount of £137.70 was paid to the trustees, for travel to conferences and meetings. No other expenses were paid to trustees during the year. There were no trustees' expenses paid in 2022.

11. STAFF COSTS

Key Management Personnel

	2023	2022
	£	£
Emoluments (inc. pension contributions and benefits in kind)	45,022	41,427

Staff costs

	2023	2022
	£	£
Wages and salaries	373,232	311,422
Redundancy costs	-	2,648
Social security costs	20,580	20,608
Pensions	13,966	9,171
	<u>407,778</u>	<u>343,849</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Management	2	2
Administration	3	2
Direct services	18	15
	<u>23</u>	<u>19</u>

No employees received emoluments in excess of £60,000.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	61,071	-	61,071
Charitable activities			
Older persons support and advice	146,800	202,858	349,658
Investment income	355	-	355
Other income	13,906	-	13,906
Total	<u>222,132</u>	<u>202,858</u>	<u>424,990</u>
EXPENDITURE ON			
Charitable activities			
Older persons support and advice	<u>286,105</u>	<u>308,787</u>	<u>594,892</u>

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME/(EXPENDITURE)	(63,973)	(105,929)	(169,902)
RECONCILIATION OF FUNDS			
Total funds brought forward	566,418	107,907	674,325
TOTAL FUNDS CARRIED FORWARD	<u>502,445</u>	<u>1,978</u>	<u>504,423</u>
13. TANGIBLE FIXED ASSETS			Fixtures and fittings £
COST			
At 1 April 2022			16,884
Disposals			(5,343)
At 31 March 2023			<u>11,541</u>
DEPRECIATION			
At 1 April 2022			8,177
Charge for year			3,386
Eliminated on disposal			(3,173)
At 31 March 2023			<u>8,390</u>
NET BOOK VALUE			
At 31 March 2023			<u>3,151</u>
At 31 March 2022			<u>8,707</u>
14. DEBTORS		2023 £	2022 £
Amounts falling due within one year:			
Trade debtors		16,269	15,339
Other debtors		8,591	37,000
Prepayments and accrued income		2,871	5,458
		<u>27,731</u>	<u>57,797</u>
Amounts falling due after more than one year:			
Other debtors		<u>13,500</u>	<u>-</u>
Aggregate amounts		<u>41,231</u>	<u>57,797</u>

AGE CYMRU WEST GLAMORGAN LIMITED
NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	9,557	18,652
Social security and other taxes	4,887	3,407
VAT	3,491	1,316
Other creditors	17,131	8,897
Accrued expenses	3,595	2,715
	<u>38,661</u>	<u>34,987</u>

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	5,805	5,765
Between one and five years	-	5,805
	<u>5,805</u>	<u>11,570</u>

17. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
Core	164,638	(57,664)	106,974
IT Designated Fund	20,000	(2,058)	17,942
Other Fundraising Designated Fund	37,807	(21,871)	15,936
I & A Resilience Designated Fund	80,000	(80,000)	-
Opportunity/Service Development Designated Fund	85,000	(60,000)	25,000
Adversity/income risk Designated Fund	30,000	-	30,000
Cessation contingency Designated Fund	85,000	-	85,000
	<u>502,445</u>	<u>(221,593)</u>	<u>280,852</u>
Restricted funds			
I & A Moondance	1,978	14,688	16,666
Age UK Cost of Living	-	10,000	10,000
	<u>1,978</u>	<u>24,688</u>	<u>26,666</u>
TOTAL FUNDS	<u>504,423</u>	<u>(196,905)</u>	<u>307,518</u>

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Core	74,783	(132,447)	(57,664)
Homecare Plus - Designated	31,299	(31,299)	-
IT Designated Fund	-	(2,058)	(2,058)
Other Fundraising Designated Fund	-	(21,871)	(21,871)
Afan Nedd	2,158	(2,158)	-
I & A Resilience Designated Fund	-	(80,000)	(80,000)
Opportunity/Service Development Designated Fund	-	(60,000)	(60,000)
NPT Funding/Enabling project	22,434	(22,434)	-
Home Support Service	99,853	(99,853)	-
	<u>230,527</u>	<u>(452,120)</u>	<u>(221,593)</u>
Restricted funds			
Afan Nedd	7,187	(7,187)	-
I & A Warm Homes Benefit checks	10,050	(10,050)	-
I & A CAB Advicelink	26,936	(26,936)	-
I & A Moondance	26,700	(12,012)	14,688
Dementia Pathfinder Service	15,760	(15,760)	-
Age UK Cost of Living	10,000	-	10,000
Dementia Partnership	145,358	(145,358)	-
Dementia Partnership Project Management	43,719	(43,719)	-
Dementia Partnership Help at Home	36,427	(36,427)	-
	<u>322,137</u>	<u>(297,449)</u>	<u>24,688</u>
TOTAL FUNDS	<u>552,664</u>	<u>(749,569)</u>	<u>(196,905)</u>

AGE CYMRU WEST GLAMORGAN LIMITED
NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
Core	170,194	(5,556)	164,638
IT Designated Fund	15,000	5,000	20,000
Other Fundraising Designated Fund	64,224	(26,417)	37,807
Centre repairs/renewals Designated Fund	17,000	(17,000)	-
I & A Resilience Designated Fund	80,000	-	80,000
Opportunity/Service Development Designated Fund	85,000	-	85,000
COVID Risk/Recovery Management Designated Fund	20,000	(20,000)	-
Adversity/income risk Designated Fund	30,000	-	30,000
Cessation contingency Designated Fund	85,000	-	85,000
	<u>566,418</u>	<u>(63,973)</u>	<u>502,445</u>
Restricted funds			
I & A Moondance	30,864	(28,886)	1,978
National Lottery - Community Foundation	26,490	(26,490)	-
I & A Track 2000	14,326	(14,326)	-
WCVA - Homecare+	36,227	(36,227)	-
	<u>107,907</u>	<u>(105,929)</u>	<u>1,978</u>
TOTAL FUNDS	<u>674,325</u>	<u>(169,902)</u>	<u>504,423</u>

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Core	88,744	(94,300)	(5,556)
Homecare Plus - Designated	54,592	(54,592)	-
IT Designated Fund	-	5,000	5,000
Other Fundraising Designated Fund	-	(26,417)	(26,417)
Afan Nedd Home Delivery	15,282	(15,282)	-
Afan Nedd	14,077	(14,077)	-
Centre repairs/renewals Designated Fund	-	(17,000)	(17,000)
COVID Risk/Recovery Management Designated Fund	-	(20,000)	(20,000)
I & A Warm Homes Benefit checks	6,015	(6,015)	-
Home Support Service	43,422	(43,422)	-
	<u>222,132</u>	<u>(286,105)</u>	<u>(63,973)</u>
Restricted funds			
Afan Nedd	11,714	(11,714)	-
I & A CAB Advicelink	25,900	(25,900)	-
I & A General	20,000	(20,000)	-
I & A Moondance	-	(28,886)	(28,886)
National Lottery - Community Foundation	-	(26,490)	(26,490)
I & A Track 2000	-	(14,326)	(14,326)
WCVA - Homecare+	-	(36,227)	(36,227)
Client Support Team	10,564	(10,564)	-
Dementia Pathfinder Service	43,027	(43,027)	-
NPT Funding/Enabling project	18,696	(18,696)	-
IPPS Project	70,116	(70,116)	-
Core - Restricted	2,841	(2,841)	-
	<u>202,858</u>	<u>(308,787)</u>	<u>(105,929)</u>
Total Funds	<u>424,990</u>	<u>(594,892)</u>	<u>(169,902)</u>

DESCRIPTION OF FUNDS

Unrestricted funds:

Core

This fund consists of general reserves held for the furtherance of the Charities aims and objectives.

IT Fund

This designated fund represents the monies spent to upgrade the Charity's IT system.

Other Fundraising Activities Fund

This designated fund represents fund designated to underwrite other funding efforts which it is hoped will generate unrestricted funding in future years. These are projects like community café's and more legacy awareness. If the new projects are not self sufficient and generating funds for the charity by 2022 they will be stopped.

I & A Resilience Fund

This designated fund represents monies allocated to cover 12 months of salaries costs should specific funding not be obtained going forward.

Opportunity/Service Development Fund

This designated fund represents monies allocated to be used to help secure additional funding streams for the Charity and diversify income going forward.

AGE CYMRU WEST GLAMORGAN LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. **MOVEMENT IN FUNDS - continued**

Adversity / Income Risk Fund

This designated fund represents monies allocated to cover any disruption in services in the future.

Cessation Contingency Fund

This designated fund represents monies allocated to cover any potential future redundancies and closure costs for the Charity should future funding not be obtained.

Restricted funds:

Age UK cost of living

Funding to support Information and Advice services.

Moondance Covid Relief Fund

I & A Enabling project - to support clients to re-engage into the community post Covid.

Dementia Pathfinder Service

Funding to provide personalised dementia support plans, information and advice.

WG Dementia Partnership

Funding to provide Voluntary Sector led, collaborative dementia services.

18. **RELATED PARTY DISCLOSURES**

One of the trustees, N Fulford, is the managing director of Rethink PR & Marketing Ltd, the company that is used to manage the advertising and social media content of the charity.

19. **ULTIMATE CONTROLLING PARTY**

The ultimate controlling party of Age Cymru West Glamorgan Limited is the Board of Trustees collectively.

Acknowledgements

Age Cymru West Glamorgan would like to recognise the organisations below for their contribution to the work that we do. Without their generosity, we would not be able to achieve what we have over the past year or provide such a wide range of far-reaching services.



Abertawe Castell-nedd
Port Talbot
Swansea Neath
Port Talbot



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership



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