

AGE CONCERN NEATH PORT TALBOT

England & Wales · Charity number 1105203

Details

Other names	AGE CONNECTS NEATH PORT TALBOT
Status	Registered
Legal form	Charitable company
Company number	04193486
Registered	2004-07-29
Register	View on the Charity Commission register

Contact

Address	37-38 Alfred Street Neath SA11 1EH
Phone	01639617333
Email	info@ageconnectsnpt.org.uk
Website	www.ageconnectsnpt.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND NEATH PORT TALBOT COUNTY BOROUGH AND THE CITY AND COUNTY OF SWANSEA (HEREINAFTER CALLED "THE ARE OF BENEFIT")

Activities: Provide free community based services that facilitate social inclusion, while promoting a healthy and active retirement for local older people. Activities include information and advice through our telephone helpline, local information points, website, events and talks, through to participation in our healthy lifestyle clubs, befriending groups and on-going welfare benefits and advocacy casework.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity, Recreation
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** NEATH PORT TALBOT
- City Of Swansea
- Neath Port Talbot

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£275,166	£237,362	-	-
2024-03-31	£248,838	£234,674	-	-
2023-03-31	£204,101	£233,881	-	-
2022-03-31	£285,027	£238,825	-	-
2021-03-31	£215,187	£193,788	-	-

Trustees

Name	Role	Appointed
BARBARA TRAHAR		
DOREEN JONES		
Frederick Paul Prosser		2018-12-07
Katrin Anne Shaw		2022-09-20
LEIGHTON VEALE		2011-03-21
Nigel Williams		2025-01-30
Sharon Elizabeth Freeguard		2020-12-11

Accounts

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025**

FOR

**AGE CONCERN NEATH PORT TALBOT
TRADING AS
AGE CONNECTS NEATH PORT TALBOT**

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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FOR THE YEAR ENDED 31 MARCH 2025**

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**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025**

TRUSTEES	D Jones B Trahar L Veale F P Prosser Mrs S Freeguard Ms K A Shaw N Williams (appointed 7.10.25)
COMPANY SECRETARY	D A Richards
REGISTERED OFFICE	37-38 Alfred Street Neath West Glamorgan SA11 1EH
REGISTERED COMPANY NUMBER	04193486 (England and Wales)
REGISTERED CHARITY NUMBER	1105203
INDEPENDENT EXAMINER	Bevan Buckland LLP Ground Floor Cardigan House Castle Court Swansea Enterprise Park Swansea SA7 9LA

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

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 2025. 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Age Connects Neath Port Talbot's Charitable Object

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Neath Port Talbot County Borough and the City and County of Swansea".

Mission Statement

"To provide community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older citizens of Neath Port Talbot and Swansea".

Corporate Priorities 2023 - 2026

- Prevent poverty and maximise income.
- Promote health, independence and wellbeing for all older people.
- Achieve greater social inclusion of the most disadvantaged older people and challenge the causes of exclusions.
- Promote age equality and enable older people to make full contributions as active citizens to the local economy and community.
- Continuous improvement through user consultation, monitoring of quality standards and innovation based on evidence of best practice.
- Develop and implement a strategy to build Reserves, and ensure the charity becomes more sustainable and less reliant on short term funding.

Delivery Strategy

Through our comprehensive marketing and outreach strategy, we are committed to ensuring that older people across our area of benefit can easily access the support they need. We use a proactive approach to reach individuals who may otherwise be isolated or unaware of available services. Data from Age Connects Neath Port Talbot's Charitylog system is meticulously cross-referenced and analysed, giving us a robust evidence base for strategic planning. This enables us to identify emerging trends, anticipate future needs and respond quickly to gaps in service provision, ensuring that resources are directed where they will have the greatest impact. Our services are designed to be flexible and person-centred offering varying levels of support tailored to individual circumstances. This includes:

- Information and advice delivered through our telephone helpline, neighbourhood information points, Positive Ageing Ambassadors, website, social media platforms and special events
- Community engagement opportunities such as participation in our Community Outreach Hubs, health promotion activities, befriending groups and Good Neighbour Schemes.
- Specialist support including ongoing welfare benefits advice, advocacy casework and practical assistance to help older people maintain independence and wellbeing.

We provide multiple access points to make our services as inclusive as possible. Service users can connect with us through home visits, one-to-one appointments, drop-in sessions, social media, our website and by attending community outreach locations. This multi-channel approach ensures that no one is left behind, regardless of mobility, digital confidence or personal circumstances.

Our goal is to empower older people to live fulfilling, independent lives, while reducing loneliness and improving overall health and wellbeing. By combining data-driven planning with compassionate, community-based delivery, we continue to make a meaningful difference in the lives of those we serve.

Public benefit

When planning our annual activities, we remain firmly focused on delivering accessible, community-based services that foster social inclusion, promote healthy and active lifestyles and support continued independence for older people. Our approach is rooted in creating opportunities for meaningful engagement, reducing isolation and empowering individuals to make informed choices about their wellbeing. We work collaboratively with a wide range of partners to ensure our services align with identified needs and priorities within the strategies of the Local Authority and Welsh Government. This partnership approach strengthens our ability to respond effectively to local challenges and contribute to broader policy objectives aimed at improving outcomes for older people.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

Age Connects Neath Port Talbot operates across two core areas of charitable activity for public benefit:

- **Independent Information, Advice and Advocacy** - Providing impartial, confidential support to help older people navigate complex systems, access entitlements and make informed decisions about their lives.
- **Health and Wellbeing** - Delivering initiatives that encourage physical activity, mental resilience and social connection, while promoting positive ageing and reducing health inequalities.

Together, these strands form the foundation of our mission: to enable older people to live healthier, happier and more independent lives within their communities.

ACHIEVEMENTS AND PERFORMANCE

**Information, Advice and advocacy
Performance Indicators**

Total number of face-to-face service user contacts	>8,000
Welfare benefits accessed	>£1,400,000
Volunteer hours	>8,000
Volunteer in-kind support, nominally valued at	£100,000
Foot Care Appointments	2,653

A grant from Neath Port Talbot County Borough Council contributes to the costs of operating our county wide information and advice service. The shortfall is made up from fundraising activities and contributions from our general funds.

Telephone Helpline

Our telephone helpline continues to be the most popular point of contact for service users. Over the past year, our call monitoring system recorded over 13,000 calls, reflecting the vital role this service plays in supporting older people and partner organisations. The helpline operates Monday to Friday, 8:30am to 4:30pm, providing timely and accessible assistance. The most common reasons for calls include:

- **Information and Advice / Welfare Benefits** - In the context of an ongoing cost-of-living crisis, demand for guidance on income maximisation and welfare benefits remains high. This area continues to be a cornerstone of our support provision.
- **Winter Fuel and Energy Efficiency** - Requests for help with energy costs and efficiency measures have grown significantly, particularly during the autumn and winter months.
- **Good Neighbour Services** - Covering short-term practical assistance, reablement support and befriending services aimed at reducing loneliness and isolation.
- **Foot Care Service** - We have seen a continued rise in calls from individuals struggling to manage their own foot care or experiencing poor foot health.
- **More complex casework** - the helpline is handling more complex cases, often including situations where callers present with multiple, interlinked complex issues. Staff and volunteers are spending more time on each call to provide in-depth guidance, coordinate with external agencies and ensure that vulnerable older people receive the right support.

Website

Our website remains a key component of our information and advice service. It is regularly updated with seasonal campaigns, events, and practical resources. This year, the site attracted **over 5,550 users** and generated **13,000 page visits**, demonstrating its value as a trusted source of relevant information and support.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

Social Media

Social media continues to grow as an effective communication and marketing tool, enabling us to reach both individuals and partner organisations. Throughout the year, we increased our efforts to promote services via these platforms, resulting in greater engagement and direct communication with service users and their families.

- **Facebook:** We maintain a five-star rating, with over 1,200 followers and 1,000 page likes.
- **X (formerly Twitter):** Our presence has been sustained around 500 followers, and we plan to expand our use of these platforms further in the coming year.

HOPE (Helping others participate and engage) Advocacy Project

HOPE is a collaborative initiative delivered by Age Cymru, its local partners and Age Connects Wales partners across the whole of Wales. Funded by the Welsh Government, the project provides independent advocacy for older people (aged 50+) and carers, ensuring they have the support they need to navigate challenges and make informed decisions. The service empowers individuals to engage, participate, access information, understand their rights, make choices and have their voices heard. It also helps people share experiences, raise awareness of advocacy and build confidence through skills and knowledge development.

HOPE delivers advocacy at a community level using a range of models, supported by a network of trained volunteers. By recruiting, training and supporting these volunteers, the project ensures advocacy is accessible and responsive to local needs. A key strength of HOPE is its early intervention approach, supporting people at the earliest stage of their concerns to prevent issues from escalating into crisis. The project also includes a comprehensive training programme, enabling advocates across Wales to enhance their skills and knowledge.

Talks Programme

Our community-based talks programme has continued to play a vital role in engaging older people and partner organisations across the county borough. This year, we are proud to report a significant increase in the number of talks delivered, reflecting growing demand for our services and expertise. In addition to supporting local groups, clubs, and societies, we have once again seen heightened interest from Swansea-based partners and organisations, further extending our reach and impact.

The talks have covered a wide range of topics, including an overview of Age Connects Neath Port Talbot's services, but following last year's trend, there has been increased demand for sessions focused on income maximisation, winter wellbeing, energy efficiency and our Local Energy Action Partnership (LEAP) service. These sessions have been particularly valuable in helping older people prepare for seasonal challenges and manage rising energy costs. In addition to larger group presentations, we have delivered smaller, more targeted talks and demonstrations during Community Outreach Hub activities and within partner organisations team meetings, ensuring that information is shared directly with those who need it most. This flexible approach allows us to respond quickly to emerging needs and provide practical, relevant advice in accessible settings. By expanding the number and variety of talks, we have strengthened our commitment to promoting wellbeing, reducing isolation and empowering older people with the knowledge and resources they need to live independently and confidently. **Over 450 referrals have been made into our services** as a result of this talks programme and event attendance.

Income Maximisation

Our Welfare Rights Service has experienced sustained and growing demand throughout an extremely challenging period for older people, driven by the ongoing cost-of-living crisis and rising financial pressures. Despite receiving only minimal funding to operate during 2024/25, the service has continued to deliver exceptional outcomes, raising over £1.4 million in previously unclaimed benefits for some of the most vulnerable individuals in our communities.

We have maintained our Department for Work and Pensions (DWP) 'Alternative Office' status, which is a formal designation granted by the Department for Work and Pensions (DWP) to trusted partner organisations allowing them to act as an extension of DWP offices. These organisations are authorised to receive and process benefit claims on behalf of older people and verify documents in-person, which speeds up the process and removes the need for clients to post sensitive paperwork themselves. Claims are treated as if submitted directly to DWP, ensuring correct dates and earlier payments. Service users benefit from a supported, local service with enhanced convenience and tailored assistance.

Many older people living solely on the State Pension are entitled to additional financial support through a range of benefits and allowances that can make life more comfortable. However, the process of claiming these entitlements often involves lengthy and complex forms, which can be overwhelming. As a result, millions of pounds in benefits go unclaimed each year.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

Our Welfare Rights programme provides comprehensive support, including benefit checks, form completion, review forms and mandatory reconsiderations. We also assist with appeals procedures and offer specialist advice and guidance. In addition to securing £1.4 million in unclaimed benefits, we have helped service users access severe disability premiums, pension credit payments, council tax reductions and assistance with rent payments, ensuring they receive the financial support they deserve. This service remains a lifeline for older people, helping to alleviate poverty, reduce stress, and improve quality of life during one of the most difficult economic periods in recent history.

Legal Services

While we do not currently have a formal partnership with local solicitor firms to provide a full suite of legal services, we are actively planning the development of a structured support service to meet this need in the near future. This new approach will strengthen our ability to offer comprehensive legal assistance to older people across the county borough. In the meantime, service users have benefited from informal partnerships with local companies, which have enabled access to limited free Wills campaigns and provided information and advice on essential legal matters, including Power of Attorney and Probate. These services are crucial in helping older people plan for the future, protect their rights, and make informed decisions about their affairs. Our goal is to build on this foundation by creating a formalised, sustainable legal support framework that ensures older people can access trusted, affordable, and timely legal guidance when they need it most.

Neighbourhood Information Points

We have continued to maintain a network of Neighbourhood Information Points strategically located in both urban and rural areas across the county borough. These stands provide easy access to our telephone helpline number and display a wide range of printed information and resources, ensuring that older people and their families can quickly find the support they need.

Keep Well this Winter

Despite receiving no designated grant funding during the winter of 2024/25, we successfully delivered up-to-date information and advice to help older people stay warm, safe and well during the colder months. Our efforts included:

- Circulating and distributing leaflets with practical guidance
- Providing energy efficiency advice and winter wellbeing support through our telephone helpline, digital platforms,
- social media and home visiting services.

Building on the success of last year, our Local Energy Action Partnership (LEAP) service has again enabled us to offer specialist energy efficiency support, including assistance with the provision of essential appliances and heating systems for those most in need. These initiatives have been vital in addressing the challenges faced by older people during winter, particularly in the context of rising energy costs and the ongoing cost-of-living crisis.

Health and Well-being Community Outreach Services

Our network of Community Outreach Hubs, supported by dedicated volunteers, continues to operate in key locations across the borough, providing vital support to older people. These hubs are designed to meet a wide range of needs - physical, emotional, social and financial, and remain a cornerstone of our commitment to improving wellbeing and reducing isolation.

This year, over **350 service users have participated** in Outreach Hub activities, and we have delivered over **150 outreach hub sessions**. This reflects sustained and growing demand for community-based support during an exceptionally challenging period for older people. Each hub offers a welcoming environment where individuals can access practical help, social interaction and tailored advice, ensuring that those experiencing the greatest disadvantage including poverty, loneliness, digital exclusion and reduced access to services receive meaningful support.

Weekly sessions, delivered by trained staff and volunteers, provide a holistic, cost-effective early intervention programme aimed at improving health, building resilience and reducing reliance on expensive or intensive care provision. Activities focus on maintaining and enhancing confidence, independence, choice and control, while promoting physical and emotional wellbeing. By creating opportunities for meaningful engagement, we help older people prepare for future challenges, navigate transitions and avoid crisis points.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

Key Priorities and Outcomes

Tackling Disadvantage and Hardship

Outreach events and referrals connect older people to essential services they might otherwise miss, such as benefit entitlement checks, home support, preventative healthcare and community befriending.

Creating Social Connections

Weekly group sessions provide a bridge from isolation to social interaction, fostering friendships and peer support through guided activities that promote wellbeing.

Improving Quality of Life and Independence

Our interventions prioritise preventative measures that help older people maintain financial stability, health and dignity, especially those living in isolated or challenging circumstances.

Access to Information and Support

Outreach hubs enable direct self-referrals and collaborative referrals from partners, extending our reach beyond one-to-one contact and ensuring timely access to help.

Integration with Local Priorities

Our services complement and strengthen local capacity, ensuring sustainable, safe and accessible activities that align with preventative and early intervention strategies.

Supporting People with Dementia

Dementia awareness and continuity of support remain embedded within our outreach model, ensuring long-term assistance for those affected.

Community-Level Access

We promote preventative measures and provide tailored guidance so older people and their families feel confident that support is available locally, regardless of which agency delivers their care.

Dementia Care Connects

Our Dementia Care Connects Project operates within the Prevention and Community Coordination model of care, helping older people connect with and access community-based preventative and early intervention activities. These activities are designed to improve and maintain physical and emotional wellbeing, while reducing the likelihood of issues escalating to the point where more intensive health or social care is required. Although the project primarily focuses on prevention and early intervention, it also supports individuals at increased risk of dementia and those living with its early stages, ensuring timely and appropriate assistance.

Through the Dementia Care Connects initiative, we aim to identify and address known risk factors associated with dementia, particularly among older people who may be more vulnerable. This includes those that are over 65 years of age, people who are experiencing feelings of loneliness and isolation, poor mental/emotional wellbeing, those that are physically inactive, have long term health conditions such as diabetes, high blood pressure and high cholesterol, suffer with sensory loss, live in deprived areas and maintain poor lifestyle choices such as smoking and alcohol use. Given the ageing population and local demographics, these risk factors are highly prevalent, with many service users experiencing multiple overlapping risks.

Service users participate in weekly sessions and activities designed to reduce these risk factors and promote wellbeing. Core activities include:

- **Social interaction** to combat loneliness and isolation
- **Physical activity** to improve health and mobility
- **Music therapy, reminiscence, and mindfulness** to support emotional wellbeing
- **Information and advice sessions** on healthy living and dementia awareness
- **Creative workshops** to stimulate cognitive function and engagement

Our Dementia Care Connects Outreach Hubs also deliver talks, demonstrations and information sessions, both internally and with external partners that cover topics such as healthy eating, smoking cessation, safe medication use, screening and early signs of dementia. These efforts contribute to earlier diagnosis and intervention, improving long-term outcomes.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

Good Neighbour Scheme

Our Good Neighbour Scheme continues to play a vital role in helping older people access community-level information and support services that prevent escalation to urgent or prescribed health and social care interventions. This well-established model responds to the growing and well-evidenced needs of older people and their carers, focusing on maintaining health and wellbeing and removing barriers to essential support.

This year, we have seen sustained demand and the service has supported **326 service users**. There has been a notable increase in the complexity of cases referred into the service, reflecting the challenging circumstances faced by many older people. These cases often involve multiple issues such as poor physical and mental health, financial hardship and social isolation, requiring tailored, multi-faceted support.

Key Areas of Support

- **Reducing negative health and social care impacts** for older people disproportionately affected by local service reductions, poverty and isolation.
- Supporting **older people living alone and hard-to-reach individuals** who face unmet health needs and elevated risk of requiring urgent or ongoing care.
- Assisting those unable to access essential support around **welfare benefits and community resources** due to isolation or disability.
- Helping to reduce **Delayed Transfers of Care** by building inter-agency and community-led support capacity for older people discharged from hospital.

The scheme offers tailored, face-to-face support designed to meet individual needs. This includes befriending and companionship, transport to medical appointments and assistance with ordering, collecting and delivering prescriptions and essential items. It also provides wellbeing checks and liaises with health and social care teams, alongside independent information, advice and income maximisation services. Additional support includes independent advocacy, help with digital devices, administrative tasks and guidance to re-engage with community-based wellbeing opportunities.

Key impacts include:

- **Improved Health and Wellbeing** - Regular wellbeing checks, practical assistance and emotional support have helped older people maintain stability and avoid deterioration that could lead to hospital admission or long-term care.
- **Reduced Loneliness and Isolation** - Through befriending and companionship, service users have regained confidence, rebuilt social networks and developed meaningful relationships, reducing the harmful effects of isolation.
- **Enhanced Independence and Choice** - Tailored support enables older people to remain in their own homes safely, make informed decisions and maintain control over their lives.
- **Financial Security** - Income maximisation and welfare benefit support have helped alleviate poverty, ensuring older people can afford essentials and live with dignity.
- **Preventing Crisis and Escalation** - By intervening early, the scheme reduces reliance on costly health and social care services, preventing delayed transfers of care and avoiding emergency interventions.
- **Digital Inclusion** - Support with devices and online services has helped older people stay connected, access information, and engage with community resources.

The personalised nature of the service means that every interaction has an immediate and lasting impact. Service users report feeling more confident, less isolated and better equipped to manage daily life, while professionals recognise the scheme as a critical component of preventative care and community resilience.

Telephone befriending

Our telephone befriending service continues to provide a vital lifeline for older people experiencing loneliness and isolation. Through regular, friendly phone calls, our staff and volunteers not only offer companionship but also act as an important point of contact to identify additional needs and connect individuals to further support services. This year, we have seen sustained demand for telephone befriending, reflecting the ongoing challenges faced by older people in maintaining social connections. For many, these calls are more than just a conversation, they provide reassurance, emotional support and a sense of belonging, helping to reduce feelings of isolation and improve overall wellbeing.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

In addition to alleviating loneliness, the service plays a preventative role, enabling early identification of issues such as deteriorating health, financial concerns or safeguarding risks. By intervening promptly, we can prevent problems from escalating and ensure older people receive timely assistance. Feedback from service users highlights the positive impact of this service, with many reporting improved mood, increased confidence, and greater awareness of available support. For those who are housebound or digitally excluded, telephone befriending remains an essential connection to the outside world.

Falls Prevention

Through our Age Connects Wales partnership, we have once again joined forces with Age Cymru and Care and Repair Cymru to champion the importance of falls prevention. This collaborative campaign has combined digital outreach, powerful case studies and social media engagement to raise awareness of the risks and available support. Beyond online activity, we've worked closely with other organisations and professionals who support older people, helping them identify risks, prevent falls and ensure those who have experienced a fall receive the right care and guidance. Together, we're making a real difference in reducing falls and promoting safer, more independent living for older people across Wales.

Local Energy Action Partnership (LEAP)

As the leading provider of support services for older people in Neath Port Talbot, we have seen a sharp rise in enquiries and referrals related to fuel costs, fuel poverty and the wider cost-of-living crisis. In response, we've strengthened our delivery of the Local Energy Advice Partnership (LEAP), a national initiative offering free, practical solutions to improve energy efficiency and reduce household costs. Through LEAP, eligible households can access a comprehensive range of support, including:

- Expert energy efficiency advice tailored to individual needs
- Free energy-saving measures and equipment
- Home insulation improvements
- Boiler repair or replacement.
- Energy-efficient white goods.

As the official delivery partner for Neath Port Talbot and Swansea, we provide older and vulnerable residents with direct access to these resources, helping to tackle unaffordable heating and improve home comfort. Our trained staff carry out home visits to conduct energy efficiency checks and install practical measures such as LED light bulbs, draught excluders, radiator panels, door brushes and hot water cylinder jackets. Where eligible, we also arrange and facilitate referrals for boiler and appliance replacement schemes.

This holistic approach not only reduces energy costs but also promotes financial security and wellbeing, making a real difference for those most affected by rising living costs. In the past year, we have supported over **250 households** and installed more than **900 energy-saving measures**.

Volunteering Programme

Our volunteers are the heartbeat of Age Connects NPT. Every member of our volunteer team is DBS checked, receives a thorough induction and is equipped with a range of training resources to support them in their roles. In addition, they complete several role-specific online training modules, ensuring they have the knowledge and confidence to deliver high-quality support.

Volunteers contribute in many ways - working directly with older people, providing vital administrative assistance and supporting fundraising activities. Collectively, they have dedicated an incredible **8,000 hours of service** this year alone. Based on the Office for National Statistics (ONS) hourly rate for employees in Wales, this equates to an in-kind contribution worth **over £100,000** - a truly remarkable impact. We are committed to retaining and developing volunteer skills, both for our ongoing services and future projects. This ensures we can continue to maximise resources and improve the lives of some of the most marginalised individuals in our community.

Our volunteers are not only essential to our organisation, they are also highly valued. We provide opportunities for them to gain new skills, build social connections, give back to their community, and, where appropriate, receive an up-to-date reference. Over the past year, we've offered a wide range of accredited and non-accredited training to both new and existing volunteers which have included Welfare Benefits, Information and Advice, First Aid, Protection of Vulnerable Adults, Ageing, Communicating Effectively, Person-Centred Care, Assessing Needs, Challenging Behaviour and Confidentiality.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

It is only through the dedication and generosity of our volunteers that we can deliver such a wide range of high-quality services. We would like to take this opportunity to express our heartfelt thanks to every volunteer for their time, skills and dedication.

Income Generation Foot Care Service

Healthy, comfortable feet are essential for maintaining independence and wellbeing, especially for older people. Our nail cutting and non-surgical foot care service has become a lifeline for hundreds of older residents this year. Ageing often brings challenges such as arthritic joints, thickened nails, hard skin, corns and ingrowing toenails, all of which can affect balance, make walking painful and even dangerous.

To address this, we provide risk-assessed community clinics in accessible venues across the borough, including a specially adapted room at our Neath Head Office. For those unable to attend, we offer home visits, extending the service to care homes, sheltered housing and supported accommodation. With hospital consent, we've even delivered foot care on SBUHB hospital wards, ensuring patients maintain foot health during long stays.

This convenient, affordable service is well-established, growing steadily and continues to generate a regular surplus that supports our wider work. To maintain the highest standards, our team receives ongoing supervision and follows best practice guidance from Podiatry Services. In the past year alone, **we delivered 2,653 appointments**, helping older people stay mobile, independent, and pain-free.

Home Fire Safety Checks

Through our partnership with Mid and West Wales Fire and Rescue Service, we provide free Home Fire Safety Checks for residents who are vulnerable or at high risk. Delivered by experienced volunteers, these visits include tailored safety advice and the installation of essential equipment such as smoke alarms, carbon monoxide detectors, stove alarms, extension leads and fire-retardant bedding completely free of charge. This proactive service plays a vital role in reducing deaths and injuries caused by accidental fires. Our goal is to make it as accessible as possible, and this year we completed **155 Home Fire Safety Checks**, providing equipment worth **over £8,700** (based on market-leading prices).

By combining practical support with preventative measures, these initiatives not only protect lives but also give peace of mind to some of the most vulnerable members of our community.

FINANCIAL REVIEW

Financial position

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to maintain our reserves as stated below. We have been successful in securing specific funding for project work and the management costs we incorporated into our project budgets have contributed to our overall running costs.

During the financial year the charity reported a surplus of £37,804 (2024: surplus £14,164).

We are pleased to report that 98.1% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves at 31 March 2025 were £238,867 (2024: £202,300) and restricted reserves were £6,793 (2024: £5,556).

Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and aims to build up reserves in future years to enable it to continue and expand the services they currently provide. The charity's policy is to maintain designated reserve for;

- (1) The critical cost fund represents six months running costs, estimated staff notice, redundancy costs and lease agreement termination costs.
- (2) The planned budget spend 25/26 represents funds to cover the expected shortfall in income during the year ended 31st March 2026 and allow all services to continue.
- (3) The charity's long-term plan to purchase its own premises or lease larger and more appropriate space is represented by the 'Buildings Fund'.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FUTURE PLANS

As the leading specialist organisation for older people in Neath Port Talbot, we are committed to shaping innovative services that respond to growing demand, particularly considering the significant and ongoing funding challenges facing both the public and voluntary sectors. Our focus is on sustainability, accessibility and creating meaningful impact for those who need us most.

Renewal of Alternative Office

We are proud to maintain our status as a Department for Work and Pensions (DWP) Alternative Office, continuing to meet all required policies and procedures. It is a formal designation granted by the Department for Work and Pensions (DWP) to trusted partner organisations allowing them to act as an extension of DWP offices. These organisations are authorised to receive and process benefit claims on behalf of older people and verify documents in-person, which speeds up the process and removes the need for clients to post sensitive paperwork themselves. Claims are treated as if submitted directly to DWP, ensuring correct start dates and earlier payments. Service users benefit from a supported, local service with enhanced convenience and tailored assistance. In essence, AO status empowers local organisations to streamline and support benefit access for vulnerable older people, improving service and speed.

Foot Care Service

Our foot care service remains a cornerstone of our work, and we plan to strengthen it further. This includes re-engaging former service users, identifying new delivery locations and increasing the frequency of existing clinics. We will continue to build on strong partnerships with hospitals, resource centres and pharmacies, while maintaining our role as a trusted referral option for the Swansea Bay University Health Board Podiatry Service. In anticipation of rising demand, we continue to explore opportunities to expand our dedicated Foot Care Team, ensuring older people can maintain mobility, independence and wellbeing.

Local Energy Action Partnership (LEAP)

With the cost-of-living crisis continuing to impact older people, demand for our LEAP service remains high. We will invest in additional staff resources to reach more households and provide vital energy-saving support. Beyond reducing bills, this service acts as a gateway to wider assistance, enabling us to identify and support some of the most vulnerable and hardest-to-reach individuals in our community. In an increasingly challenging environment, this targeted approach is essential to our mission.

Age Connects Neath Port Talbot - One Stop Shop

Our town centre premises will continue to serve as a one-stop shop for older people, offering easy access to advice and support. We will revisit investigations to create a collaborative hub involving hosting like-minded organisations within our space. By offering facilities to partner organisations, we can help maintain local presence, improve service accessibility and strengthen regional delivery models.

Website and social media

Online platforms remain a powerful tool for connection and awareness. We will continue to grow our digital presence, using our website and social media channels to promote services, share vital information, and raise awareness of issues affecting older people. These platforms also enable us to build stronger links with statutory, private, and voluntary sector partners, ensuring our message reaches as many people as possible.

Outreach services

Our Outreach Services were developed following extensive consultation with older people and partner organisations, ensuring they reflect real needs within the community. Despite previous progress, there remains a strong and ongoing demand for flexible, community-based activities and social rehabilitation services across the county borough. Through our Community Outreach programme, we've delivered a wide range of health and wellbeing activities in local venues, bringing services closer to where people live. These include exercise classes, walking groups, mindfulness sessions, arts and crafts, music sessions, intergenerational activities and healthy living talks and demonstrations. We've also previously extended this provision into Sheltered Housing Complexes, recognising that even in supported environments, residents can experience loneliness and isolation.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

To build on this success and meet growing demand, we will:

- **Expand Community Outreach Hubs and Dementia Care Connects provision**, as these activities have a proven impact on physical health, emotional wellbeing and reducing loneliness.
- **Strengthen our referral network** to maximise reach, increase participation and ensure more older people benefit from these services.
- **Recruit and train additional volunteers**, boosting capacity and raising awareness within local communities about the support available, particularly for those living with or at risk of dementia.
- **Broaden our activity programme**, working closely with service users to offer diverse opportunities that promote physical, emotional and social wellbeing while encouraging creativity and skill development.
- **Provide independent information and advice**, helping older people navigate welfare benefit changes and the ongoing cost-of-living crisis to protect their income and financial security.

Good Neighbour Scheme

Demand for our Good Neighbour Scheme continues to grow, driven by the success of existing projects and the needs identified through our community hubs. This initiative plays a vital role in reaching some of the most isolated and vulnerable individuals in the borough. To build on this success and meet growing demand, we will:

- **Enhance our referral network** to ensure the scheme reaches all potential stakeholders and those most in need, creating stronger links with health, social care and community partners.
- **Increase volunteer recruitment and training**, building capacity and equipping local communities with the skills and confidence to support lonely and marginalised older people effectively.
- **Expand our advice provision**, particularly around welfare benefits and means-tested entitlements such as Pension Credit and Winter Fuel Payments, critical during the winter months when financial pressures are greatest.
- **Facilitate access to community-based health and wellbeing activities**, supporting individuals who have regained confidence and independence following periods of reablement, and helping them reconnect socially.
- **Explore opportunities to scale up**, using the scheme's 'gateway' role to introduce additional home-based support services in areas where health and social care resources are stretched.
- **Manage increasingly complex referrals**, which often involve multiple needs such as financial hardship, health challenges and social isolation. Our team will continue to adopt a holistic approach, working closely with statutory services, coordinating multi-agency support and ensuring that even the most complex cases receive timely, tailored assistance. This proactive approach not only addresses immediate needs but also helps prevent crises and promotes long-term wellbeing.

Independent advocacy

As an independent organisation with a proven track record in delivering reliable, responsive advocacy for people aged 50 and over, we remain committed to championing its importance. Our goal is to ensure that older people have a strong voice in decisions that affect their lives, whether in health, social care, housing or financial matters. We will continue to raise awareness of the need for advocacy, highlighting our expertise and experience in providing a robust, person-centred service. Our partnership with Age Cymru and Age Connects Wales through the HOPE Advocacy Project remains central to this work, and we are proud to act as the host organisation for the Swansea Bay region.

In addition to formal advocacy, we will maintain and promote 'lower level' advocacy support through our Community Outreach, Good neighbour Scheme and Information and Advice services. This ensures that older people can access help with everyday challenges such as understanding complex paperwork, navigating systems and making informed choices, before issues escalate.

Social Enterprise

The landscape for third sector funding is changing rapidly, with increased competition and fewer large grant opportunities. In response, we will intensify our focus on developing social enterprise activities as a sustainable way to generate income and protect essential services for older people. Our approach will include:

- Consulting with service users to identify gaps and opportunities for new services that meet real needs.
- Collaborating with other Age Connects organisations and Age Connects Wales to share ideas, resources, and best practice.
- Exploring innovative models that diversify income streams while delivering social impact.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

We continue to actively investigate social enterprise opportunities, which if developed and/or expanded will generate unrestricted funds, which are vital for maintaining flexibility and resilience. Surplus income will be reinvested into the charity, enabling us to continue delivering high-quality, life-enhancing services for local older people, especially in the face of ongoing cost of living crisis.

Our future plans form part of a bold, future-proof strategy designed to strengthen sustainability and empower older people. By investing in innovative services, expanding social enterprise and enhancing services, we are building resilience against funding challenges while ensuring older people have a stronger voice, greater choice and access to the support they need. These initiatives position Age Connects Neath Port Talbot as a forward-thinking organisation committed to adapting to change and improving lives for generations to come.

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.

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot.

The charity operates under the former Age Concern Movement's Gold Memorandum and Articles of Association. This sets out the objects and powers of the charitable company.

Recruitment and appointment of board members

The directors of the company are also charity trustees for the purposes of charity law, and in the organisation's Memorandum and Articles are known as the Board.

Articles 24 to 29 set out the procedures for recruitment and appointment to the Board. Elections for the Board take place at the Annual General Meeting. Members are elected to serve for a period of three years, after which term they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

While involvement in a wider Executive Committee and/or an Advisory Group (see below) provides useful experience for potential Board members, we do not limit our search to these routes. Our extensive cross-sector networks have proven invaluable for advertising vacancies and reaching potential candidates.

Organisational structure

The Board currently employs one core member of staff, a Chief Executive Officer on a permanent contract. Other staff members are employed on fixed term contracts utilising restricted funds for specific work.

The average full-time equivalent number of staff this year was 7. Our 33 active volunteers were supervised and supported by the staff team.

We are most grateful to Neath Port Talbot County Borough Council for contributing towards our core costs.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

It is important to remember that the trustees are volunteers. Age Connects Neath Port Talbot operates a robust volunteer recruitment, screening and induction process, which applies to Board members, as it does to all other volunteers. Our Investing in Volunteers quality mark has previously expired, but we continue to follow its guidance.

This process, which is underpinned by a comprehensive volunteer handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. Potential candidates for the Board also meet existing Trustee/Directors prior to confirming their interest in the vacancy, and if selected, serve a probationary period as a co-opted member.

As volunteers with extensive legal responsibilities, new Board Members receive additional informal training, based on our Trustee/Director Welcome Pack, which includes various items such as Charity Commission publications, and the Age Connects Neath Port Talbot portfolio of business plans. Group and/or individual training is provided in response to identified needs and an annual away day provides new recruits with the opportunity to learn more about our organisation's policy and strategy, as does attendance at special events, such as project launches.

Executive Committee

The Executive Committee (if appointed) is comprised of the Board members plus co-opted representatives with additional expertise. (Co-opted members have no voting rights).

Risk management

We hold both Professional Indemnity and Public Liability Insurance.

Policies and procedures are reviewed annually, and where necessary, introduced to minimise identified risk factors.

We hold an annual away day where staff and board members work together on the organisation's strategic development and any associated business plans. At this meeting we carry out strategic analysis which can highlight opportunities, potential risks and actions needed to minimise those risks.

With demand for services increasing, revenue costs rising and income generation becoming ever more competitive, we thank our funders and benefactors for their continued support.

Our thanks to our independent examiner, Michael Jones and his colleagues at Bevan Buckland LLP Chartered Accountants for their professional support and guidance throughout the year.

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

Approved by order of the board of trustees on 28 December 2025 and signed on its behalf by:

L Veale - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN NEATH PORT TALBOT**

Independent examiner's report to the trustees of Age Concern Neath Port Talbot ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

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 Association of Chartered Certified Accountants, 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.

Michael Jones

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

28 December 2025

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	1,941	-	1,941	4,332
Charitable activities	5				
Promote relief for elderly people		131,764	138,579	270,343	242,970
Investment income	4	<u>2,882</u>	<u>-</u>	<u>2,882</u>	<u>1,536</u>
Total		<u>136,587</u>	<u>138,579</u>	<u>275,166</u>	<u>248,838</u>
EXPENDITURE ON					
Raising funds		4,454	-	4,454	4,372
Charitable activities	6				
Promote relief for elderly people		<u>95,566</u>	<u>137,342</u>	<u>232,908</u>	<u>230,302</u>
Total		<u>100,020</u>	<u>137,342</u>	<u>237,362</u>	<u>234,674</u>
NET INCOME		36,567	1,237	37,804	14,164
RECONCILIATION OF FUNDS					
Total funds brought forward		202,300	5,556	207,856	193,692
TOTAL FUNDS CARRIED FORWARD		<u>238,867</u>	<u>6,793</u>	<u>245,660</u>	<u>207,856</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**BALANCE SHEET
31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	11	1,001	-	1,001	2,466
CURRENT ASSETS					
Debtors	12	1,000	-	1,000	2,210
Cash at bank		<u>241,659</u>	<u>6,793</u>	<u>248,452</u>	<u>207,763</u>
		242,659	6,793	249,452	209,973
CREDITORS					
Amounts falling due within one year	13	(4,793)	-	(4,793)	(4,583)
NET CURRENT ASSETS		<u>237,866</u>	<u>6,793</u>	<u>244,659</u>	<u>205,390</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		238,867	6,793	245,660	207,856
NET ASSETS		<u>238,867</u>	<u>6,793</u>	<u>245,660</u>	<u>207,856</u>
FUNDS	15				
Unrestricted funds				238,867	202,300
Restricted funds				<u>6,793</u>	<u>5,556</u>
TOTAL FUNDS				<u>245,660</u>	<u>207,856</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 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 28 December 2025 and were signed on its behalf by:

L Veale - Trustee

The notes form part of these financial statements

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. STATUTORY INFORMATION

Age Concern Neath Port Talbot is a charitable company, limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found on the Reference and Administrative Details page.

The presentation currency of the financial statements is the Pound Sterling (£).

2. 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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

Income is recognised when the charity has entitlement to the funds, any performance 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.

Government and other grants in relation to tangible fixed asset are credited to profit and loss account over the useful lives of the related assets, whereas those in relation to expenditure are credited when the expenditure is charged to profit and loss.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

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.

The cost of generating funds comprises those costs associated with attracting grant income. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements of the Charity.

The Charity initially identifies the costs of its support functions. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charities programmes and activities.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

2. ACCOUNTING POLICIES - continued

Expenditure

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

Tangible fixed assets

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

Fixtures and fittings	- 10% on cost
Computer equipment	- 33% on cost

The charities policy is to capitalise items purchased costing over £500.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Short-Term Employee Benefits

Short-term employee benefits that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service:

- (a) wages, salaries and social security contributions;
- (b) time in lieu owed to the employee.

Debtors

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

Cash at bank and in hand

Cash at bank and cash 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.

Financial instruments

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

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

2. ACCOUNTING POLICIES - continued

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

Basic financial assets

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

Derecognition of financial assets

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

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

3. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	<u>1,941</u>	<u>4,332</u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Interest received	<u>2,882</u>	<u>1,536</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

5. INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
	Activity	£	£
Nail cutting services	Promote relief for elderly people	41,620	34,172
Outreach contributions	Promote relief for elderly people	7,224	4,981
Energy survey income	Promote relief for elderly people	46,405	34,150
Grants	Promote relief for elderly people	<u>175,094</u>	<u>169,667</u>
		<u>270,343</u>	<u>242,970</u>

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

	2025	2024
	£	£
NPTCBC- SLA Core	31,715	29,920
Age Cymru HOPE Project hosting allowance	4,800	4,800
National Coal Authority	3,369	-
RIF Dementia Connects	56,120	56,120
RIF Prevention Grant	54,090	54,091
National Grid Community Matters	-	9,400
NPTCVS Cost of Living Grant	-	5,336
NPTCBC Food Voucher Grant	-	5,000
Community Foundation	-	5,000
Moondance Foundation	<u>25,000</u>	<u>-</u>
	<u>175,094</u>	<u>169,667</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs	Totals
	£	£	£
Promote relief for elderly people	<u>227,501</u>	<u>5,407</u>	<u>232,908</u>

7. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Depreciation - owned assets	<u>1,465</u>	<u>1,614</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

9. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	191,510	184,731
	<u>191,510</u>	<u>184,731</u>

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

	2025	2024
	7	7
Community	<u>7</u>	<u>7</u>

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

The total remuneration paid to key management during the year was £54,413 (2024 - £52,406).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,332	-	4,332
Charitable activities			
Promote relief for elderly people	108,023	134,947	242,970
Investment income	1,536	-	1,536
Total	<u>113,891</u>	<u>134,947</u>	<u>248,838</u>
EXPENDITURE ON			
Raising funds	4,372	-	4,372
Charitable activities			
Promote relief for elderly people	100,355	129,947	230,302
Total	<u>104,727</u>	<u>129,947</u>	<u>234,674</u>
NET INCOME	9,164	5,000	14,164
RECONCILIATION OF FUNDS			
Total funds brought forward	193,136	556	193,692
TOTAL FUNDS CARRIED FORWARD	<u>202,300</u>	<u>5,556</u>	<u>207,856</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	1,228	15,448	16,676
Disposals	-	(269)	(269)
At 31 March 2025	<u>1,228</u>	<u>15,179</u>	<u>16,407</u>
DEPRECIATION			
At 1 April 2024	1,228	12,982	14,210
Charge for year	-	1,465	1,465
Eliminated on disposal	-	(269)	(269)
At 31 March 2025	<u>1,228</u>	<u>14,178</u>	<u>15,406</u>
NET BOOK VALUE			
At 31 March 2025	<u>-</u>	<u>1,001</u>	<u>1,001</u>
At 31 March 2024	<u>-</u>	<u>2,466</u>	<u>2,466</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Prepayments and accrued income	<u>1,000</u>	<u>2,210</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other creditors	32	32
Accrued expenses	<u>4,761</u>	<u>4,551</u>
	<u>4,793</u>	<u>4,583</u>

14. LEASING AGREEMENTS

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

	2025 £	2024 £
Within one year	7,000	6,000
Between one and five years	<u>4,083</u>	<u>9,500</u>
	<u>11,083</u>	<u>15,500</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	19,834	38,032	(30,000)	27,866
Capital funds	2,466	(1,465)	-	1,001
Designated funds - Critical costs	110,000	-	20,000	130,000
Planned budget spend	30,000	-	-	30,000
Building fund	40,000	-	10,000	50,000
	<u>202,300</u>	<u>36,567</u>	<u>-</u>	<u>238,867</u>
Restricted funds				
Western Power	514	-	-	514
RIF Prevention	42	(13)	-	29
Community Foundation - Our Communities				
Together	5,000	(5,000)	-	-
Moondance Foundation	-	6,250	-	6,250
	<u>5,556</u>	<u>1,237</u>	<u>-</u>	<u>6,793</u>
TOTAL FUNDS	<u>207,856</u>	<u>37,804</u>	<u>-</u>	<u>245,660</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	136,587	(98,555)	38,032
Capital funds	-	(1,465)	(1,465)
	<u>136,587</u>	<u>(100,020)</u>	<u>36,567</u>
Restricted funds			
National Coal Authority	3,369	(3,369)	-
RIF Prevention	54,090	(54,103)	(13)
RIF Dementia Connects	56,120	(56,120)	-
Community Foundation - Our Communities			
Together	-	(5,000)	(5,000)
Moondance Foundation	25,000	(18,750)	6,250
	<u>138,579</u>	<u>(137,342)</u>	<u>1,237</u>
TOTAL FUNDS	<u>275,166</u>	<u>(237,362)</u>	<u>37,804</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	9,056	10,778	19,834
Capital funds	4,080	(1,614)	2,466
Designated funds - Critical costs	110,000	-	110,000
Planned budget spend	30,000	-	30,000
Building fund	40,000	-	40,000
	<u>193,136</u>	<u>9,164</u>	<u>202,300</u>
Restricted funds			
Western Power	514	-	514
RIF Prevention	42	-	42
Community Foundation - Our Communities Together	-	5,000	5,000
	<u>556</u>	<u>5,000</u>	<u>5,556</u>
TOTAL FUNDS	<u>193,692</u>	<u>14,164</u>	<u>207,856</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	113,891	(103,113)	10,778
Capital funds	-	(1,614)	(1,614)
	<u>113,891</u>	<u>(104,727)</u>	<u>9,164</u>
Restricted funds			
RIF Prevention	54,091	(54,091)	-
RIF Dementia Connects	56,120	(56,120)	-
Nat Grid Community Matters Fuel Poverty	9,400	(9,400)	-
NPTCBC Food Voucher Grant	5,000	(5,000)	-
NPTCVS Cost of Living Grant	5,336	(5,336)	-
Community Foundation - Our Communities Together	5,000	-	5,000
	<u>134,947</u>	<u>(129,947)</u>	<u>5,000</u>
TOTAL FUNDS	<u>248,838</u>	<u>(234,674)</u>	<u>14,164</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	9,056	48,810	(30,000)	27,866
Capital funds	4,080	(3,079)	-	1,001
Designated funds - Critical costs	110,000	-	20,000	130,000
Planned budget spend	30,000	-	-	30,000
Building fund	40,000	-	10,000	50,000
	<u>193,136</u>	<u>45,731</u>	<u>-</u>	<u>238,867</u>
Restricted funds				
Western Power	514	-	-	514
RIF Prevention	42	(13)	-	29
Moondance Foundation	-	6,250	-	6,250
	<u>556</u>	<u>6,237</u>	<u>-</u>	<u>6,793</u>
TOTAL FUNDS	<u>193,692</u>	<u>51,968</u>	<u>-</u>	<u>245,660</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	250,478	(201,668)	48,810
Capital funds	-	(3,079)	(3,079)
	<u>250,478</u>	<u>(204,747)</u>	<u>45,731</u>
Restricted funds			
National Coal Authority	3,369	(3,369)	-
RIF Prevention	108,181	(108,194)	(13)
RIF Dementia Connects	112,240	(112,240)	-
Nat Grid Community Matters Fuel Poverty	9,400	(9,400)	-
NPTCBC Food Voucher Grant	5,000	(5,000)	-
NPTCVS Cost of Living Grant	5,336	(5,336)	-
Community Foundation - Our Communities Together	5,000	(5,000)	-
Moondance Foundation	25,000	(18,750)	6,250
	<u>273,526</u>	<u>(267,289)</u>	<u>6,237</u>
TOTAL FUNDS	<u>524,004</u>	<u>(472,036)</u>	<u>51,968</u>

Purpose of Designated funds

Critical cost fund - represents six months running costs, estimated staff notice, redundancy costs and lease agreement termination costs.

Planned budget spend - represents funds to cover the expected shortfall in income during the year ended 31st March 2026 and allow all services to continue.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. MOVEMENT IN FUNDS - continued

Buildings fund - represents funds allocated to the charity's long-term plan to purchase its own premises or lease larger and more appropriate space based on potential community development plans.

Purpose of Restricted Funds

National Coal Authority - A Community Liaison Project to support local residents following the major flooding that occurred in Skewen, Neath Port Talbot.

RIF Dementia Connects - To provide a range of community-based support and preventative activities that focus on improving physical and emotional health and wellbeing, whilst also supporting those in the early stages of a dementia diagnosis.

RIF Prevention Grant - The project provides direct and individually tailored practical and befriending type support to help maintain independence, reduce loneliness and improving wellbeing.

Community Matters Fuel Poverty - A Warmer Homes for Older people in Neath Port Talbot project

NPTCBC Food Voucher Grant - A grant to provide supermarket vouchers to those most in need

NPTCVS Cost of Living Grant - This grant contributes to core costs for providing an information, advice and assistance service associated with accessing welfare benefits, maximising income and alleviating fuel poverty.

Community Foundation Wales - Our Communities Together - This grant contributes to core costs for providing an information, advice and assistance service associated with accessing welfare benefits, maximising income and alleviating fuel poverty.

Moondance Foundation - To develop and extend the delivery of our core welfare benefits support service for older people and their families experiencing financial hardship and/or poverty.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Accounts

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024**

FOR

**AGE CONCERN NEATH PORT TALBOT
TRADING AS
AGE CONNECTS NEATH PORT TALBOT**

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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FOR THE YEAR ENDED 31 MARCH 2024**

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**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2024**

TRUSTEES	D Jones B Trahar L Veale Mrs S Penry Mrs T Davies F P Prosser Mrs S Freeguard Ms K A Shaw
COMPANY SECRETARY	D A Richards
REGISTERED OFFICE	37-38 Alfred Street Neath West Glamorgan SA11 1EH
REGISTERED COMPANY NUMBER	04193486 (England and Wales)
REGISTERED CHARITY NUMBER	1105203
INDEPENDENT EXAMINER	Bevan Buckland LLP Ground Floor Cardigan House Castle Court Swansea Enterprise Park Swansea SA7 9LA

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024. 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Age Connects Neath Port Talbot's Charitable Object

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Neath Port Talbot County Borough and the City and County of Swansea".

Mission Statement

"To provide community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older citizens of Neath Port Talbot and Swansea".

Corporate Priorities 2020 - 2025

- Prevent poverty and maximise income in retirement.
- Promote health, independence and wellbeing for all older people.
- Achieve greater social inclusion of the most disadvantaged older people and challenge the causes of exclusions.
- Promote age equality and enable older people to make full contributions as active citizens to the local economy and community.
- Continuous improvement through user consultation, monitoring of quality standards and innovation based on evidence of best practice.
- Develop and implement a strategy to build Reserves, and ensure the charity becomes more sustainable and less reliant on short term funding.

Delivery Strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people from across our area of benefit. Information from Age Connects Neath Port Talbot's Charitylog content management system/database is cross referenced and analysed extensively, providing a firm basis for forward planning and allows us to identify and respond to gaps in service provision.

We continue to offer differing levels of support according to individual need. This ranges from the provision of information and advice through our telephone helpline, network of neighbourhood information points, Positive Ageing Ambassadors, website, social media platforms, special events and talks, through to participation in our Community Outreach Hubs, health promotion activities, befriending groups, Good Neighbour Schemes and on-going welfare benefits and advocacy casework. Service users can access our free services through home visits, one to one appointments, drop-in service, social media platforms, website and/or by visiting our community outreach locations.

Public benefit

When planning our activities for the year, we have once again focused our activities on providing accessible community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older people. We continue to work closely with all our partners to address identified needs within the strategies of the Local Authority and Welsh Assembly Government. Age Connects Neath Port Talbot has two main areas of charitable activity for public benefit: (1) Independent Information, Advice and Advocacy and (2) Health and Wellbeing.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

ACHIEVEMENT AND PERFORMANCE

Information, Advice and advocacy

Performance Indicators

Total number of face-to-face contacts	>6,500
Welfare benefits accessed	>£1,200,000
Volunteer hours	>8,000
Volunteer in-kind support, nominally valued at	£100,000
Foot Care Appointments	2,355

A grant from Neath Port Talbot County Borough Council contributes to the costs of operating our telephone helpline and delivering our county wide information and advice service. The shortfall is made up from fundraising activities and contributions from our general funds.

Telephone Helpline

Calls to our telephone helpline remain the most popular method of contact for service users. Our call monitoring system shows **that we handled 14,195 calls**. Our helpline is available to service users and partner organisations between the hours of 08:30am to 4:30pm Monday to Friday. The most popular reasons telephone calls have included:

- Information and advice/welfare benefits - given the extremely challenging environment and ongoing cost of living crisis, information and advice with particular emphasis on income maximisation and welfare benefits have remained a significant area of support within our provision.
- Winter fuel/energy efficiency - this area continues to receive significant increase in demand for support, particularly through the autumn and winter seasons.
- Good Neighbour services - including a range of short term, practical support, reablement support and befriending services to reduce loneliness/isolation.
- Foot Care Service - this year has once again managed an increase in calls from those unable to manage their own foot care and/or are experiencing poor foot health.

Website

Our website remains an integral part of our information and advice service and is regularly updated to include seasonal events and campaigns. Once again, the website proved an extremely useful source of relevant information, advice and available support/services. This was reflected in our web statistics this year where we experienced **over 5,405 users** and over **11,150 page visits**.

Social Media

The continued growth and popularity of social media with both individuals and organisations has provided us with effective marketing/media tools that we will continue to develop throughout 2024/25. During the year, we have increased efforts to promote our services which has once again led to increased direct communications with service users and their families via this platform. Currently on Facebook, we have a five-star rating, have over 1,200 followers and over 1,000-page likes. We also have over 520 followers on X and plan to utilise these platforms further in the coming months.

HOPE Advocacy Project

HOPE is a partnership project between Age Cymru, Age Cymru local partners and Age Connects Wales partners across the whole of Wales. It is funded by Welsh Government to deliver independent advocacy for older people (50+) and carers across Wales. This service supports people to engage, participate, gain information, have their voices heard, understand their rights, make choices, be involved, share experiences, raise awareness of advocacy, and develop skills and knowledge. HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points and includes a training programme which enables advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Talks Programme

Our community-based talks programme has once again been available and utilised by several older person's groups/clubs/societies and partnership organisations across the county borough, with increased demand from Swansea based partners/organisations. Talks and demonstrations have been delivered on general Age Connects Neath Port Talbot services, but following on from the previous year's pattern, has involved an increased demand for support around winter wellbeing, energy efficiency and our Local Energy Action Partnership (LEAP) service. Smaller scale and more direct/responsive talks have also taken place during Community Outreach Hub activities and within team meetings in health and social care teams.

Income Maximisation

We have maintained our Department for Work and Pensions (DWP) 'Alternative Office' status and will continue to adhere to all the required policies. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement. It also allows streamlining of the process, as the application can go directly to the DWP decision maker with all supporting evidence already verified.

Many vulnerable older people that are living on State Pension may be entitled to extra financial support and there are a range of benefits and allowances which can make their lives easier and more comfortable. However, the downside of this is that claiming such entitlements starts with filling out lengthy and often complex forms. As a result, each year millions of pounds of benefits go unclaimed by older people. We received minimal funding to run our Welfare Rights programme during 2023/24, which includes benefit checks, form completion, review forms and mandatory reconsiderations support. Additional service users received support relating to appeals procedures and specialist advice/guidance. In addition to the **£1.2 million raised** in previously unclaimed benefits, a significant number of service users also accessed severe disability premiums, pension credit payments, council tax deductions and assistance with rent payments.

Legal Services

We do not currently have a formal partnership with local solicitor firms for provision of a suite of legal services, but plan to develop a new structure and support service in the near future. Service users have been able to access some support to access limited free Wills campaigns and information/advice on important legal services such as Power of Attorney and Probate from our informal partnerships with local companies.

Neighbourhood Information Points

We have maintained a network of Neighbourhood Information Points in urban and rural locations across the county borough. These are strategically placed information stands that display our telephone helpline number and a range of printed information and resources.

Keep Well this Winter

Despite having no designated grant funding in the winter of 2023/24, we continued to offer the most up to date information and advice for service users. We circulated and provided leaflets, provided advice and support on home energy efficiency and keeping warm and well via our telephone helpline, digital platforms/social media and via home visiting services. Following the introduction of our Local Energy Action Partnership (LEAP) energy efficiency service last year, (please see page 6 for further details) we have been able to provide more specialist support and assist with the provision of vital appliances and heating systems.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Health and Well-being

Community Outreach Services

Our network of Community Outreach Hubs and associated community volunteering activities continue to be delivered in principal community locations across the borough. These seek to support older people in as diverse a way as possible in meeting their physical, emotional, social and financial wellbeing needs. Our Outreach Hubs are designed to ensure older people experiencing the highest levels of disadvantage, isolation, loneliness and deprivation associated with reduction of facilities, service eligibility changes, poverty and digital exclusion can access meaningful support services.

The hubs operated by paid staff and supported by volunteers meet weekly in each area to provide a holistic and cost-effective early intervention activity programme to improve older people's health and reduce dependency, whilst also reducing reliance upon expensive or intensive care provision. Outreach hub activities and services aim to maintain and improve the confidence, self-esteem, choice/control, independence and physical/emotional wellbeing of some of the most isolated older people in the Borough. The overall aim is always to facilitate and enable older people to engage at a community level via outreach hubs and community-based activities, whilst helping local older people to be more resilient in the future, deal with transition and/or crisis points in their lives and prepare for the future. The principal issues our outreach and associated community activities seek to address are:

Tackling issues of disadvantage and hardship facing older people

Our outreach events and associated referral to support services help older people reach services they may otherwise not have been able to. This includes help on accessing eligibility for benefits, support services in the home, visiting routine and preventative healthcare facilities and community befriending.

Creating opportunities for social engagement

Regular weekly outreach events actively provide a bridge between loneliness and social isolation towards positive social interaction. These cost-effective group sessions are promoted to allow older people to come together and gain social interaction benefits from guided group activities that builds valuable peer support and friendships.

Improving individual quality of life and promoting independence

Through our interventions we can prioritise preventative actions and measures that can significantly help older people who are struggling with their financial independence, maintaining their health and wellbeing or living in isolated, or degraded physical circumstances.

Accessing information support and referral to sources of help

The direct self-referrals received from older people at outreach events, as well as from those partners we work in collaboration with allow us to tackle head on providing support services. Outreach enables us to spread the support we offer well beyond the otherwise limited scope of promoting one-to-one contact.

Integration with key priorities

This is a critically important component of our intended outcomes. In this respect our services act to strengthen and complement capacity that ensures sustainable, safe, appropriate and accessible services/activities available for older people. This enables older people identified as needing preventative/early intervention services to directly benefit from access to our varied activity programme and specialist support.

Maintaining the profile to support people with dementia within an ageing population

This is a very important long-term outcome that is embodied within our Outreach Services, aiming to ensure long term continuity of support (see Dementia Connects below).

Community level access

This focuses on ensuring that preventative dementia measures are promoted, and that people with dementia and their families/carers can feel confident in the knowledge that support will be available in their community and through guidance, be tailored in an integrated manner to meet their specific needs, regardless of the agency or organisation providing a care support package or other associated service.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Dementia Care Connects

Our Dementia Care Connects Project falls within the Prevention and Community Coordination model of care, helping people to connect with and access community-based preventative and early intervention wellbeing activities. These activities help to improve and maintain physical and emotional wellbeing, whilst also helping to prevent escalation and the need for more intense health and social care provision. Whilst the service primarily focuses on prevention and early intervention, the service also encompasses those who are deemed at increased risk of dementia and those living with early stages of dementia.

Via the activities prescribed within our Dementia Care Connects initiative, we seek to identify known factors associated with the development of dementia, specifically interventions that identify older people where a higher risk factor is present. This includes those that are over 65 years of age, people who are experiencing feelings of loneliness and isolation, poor mental/emotional wellbeing, those that are physically inactive, have long term health conditions such as diabetes, high blood pressure and high cholesterol, suffer with sensory loss, live in deprived areas and maintain poor lifestyle choices such as smoking and alcohol use. Given the ageing population and demographics within the region, many of these risk factors are extremely prevalent, with many of our service users and target group experiencing multiple risk factors.

Service users engage in preventative activities that are designed to reduce many of the risk factors identified above. The project's core weekly sessions reduce loneliness and isolation through increased social interactions and improve both physical and emotional wellbeing through provision of regular physical activity, musical therapy, reminiscence, mindfulness, information and advice and creative sessions. The Dementia Care Connects Outreach Hubs also deliver talks, demonstrations and information (internal and external) that address lifestyle choices such as healthy eating, smoking, safe use of medications, screening and help to identify early signs of dementia to contribute to earlier diagnosis.

Good Neighbour Scheme

This service recognises the vital importance to older people of gaining access at a community level to information and support services relating to preventative measures associated with reducing the likelihood of requiring access to either urgent, or prescribed health or social care services. This tried and tested model is responding to a range of well evidenced needs facing older people and their carers around maintaining health and wellbeing and removing barriers for older people and those that care for them. The Good Neighbour Scheme provides support in the following categories:

- Reducing negative health and social care impacts upon disproportionately affected older people where local service reductions have taken place, causing raised levels of poor physical and mental wellbeing, disadvantage, isolation and poverty.
- Older people often living alone and hard to reach experiencing a range of health deficit conditions and often unmet needs placing them at an elevated risk of requiring urgent or persistent health care or social services intervention.
- Responding to the inability of older people through isolation or disability to access essential support around welfare benefits, as well as other support mechanisms from within their local community.
- Reducing Delayed Transfer of Care for older people having previously being admitted to hospital via building inter-agency and community-led support capacity.

The project has provided direct, individually tailored support including befriending/companionship, assistance with transport to medical appointments, ordering/collecting/delivery of shopping, prescriptions and essential items, wellbeing checks, liaison work with health and social care services and family members, provision of independent information, advice and assistance, income maximisation, digital device support, assistance with mail/administration tasks and re-engaging with community based wellbeing opportunities.

This provision has not only provided vital practical support to maintain and improve physical and emotional wellbeing, but also reduced loneliness and isolation through increased social contacts. The nature of the tailored face to face support has an immediate and lasting impact on service users as regular interaction and support is integrated into daily routines. Service users have appeared more confident, have increased or more stable social networks and are more aware and confident to make decisions that directly affect their lives. The service continues to play a vital role in prevention and early intervention solutions and through the comprehensive independent information and advice element, we can identify key problems, crisis areas and transition points in people's lives and respond quickly to avoid escalation and reduce the need for more intense services/responses.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Telephone befriending

To help alleviate loneliness and isolation and identify if any additional services/support is required, staff and volunteers have provided regular telephone befriending phone calls. During this reporting period, there has been a consistent demand for this service.

Falls Prevention

Via our Age Connects Wales partnership, we have once again worked together with Age Cymru and Care and Repair Cymru to deliver a campaign to highlight the need and support for falls prevention work. As well as digital campaigns, case studies and website/social media awareness raising activities, this partnership has worked with professionals who work with older people to help prevent falls and provide appropriate support to those who have suffered a fall.

Coal Authority

Following a major flooding incident within the borough which led to multiple homes and streets being evacuated, the creation of a water management system and major restorative operations was required. As part of the local support package, Age Connects NPT created a formal partnership with The Coal Authority to provide a Community Liaison Officer to act as the link between residents, contractors and customer services teams. The aim of this role has been to help residents really understand the programme of work, its impact and the timescales involved. This has been a crucial role in helping to rebuild the community and communicate key messages from both parties, whilst also ensuring the wellbeing of residents was taken into consideration. The partnership and work programme was completed in September 2023.

Local Energy Action Partnership (LEAP)

With Age Connects being at the forefront of providing support services to local older people, we have experienced an exponential increase in direct enquiries from older people and referrals from other agencies asking us to provide older people with support upon matters associated with fuel costs, fuel poverty, cost of living crisis and energy efficiency. In response, we have joined LEAP (the Local Energy Advice Partnership) which is a national initiative that facilitates the free provision of energy efficiency measures to households, including:

- Energy Efficiency Advice.
- Energy saving measures and equipment.
- Home insulation.
- Boiler repair and replacement.
- Energy efficient white goods.

As the delivery partner for Neath Port Talbot and Swansea, we can provide access to a wide spectrum of energy efficiency resources to directly combat factors of unaffordable heating that particularly impacts older and more vulnerable people and make referral to additional specific support schemes. Eligible service users receive a home visit from one of our trained staff members who completes a home energy efficiency check and installs a range of energy efficiency measures such as LED light bulbs, draft excluders, radiator panels, door brushes and hot water cylinder jackets etc. Our staff member also assesses and refers to boiler and white goods replacement schemes if eligible and completes a benefit check to establish if service users are claiming and accessing their full benefit entitlement. Full support is provided to complete any relevant application benefit application forms.

Volunteering Programme

All of our volunteers are DBS checked, receive induction training, are issued with several training resources to assist with their roles and complete several of our additional online training modules in line with role specific requirements. Our volunteer team work directly with older people, provide administrative support or help with fundraising activities and have collectively committed approximately **8,000 hours of support** enabling both the charity and residents to benefit from their skills, expertise, time and dedication. The equivalent monetary value for this **in-kind volunteer support in excess of £100,000** which has been based on the Office of National Statistics (ONS) hourly rate for full time employees in Wales. We continue to work hard to retain volunteers' skills both for our immediate/ongoing response and moving forward in future projects to maximise resources available and help ensure we can improve the lives of some of the most marginalised in the area.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Our volunteers are highly valued and recognised as an essential part of the organisation and have been given the opportunity to gain new skills and knowledge, build their social networks, give something back to their community and if appropriate, gain an up-to-date reference. Throughout this past year, a range of accredited and non-accredited training has again been offered to both existing and newly recruited volunteers. Training was delivered on topics including but not limited to Welfare Benefits, Nail Cutting, Information and Advice, First Aid, Protection of Vulnerable Adults (POVA), Ageing, Home Fire Safety, Energy Efficiency Measures, Communicating Effectively, Person Centred Care, Assessing Needs, Challenging Behaviour and Confidentiality.

It is only with the support of our volunteers that Age Connects Neath Port Talbot can provide a range of services at such a high quality, and therefore we would like to take this opportunity to formally thank all our volunteers for their input into the organisation.

**Income Generation
Foot Care Service**

Healthy, comfortable feet are essential, especially for older people and this nail cutting and non-surgical foot care service has proved to be a vital service for hundreds of older people this year. As we age, some people need assistance with cutting their toe/fingernails and arthritic joints, tough overgrown toenails, hard skin, corns and ingrowing toenails can make wearing shoes, balancing and walking comfortably almost impossible. Service users have accessed risk assessed community-based clinics which are held in various accessible venues, including a purposely adapted room at our Head Office in Neath. If service users are unable to access these clinics, they are provided with a home visit appointment, a service that operates across the whole region and is also available in care homes and sheltered/supported accommodation. With permission from hospital staff, the service has also been active within SBUHB Hospital Wards to ensure services users maintain their foot health during lengthy hospital stays.

This convenient and affordable service for older people is well established, growing across the county borough and continues to provide a regular surplus for the charity. To maintain the service at the highest standard, the team receive regular supervision and utilise Podiatry Service best practice guidance to deliver the service. The project continues to be a vital service for older people across the borough and this year has provided **2,355 appointments**.

Home Fire Safety Checks

Through our service level agreement with the Mid and West Wales Fire and Rescue Service, we provide free Home Fire Safety Checks to residents who are deemed to be vulnerable and/or at high risk. This service is delivered by a team of experienced volunteers who visit domestic properties to provide home fire safety advice and supply and install a range of equipment (smoke alarm, extension lead, carbon monoxide alarms, stove alarms and fire-retardant clothing/bedding etc.) free of charge. The checks are the cornerstone of the proactive role the Mid and West Wales Fire and Rescue Service is continuing to adopt in its drive to reduce the deaths and injuries that are caused by accidental fires. Our aim is to make this service as accessible as possible and this year, our volunteers have completed **133 Home Fire Safety Checks** and provided free equipment to worth in **excess of £7,500** (please note, this calculation is based on equipment prices from a market leader in the industry).

FINANCIAL REVIEW

Financial position

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to maintain our reserves as stated below. We have been successful in securing specific funding for project work and the management costs we incorporated into our project budgets have contributed to our overall running costs.

During the financial year the charity reported a surplus of £14,164 (2023: deficit £29,780).

We are pleased to report that 98.1% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves at 31 March 2024 were £202,300 (2023: £193,136) and restricted reserves were £5,556 (2023: £556).

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FINANCIAL REVIEW

Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and aims to build up reserves in future years to enable it to continue and expand the services they currently provide. The charity's policy is to maintain designated reserve for;

- (1) The critical cost fund represents six months running costs, estimated staff notice, redundancy costs and lease agreement termination costs.
- (2) The planned budget spend 24/25 represents funds to cover the expected shortfall in income during the year ended 31st March 2025 and allow all services to continue.
- (3) The charity's long-term plan to purchase its own premises or lease larger and more appropriate space is represented by the 'Buildings Fund'.

FUTURE PLANS

As the main specialist older persons organisation delivering front line services across the whole borough, there is an opportunity to develop innovative new services to meet the increasing demand for services, particularly following the drastic and ongoing funding cuts across the public and voluntary sector.

Renewal of Alternative Office

We have maintained our status as a Department for Work and Pensions (DWP) alternative office and will continue to adhere to all the required policies and procedures. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement and streamlining the application process. We will continue to promote this service and ensure that those identified as most in need have access to a robust and professional service.

Foot Care Service

We plan to further increase efforts to develop this service, regain service users that may have withdrawn from the service for various reasons, continue to identify additional areas to deliver the service and increase the frequency/regularity of existing clinics. We have maintained a positive working relationship with several health services such as hospitals, local resource centres and pharmacies which we will continue to develop. Due to the experience and qualifications of our staff and volunteer team, combined with changes in eligibility criteria for free services and the significant pressure that Swansea Bay University Health Board services, we have benefitted from being one of the referral options for the Podiatry Service. In anticipation of increased demand, we will again be investigating expanding our Foot Care Team.

Local Energy Action Partnership (LEAP)

Due to the significant and ongoing demand for this service, combined with the enduring cost of living crisis, we will continue to develop this provision, including increasing staff resources, to ensure increased numbers of older people can benefit from this essential support. The service also acts as a gateway to general support for our service users and due to the specific nature of the service, can help to identify, target and support some of the hardest to reach and vulnerable in the region - something which is vitally important to our organisation as we move forward into increasingly challenging and uncertain times.

Age Connects Neath Port Talbot - One Stop Shop

Our town centre premises continue to provide an Age Connects Neath Port Talbot one stop shop for older people. Whilst the COVID19 pandemic resulted in the suspension of hosting like-minded organisations within our premises, we will revisit developing this model further to provide enhanced access and service provision for local older people. With increased focus on regional delivery models, we can offer such organisations the facilities to maintain a local presence and improve access to services.

Website and social media

Due to the continued growth and popularity of online services and social media with both individuals and organisations, we will continue to utilise these platforms to promote the organisation and its services, increase internet traffic to our website, raise awareness of issues affecting older people and link up with various organisations within the statutory, private and voluntary sector.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Outreach services

Our Outreach Services were born from extensive research and consultation with local older people and partner organisations. Through previous provision and development activities, we know that there remains a real and ongoing demand for a flexible and evolving community activity/social rehabilitation service across the county borough. Through our Community Outreach Services, we have been able to deliver health and well-being services through utilising community facilities and have focused the engagement of older people in health promotion activities such as exercise classes, walking groups, mindfulness sessions, art and crafts and healthy living talks/demonstrations. We have also delivered our Community Outreach Services within Sheltered Housing Complexes, as we know from previous experience that residents can often become socially isolated, despite living within a supported environment.

Future development of this provision will include:

- Committing resources to the expansion of Community Outreach Hubs and Dementia Care Connects provision, as we know that these activities have a dramatic impact on the physical health and emotional wellbeing of an ageing population, nurture social and economic engagement and help reduce feelings of loneliness and isolation.
- Continue to develop our referral network to ensure that this service has maximum reach to all potential stakeholders, further increasing access, participation and referral statistics.
- Increase efforts to recruit, train and induct more volunteers to provide additional capacity within the service and raise awareness and skills within local communities around what type of support is needed and available for those with or at risk of a dementia diagnosis.
- Further develop the opportunities available within the activity programme and continue to work with service users to provide a wide range of activities and support that help to maintain and improve physical, emotional and social wellbeing, whilst also stimulating creative ideas and skills.
- With the ongoing cost-of-living crisis and change around the welfare benefits system, the service will ensure the provision of independent information and advice to ensure there is clear guidance on any issues that impact their income and benefits.

Good Neighbour Scheme

Following the continued demand and identified need for this type of service through our network of community hubs, community presence and the success of existing schemes across the borough, we plan to further develop our 'Good Neighbour Scheme's', helping to maximise reach and support to some of the most isolated, vulnerable and marginalised. Future development of this provision will include:

- Continued development of our referral network to ensure that the project has maximum reach to all potential stakeholders.
- Increased efforts to recruitment, train and induct more volunteers to provide additional capacity within the project and raise awareness and skills within local communities around what type of support is needed and available to some of the most lonely, isolated and marginalised.
- With drastic changes around the welfare benefits system and the introduction of means testing some benefits, particularly going into the winter period, the project will increase the independent information and advice element of the service to ensure that all service users have clear guidance on any issues that impact their income and benefits, particularly around Pension Credit and Winter Fuel Payments.
- Providing and/or facilitating involvement in community-based health and wellbeing opportunities for those that have improved their confidence, self-esteem and wellbeing. This may be particularly relevant for older people who have/are experiencing a period of reablement.
- Given the nature of this service and the 'gateway' properties it has, particularly for home-based service provision, the service brings with it opportunities to scale up and introduce additional support/services to assist in areas within health and social care services that lack resource.

Independent advocacy

As an independent organisation with an excellent track record of delivering reliable and responsive independent advocacy services for people aged 50 plus, we will continue to raise awareness of the need for independent advocacy and highlight our skills and experience in relation to delivering and developing a robust service. We will continue to work in partnership with Age Cymru and Age Connects Wales on the HOPE Advocacy Project and remain the host organisation for project staff within the Swansea Bay region. In addition, we will continue to promote and offer 'lower level' advocacy support through our community outreach service and information and advice service.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Social Enterprise

The increased competition from other third sector organisations and a greater difficulty to secure large grant funding awards, will result in the organisation once again focusing more time, energy and resource to develop new and existing social enterprise activities. We will continue to consult with actual and potential service users and work more closely with other Age Connects Organisations and Age Connects Wales to identify new opportunities to further diversify income. At the time of writing this report, the organisation is continuing to investigate several social enterprise developments. When launched and established, the surpluses from any social enterprise activities will be reinvested into the charity and will be an invaluable source of unrestricted, general funds. These additional funds will allow us to continue to deliver and develop essential services to local older people.

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.

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot.

The charity operates under the former Age Concern Movement's Gold Memorandum and Articles of Association. This sets out the objects and powers of the charitable company.

Recruitment and appointment of board members

The directors of the company are also charity trustees for the purposes of charity law, and in the organisation's Memorandum and Articles are known as the Board.

Articles 24 to 29 set out the procedures for recruitment and appointment to the Board. Elections for the Board take place at the Annual General Meeting. Members are elected to serve for a period of three years, after which term they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

While involvement in a wider Executive Committee and/or an Advisory Group (see below) provides useful experience for potential Board members, we do not limit our search to these routes. Our extensive cross-sector networks have proven invaluable for advertising vacancies and reaching potential candidates.

Organisational structure

The Board currently employs one core member of staff, a Chief Executive Officer on a permanent contract. Other staff members are employed on fixed term contracts utilising restricted funds for specific work.

The average full-time equivalent number of staff this year was 7. Our 30 active volunteers were supervised and supported by the staff team.

We are most grateful to Neath Port Talbot County Borough Council for contributing towards our core costs.

Induction and training of new trustees

It is important to remember that the trustees are volunteers. Age Connects Neath Port Talbot operates a robust volunteer recruitment, screening and induction process, which applies to Board members, as it does to all other volunteers. Our Investing in Volunteers quality mark has previously expired, but we continue to follow its guidance.

This process, which is underpinned by a comprehensive volunteer handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. Potential candidates for the Board also meet existing Trustee/Directors prior to confirming their interest in the vacancy, and if selected, serve a probationary period as a co-opted member.

As volunteers with extensive legal responsibilities, new Board Members receive additional informal training, based on our Trustee/Director Welcome Pack, which includes various items such as Charity Commission publications, and the Age Connects Neath Port Talbot portfolio of business plans. Group and/or individual training is provided in response to identified needs and an annual away day provides new recruits with the opportunity to learn more about our organisation's policy and strategy, as does attendance at special events, such as project launches.

Executive Committee

The Executive Committee is comprised of the Board members plus co-opted representatives with additional expertise. (Co-opted members have no voting rights).

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

We hold both Professional Indemnity and Public Liability Insurance.

Policies and procedures are reviewed annually, and where necessary, introduced to minimise identified risk factors.

We hold an annual away day where staff and board members work together on the organisation's strategic development and any associated business plans. At this meeting we carry out strategic analysis which can highlight opportunities, potential risks and actions needed to minimise those risks.

With demand for services increasing, revenue costs rising and income generation becoming ever more competitive, we thank our funders and benefactors for their continued support.

Our thanks to our independent examiner, Michael Jones and his colleagues at Bevan Buckland LLP Chartered Accountants for their professional support and guidance throughout the year.

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

Approved by order of the board of trustees on 26 December 2024 and signed on its behalf by:

L Veale - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN NEATH PORT TALBOT**

Independent examiner's report to the trustees of Age Concern Neath Port Talbot ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

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

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.

Michael Jones

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

30 December 2024

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	4,332	-	4,332	2,931
Charitable activities	5				
Promote relief for elderly people		108,023	134,947	242,970	200,873
Investment income	4	<u>1,536</u>	<u>-</u>	<u>1,536</u>	<u>297</u>
Total		<u>113,891</u>	<u>134,947</u>	<u>248,838</u>	<u>204,101</u>
EXPENDITURE ON					
Raising funds		4,372	-	4,372	4,423
Charitable activities	6				
Promote relief for elderly people		<u>100,355</u>	<u>129,947</u>	<u>230,302</u>	<u>229,458</u>
Total		<u>104,727</u>	<u>129,947</u>	<u>234,674</u>	<u>233,881</u>
NET INCOME/(EXPENDITURE)		9,164	5,000	14,164	(29,780)
RECONCILIATION OF FUNDS					
Total funds brought forward		193,136	556	193,692	223,472
TOTAL FUNDS CARRIED FORWARD		<u>202,300</u>	<u>5,556</u>	<u>207,856</u>	<u>193,692</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	11	2,466	-	2,466	4,080
CURRENT ASSETS					
Debtors	12	2,210	-	2,210	34,680
Cash at bank		202,207	5,556	207,763	159,005
		<u>204,417</u>	<u>5,556</u>	<u>209,973</u>	<u>193,685</u>
CREDITORS					
Amounts falling due within one year	13	(4,583)	-	(4,583)	(4,073)
NET CURRENT ASSETS		<u>199,834</u>	<u>5,556</u>	<u>205,390</u>	<u>189,612</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		202,300	5,556	207,856	193,692
NET ASSETS		<u>202,300</u>	<u>5,556</u>	<u>207,856</u>	<u>193,692</u>
FUNDS	15				
Unrestricted funds				202,300	193,136
Restricted funds				5,556	556
TOTAL FUNDS				<u>207,856</u>	<u>193,692</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 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 26 December 2024 and were signed on its behalf by:

L Veale - Trustee

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. STATUTORY INFORMATION

Age Concern Neath Port Talbot is a charitable company, limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found on the Reference and Administrative Details page.

The presentation currency of the financial statements is the Pound Sterling (£).

2. 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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

Income is recognised when the charity has entitlement to the funds, any performance 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.

Government and other grants in relation to tangible fixed asset are credited to profit and loss account over the useful lives of the related assets, whereas those in relation to expenditure are credited when the expenditure is charged to profit and loss.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

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.

The cost of generating funds comprises those costs associated with attracting grant income. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements of the Charity.

The Charity initially identifies the costs of its support functions. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charities programmes and activities.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

2. ACCOUNTING POLICIES - continued

Expenditure

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

Tangible fixed assets

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

Fixtures and fittings	- 10% on cost
Computer equipment	- 33% on cost

The charities policy is to capitalise items purchased costing over £500.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Short-Term Employee Benefits

Short-term employee benefits that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service:

- (a) wages, salaries and social security contributions;
- (b) time in lieu owed to the employee.

Debtors

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

Cash at bank and in hand

Cash at bank and cash 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.

Financial instruments

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

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

2. ACCOUNTING POLICIES - continued

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

Basic financial assets

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

Derecognition of financial assets

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

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	<u>4,332</u>	<u>2,931</u>

4. INVESTMENT INCOME

	2024	2023
	£	£
Interest received	<u>1,536</u>	<u>297</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

5. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Nail cutting services	Promote relief for elderly people	34,172	32,804
Outreach contributions	Promote relief for elderly people	4,981	2,645
Energy survey income	Promote relief for elderly people	34,150	8,000
Grants	Promote relief for elderly people	<u>169,667</u>	<u>157,424</u>
		<u>242,970</u>	<u>200,873</u>

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

	2024	2023
	£	£
NPTCBC- SLA Core	29,920	28,226
The Tudor Trust	-	15,000
Age Cymru HOPE Project hosting allowance	4,800	6,000
National Coal Authority	-	6,237
NPTCBC Outreach Grant	-	10,000
RIF Dementia Connects	56,120	40,613
RIF Prevention Grant	54,091	40,848
Community Renewal Fund	-	10,500
National Grid Community Matters	9,400	-
NPTCVS Cost of Living Grant	5,336	-
NPTCBC Food Voucher Grant	5,000	-
Community Foundation	<u>5,000</u>	<u>-</u>
	<u>169,667</u>	<u>157,424</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs £	Totals £
Promote relief for elderly people	<u>224,860</u>	<u>5,442</u>	<u>230,302</u>

7. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	<u>1,614</u>	<u>3,118</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

9. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	184,731	178,707
	<u>184,731</u>	<u>178,707</u>

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

	2024	2023
Community	<u>7</u>	<u>8</u>

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

The total remuneration paid to key management during the year was £52,406 (2023 - £50,645).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2,931	-	2,931
Charitable activities			
Promote relief for elderly people	77,675	123,198	200,873
Investment income	297	-	297
Total	<u>80,903</u>	<u>123,198</u>	<u>204,101</u>
EXPENDITURE ON			
Raising funds	4,423	-	4,423
Charitable activities			
Promote relief for elderly people	88,954	140,504	229,458
Total	<u>93,377</u>	<u>140,504</u>	<u>233,881</u>
NET INCOME/(EXPENDITURE)	(12,474)	(17,306)	(29,780)
Transfers between funds	1,822	(1,822)	-
Net movement in funds	<u>(10,652)</u>	<u>(19,128)</u>	<u>(29,780)</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	203,788	19,684	223,472
TOTAL FUNDS CARRIED FORWARD	<u>193,136</u>	<u>556</u>	<u>193,692</u>

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	<u>1,228</u>	<u>15,448</u>	<u>16,676</u>
DEPRECIATION			
At 1 April 2023	1,148	11,448	12,596
Charge for year	80	1,534	1,614
At 31 March 2024	<u>1,228</u>	<u>12,982</u>	<u>14,210</u>
NET BOOK VALUE			
At 31 March 2024	<u>-</u>	<u>2,466</u>	<u>2,466</u>
At 31 March 2023	<u>80</u>	<u>4,000</u>	<u>4,080</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Prepayments and accrued income	<u>2,210</u>	<u>34,680</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other creditors	32	32
Accrued expenses	<u>4,551</u>	<u>4,041</u>
	<u>4,583</u>	<u>4,073</u>

14. LEASING AGREEMENTS

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

	2024 £	2023 £
Within one year	6,000	6,000
Between one and five years	<u>9,500</u>	<u>15,500</u>
	<u>15,500</u>	<u>21,500</u>

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	9,056	10,778	19,834
Capital funds	4,080	(1,614)	2,466
Designated funds - Critical costs	110,000	-	110,000
Planned budget spend	30,000	-	30,000
Building fund	40,000	-	40,000
	<u>193,136</u>	<u>9,164</u>	<u>202,300</u>
Restricted funds			
Western Power	514	-	514
RIF Prevention	42	-	42
Community Foundation - Our Communities Together	-	5,000	5,000
	<u>556</u>	<u>5,000</u>	<u>5,556</u>
TOTAL FUNDS	<u>193,692</u>	<u>14,164</u>	<u>207,856</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	113,891	(103,113)	10,778
Capital funds	-	(1,614)	(1,614)
	<u>113,891</u>	<u>(104,727)</u>	<u>9,164</u>
Restricted funds			
RIF Prevention	54,091	(54,091)	-
RIF Dementia Connects	56,120	(56,120)	-
Nat Grid Community Matters Fuel Poverty	9,400	(9,400)	-
NPTCBC Food Voucher Grant	5,000	(5,000)	-
NPTCVS Cost of Living Grant	5,336	(5,336)	-
Community Foundation - Our Communities Together	5,000	-	5,000
	<u>134,947</u>	<u>(129,947)</u>	<u>5,000</u>
TOTAL FUNDS	<u>248,838</u>	<u>(234,674)</u>	<u>14,164</u>

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	10,217	(9,356)	8,195	9,056
Capital funds	5,703	(3,118)	1,495	4,080
Designated funds - Critical costs	120,000	-	(10,000)	110,000
Mid West Wales Fire Service Funding	2,868	-	(2,868)	-
Planned budget spend	25,000	-	5,000	30,000
Building fund	40,000	-	-	40,000
	<u>203,788</u>	<u>(12,474)</u>	<u>1,822</u>	<u>193,136</u>
Restricted funds				
Western Power	514	-	-	514
Tudor Trust	19,170	(19,137)	(33)	-
NPTCBC Outreach Grant	-	294	(294)	-
RIF Prevention	-	1,537	(1,495)	42
	<u>19,684</u>	<u>(17,306)</u>	<u>(1,822)</u>	<u>556</u>
TOTAL FUNDS	<u>223,472</u>	<u>(29,780)</u>	<u>-</u>	<u>193,692</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	80,903	(90,259)	(9,356)
Capital funds	-	(3,118)	(3,118)
	<u>80,903</u>	<u>(93,377)</u>	<u>(12,474)</u>
Restricted funds			
Tudor Trust	15,000	(34,137)	(19,137)
National Coal Authority	6,237	(6,237)	-
NPTCBC Outreach Grant	10,000	(9,706)	294
RIF Prevention	40,848	(39,311)	1,537
RIF Dementia Connects	40,613	(40,613)	-
Community Renewal Fund	10,500	(10,500)	-
	<u>123,198</u>	<u>(140,504)</u>	<u>(17,306)</u>
TOTAL FUNDS	<u>204,101</u>	<u>(233,881)</u>	<u>(29,780)</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	10,217	1,422	8,195	19,834
Capital funds	5,703	(4,732)	1,495	2,466
Designated funds - Critical costs	120,000	-	(10,000)	110,000
Mid West Wales Fire Service Funding	2,868	-	(2,868)	-
Planned budget spend	25,000	-	5,000	30,000
Building fund	40,000	-	-	40,000
	<u>203,788</u>	<u>(3,310)</u>	<u>1,822</u>	<u>202,300</u>
Restricted funds				
Western Power	514	-	-	514
Tudor Trust	19,170	(19,137)	(33)	-
NPTCBC Outreach Grant	-	294	(294)	-
RIF Prevention	-	1,537	(1,495)	42
Community Foundation - Our Communities	-	5,000	-	5,000
Together	-	-	-	-
	<u>19,684</u>	<u>(12,306)</u>	<u>(1,822)</u>	<u>5,556</u>
TOTAL FUNDS	<u>223,472</u>	<u>(15,616)</u>	<u>-</u>	<u>207,856</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	194,794	(193,372)	1,422
Capital funds	-	(4,732)	(4,732)
	<u>194,794</u>	<u>(198,104)</u>	<u>(3,310)</u>
Restricted funds			
Tudor Trust	15,000	(34,137)	(19,137)
National Coal Authority	6,237	(6,237)	-
NPTCBC Outreach Grant	10,000	(9,706)	294
RIF Prevention	94,939	(93,402)	1,537
RIF Dementia Connects	96,733	(96,733)	-
Community Renewal Fund	10,500	(10,500)	-
Nat Grid Community Matters Fuel Poverty	9,400	(9,400)	-
NPTCBC Food Voucher Grant	5,000	(5,000)	-
NPTCVS Cost of Living Grant	5,336	(5,336)	-
Community Foundation - Our Communities	-	-	-
Together	5,000	-	5,000
	<u>258,145</u>	<u>(270,451)</u>	<u>(12,306)</u>
TOTAL FUNDS	<u>452,939</u>	<u>(468,555)</u>	<u>(15,616)</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. MOVEMENT IN FUNDS - continued

Purpose of Designated funds

Critical cost fund - represents six months running costs, estimated staff notice, redundancy costs and lease agreement termination costs.

Planned budget spend - represents funds to cover the expected shortfall in income during the year ended 31st March 2025 and allow all services to continue.

Buildings fund - represents funds allocated to the charity's long-term plan to purchase its own premises or lease larger and more appropriate space based on potential community development plans.

Purpose of Restricted Funds

NPT Food Poverty Grant - Provision of essential food items for those most in need.

Tudor Trust - Contribution to COVID19 Response Service (following remodelling of original Social Enterprise project due to COVID19 restrictions in place).

National Coal Authority - A Community Liaison Project to support local residents following the major flooding that occurred in Skewen, Neath Port Talbot.

NPTCBC Outreach Grant - To contribute to Age Connects NPT's Community-based Outreach Hub Programme.

RIF Dementia Connects - To provide a range of community-based support and preventative activities that focus on improving physical and emotional health and wellbeing, whilst also supporting those in the early stages of a dementia diagnosis.

RIF Prevention Grant - The project provides direct and individually tailored practical and befriending type support to help maintain independence, reduce loneliness and improving wellbeing.

NPTCVS Cost of Living Grant - This grant contributes to core costs for providing an information, advice and assistance service associated with accessing welfare benefits, maximising income and alleviating fuel poverty.

Community Foundation Wales - Our Communities Together - This grant contributes to core costs for providing an information, advice and assistance service associated with accessing welfare benefits, maximising income and alleviating fuel poverty.

Community Matters Neath Port Talbot - A Warmer Homes for Older people in Neath Port Talbot project

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Accounts

REGISTERED COMPANY NUMBER: 04193486 (England and Wales)
REGISTERED CHARITY NUMBER: 1105203

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023**

FOR

**AGE CONCERN NEATH PORT TALBOT
TRADING AS
AGE CONNECTS NEATH PORT TALBOT**

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

**AGE CONCERN NEATH PORT TALBOT
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FOR THE YEAR ENDED 31 MARCH 2023**

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**AGE CONCERN NEATH PORT TALBOT
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**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023**

TRUSTEES	D Jones B Trahar L Veale Mrs S Penry Mrs T Davies F P Prosser Mrs S Freeguard
COMPANY SECRETARY	D A Richards
REGISTERED OFFICE	37-38 Alfred Street Neath West Glamorgan SA11 1EH
REGISTERED COMPANY NUMBER	04193486 (England and Wales)
REGISTERED CHARITY NUMBER	1105203
INDEPENDENT EXAMINER	Bevan Buckland LLP Ground Floor Cardigan House Castle Court Swansea Enterprise Park Swansea SA7 9LA

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Age Connects Neath Port Talbot's Charitable Object

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Neath Port Talbot County Borough County Borough and the City and County of Swansea".

Mission Statement

"To provide community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older citizens of Neath Port Talbot".

Corporate Priorities 2020 - 2025

- Prevent poverty and maximise income in retirement.
- Promote health, independence and wellbeing for all older people.
- Achieve greater social inclusion of the most disadvantaged older people and challenge the causes of exclusions. Promote age equality and enable older people to make full contributions as active citizens to the local economy and community.
- Continuous improvement through user consultation, monitoring of quality standards and innovation based on evidence of best practice.
- Develop and implement a strategy to build Reserves, and ensure the charity becomes more sustainable and less reliant on short term funding.

Delivery Strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people from across our area of benefit. Information from Age Connects Neath Port Talbot's Charitylog content management system/database is cross referenced and analysed extensively and provides a firm basis for forward planning.

We offer differing levels of support according to individual need. This ranges from the provision of information and advice through our telephone helpline, network of neighbourhood information points, Positive Ageing Ambassadors, website, social media platforms, special events and talks, through to participation in our Community Outreach Hubs, health promotion activities, befriending groups, Good Neighbour Schemes and on-going welfare benefits and advocacy casework. Service users can access our free services through home visits, one to one appointments, drop-in service, social media platforms, website and/or by visiting our community outreach locations. Following the COVID19 pandemic, service delivery has been remodelled to ensure that our services continue to be delivered as safely and efficiently as possible.

Public benefit

When planning our activities for the year, we have once again focused our activities on providing accessible community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older people. We continue to work closely with all our partners to address identified needs within the strategies of the Local Authority and Welsh Assembly Government. Age Connects Neath Port Talbot has two main areas of charitable activity for public benefit; (1) Independent Information, Advice and Advocacy and (2) Health and Wellbeing.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

ACHIEVEMENT AND PERFORMANCE

Information, Advice and advocacy

Performance Indicators

Total number of service user contacts	>14,000
Welfare benefits accessed	>£1,000,000
Volunteer hours	>10,000
Volunteer in-kind support, nominally valued at	>£125,000
Foot Care Appointments	1,816

A grant from Neath Port Talbot County Borough Council contributes to the costs of operating our telephone helpline and delivering our county wide information and advice service. The shortfall is made up from fundraising activities and contributions from our general funds.

Telephone Helpline

Calls to our telephone helpline remain the most popular method of contact for service users. Our call monitoring system shows that we handled 12,890 calls. Our helpline is available to service users and partner organisations between the hours of 08:30am to 4:30pm Monday to Friday. The most popular reasons telephone calls have included:

- Information and advice/welfare benefits - this remained a consistent category for queries within the information and advice service.
- Winter fuel/energy efficiency - this area has received significant increase in demand for support.
- Good Neighbour services - including shopping, prescription/medication collection, loneliness/isolation and hospital discharge
- Foot Care Service - this year has once again managed an increase in calls from those unable to manage their own foot care and/or are experiencing poor foot health.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Website

Our website remains an integral part of our information and advice service and is regularly updated to include seasonal events and campaigns. Once again, the website proved extremely useful to provide updates on government restrictions and guidelines, as well as being a source of relevant information, advice and available support/services. This was reflected in our web statistics this year where we experienced over 4,800 users and over 10,000 page visits.

Social Media

The continued growth and popularity of social media with both individuals and organisations has provided us with effective marketing/media tools that we will continue to develop throughout 2023/24. During the year, we have increased efforts to promote our services which has led to increased direct communications with service users and their families via this platform. Currently on Facebook, we have a five-star rating, have over 1,200 followers and over 1,000-page likes. We also have 500 followers on Twitter and plan to utilise these platforms further in the coming months.

HOPE Advocacy Project

HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points. This is of particular importance due to the impact that the pandemic and associated aftermath has had on the lives of older people and the potential need for increased support to re-engage with their communities. HOPE is establishing a training programme which enables advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

Talks Programme

Our community-based talks programme has once again been available and utilised by several older person's groups/clubs/societies and partnership organisations across the county borough. Talks have been delivered on general Age Connects Neath Port Talbot services, but there has been a significant increase in demand for support around winter wellbeing, energy efficiency and our Local Energy Action Partnership (LEAP) service. Smaller scale and more direct/responsive talks have also taken place during Community Outreach Hub activities.

Income Maximisation

We have maintained our Department for Work and Pensions (DWP) 'Alternative Office' status and will continue to adhere to all the required policies. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement. It also allows streamlining of the process, as the application can go directly to the DWP decision maker with all supporting evidence already verified.

Many vulnerable older people that are living on State Pension may be entitled to extra financial support and there are a range of benefits and allowances which can make their lives easier and more comfortable. However, the downside of this is that claiming any of these entitlements starts with filling out lengthy and often complex forms. We received minimal funding to run the Welfare Rights programme during 2022/23, which includes benefit checks, form completion, review forms and mandatory reconsiderations support. Additional service users received support relating to appeals procedures and specialist advice/guidance. In addition to the £1 million raised in previously unclaimed benefits, a significant number of service users also accessed severe disability premiums, pension credit payments, council tax deductions and assistance with rent payments.

Free Legal Services

As a result of the changes within ownership of our Legal Services provider, development within this area was previously suspended. Whilst service users have been able to access some support to access limited free Wills and information/advice on important legal services such as Power of Attorney and Probate etc. activity in this field has again been limited to previous years.

Neighbourhood Information Points

We have maintained a network of Neighbourhood Information Points in urban and rural locations across the county borough. These are strategically placed information stands that display our telephone helpline number and a range of printed information and resources.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Keep Well this Winter

Despite having no designated grant funding in the winter of 2022/23, we continued to offer the most up to date information and advice for service users. We circulated and provided leaflets, provided advice and support on home energy efficiency and keeping warm and well via digital platforms/social media and via doorstep visits when restrictions allowed. This year has also seen the introduction of a new energy efficiency service - Local Energy Action Partnership (LEAP) please see page 6 for further details.

Health and Well-being

Community Outreach Services

Our network of Community Outreach Hubs and associated community volunteering activities continue to be delivered in principal community locations across the borough. These seek to support older people in as diverse a way as possible in meeting their physical, emotional, social and financial wellbeing needs. Our Outreach Hubs are designed to ensure older people experiencing the highest levels of disadvantage, isolation, loneliness and deprivation associated with reduction of facilities, service eligibility changes, poverty and digital exclusion are able to have access to meaningful support services. This year has seen the Outreach Hubs remodelled to also support older people who are at risk of developing dementia and/or have an early dementia diagnosis, via our Dementia Care Connects Programme.

The hubs operated by paid staff and supported by volunteers meet weekly in each area to provide a holistic and cost-effective early intervention programme to improve older people's health and reduce dependency, whilst also reducing reliance upon expensive or intensive care provision. Dementia Care Connects and outreach hub activities and services aim to maintain and improve the confidence, self-esteem, choice/control, independence and physical/emotional wellbeing of some of the most isolated and marginalised older people in the Borough. The overall aim is always to facilitate and enable older people to engage at a community level via outreach hubs and community-based activities, whilst helping local older people to be more resilient in the future, deal with transition and/or crisis points in their lives and prepare for the future. The principal issues our outreach and associated community activities seek to address are:

Tackling issues of disadvantage and hardship facing older people

Our outreach events and associated referral to support services help older people reach services they may otherwise not have been able to. This includes help on accessing eligibility for benefits, support services in the home, visiting routine and preventative healthcare facilities and community befriending.

Creating opportunities for social engagement

Regular weekly outreach events actively provide a bridge between loneliness and social isolation towards positive social interaction. These cost-effective group sessions are promoted to allow older people to come together and gain social interaction benefits from guided group activities that builds valuable peer support and friendships.

Improving individual quality of life and promoting independence

Through our interventions we can prioritise preventative actions and measures that can significantly help older people who are struggling with their financial independence, maintaining their health and wellbeing or living in isolated, or degraded physical circumstances.

Accessing information support and referral to sources of help

The direct self-referrals received from older people at outreach events, as well as from those partners we work in collaboration with allow us to tackle head on providing support services. Outreach enables us to spread the support we offer well beyond the otherwise limited scope of promoting one-to-one contact.

Integration with local authority key priorities

This is a critically important component of our intended outcomes. In this respect our services act to strengthen and complement capacity that ensures sustainable, safe, appropriate and accessible services/activities available for older people. This enables older people identified as needing preventative/early intervention services to directly benefit from access to our varied activity programme and specialist support.

Maintaining the profile to support people with dementia within an ageing population

This is a very important long-term outcome that is embodied within our Outreach Services, aiming to ensure long term continuity of support.

Community level access

This focuses on ensuring that preventative dementia measures are promoted, and that people with dementia and their families/carers can feel confident in the knowledge that support will be available in their community and through guidance, be tailored in an integrated manner to meet their specific needs, regardless of the agency or organisation providing a care support package or other associated service.

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

ACHIEVEMENT AND PERFORMANCE

Good Neighbour Scheme

This service recognises the vital importance to older people of gaining access at a community level to information and support services relating to preventative measures associated with reducing the likelihood of requiring access to either urgent, or prescribed health or social care services. This tried and tested model is responding to a range of well evidenced needs facing older people and their carers around maintaining health and wellbeing and removing barriers for older people and those that care for them. The Good Neighbour Scheme has taken over lots of our previous COVID19 Response Services and provides support in the following categories:

- Reducing negative health and social care impacts upon disproportionately affected older people where local service reductions have taken place, causing raised levels of poor physical and mental wellbeing, disadvantage, isolation and poverty.
- Older people often living alone and hard to reach experiencing a range of health deficit conditions and often unmet needs placing them at an elevated risk of requiring urgent or persistent health care or social services intervention.
- Responding to the inability of older people through isolation or disability to access essential information related to the availability of both statutory support such as health or mobility related benefits, as well as other support mechanisms from within their local community, incorporating Good Neighbour schemes and community-based information hubs / social activities.
- Reducing Delayed Transfer of Care for older people having previously being admitted to hospital is another principal focus of this initiative, aimed at building inter-agency and community-led support capacity. This strand will also seek to reduce gaps within current services to prevent older people from requiring extended statutory support by reducing demand for statutory domiciliary care, via the provision of alternative non-regulated community supported options.

This service allows us to deliver significant levels of service additionally in response to increased requests for our services resulting from post-Covid re-engagement, involving a raised requirement for access to our older persons community-based facilities.

Telephone befriending

To help alleviate loneliness and isolation and identify if any additional services/support is required, staff and volunteers have provided regular telephone befriending phone calls. During this reporting period, there has been a consistent demand for this service as a direct result of the loss of confidence and social contact resulting from the COVID19 pandemic.

Falls Prevention

Via Age Connects Wales, we have once again worked in partnership with Age Cymru and Care and Repair Cymru to deliver a campaign to highlight the need and support for falls prevention work. As well as digital campaigns, case studies and website/social media awareness raising activities, this partnership has worked with professionals who work with older people to help prevent falls and provide appropriate support to those who have suffered a fall.

Coal Authority

Following a major flooding incident within the borough which led to multiple homes and streets being evacuated, the creation of a water management system and major restorative operations needed to be carried out. As part of the local support package, Age Connects NPT created a formal partnership with The Coal Authority to provide a Community Liaison Officer to act as the link between residents, contractors and customer services teams. The aim of this role has been to help residents really understand the programme of work, its impact and the timescales involved. This has been a crucial role in helping to rebuild the community and communicate key messages from both parties, whilst also ensuring the wellbeing of residents was taken into consideration.

Local Energy Action Partnership (LEAP)

With Age Connects being at the forefront of providing support services to local older people, we have experienced an exponential increase in direct enquiries from older people and referrals from other agencies asking us to provide older people with support upon matters associated with fuel costs, fuel poverty, cost of living crisis and energy efficiency. In response, we have joined LEAP (the Local Energy Advice Partnership) which is a national initiative that facilitates the free provision of energy efficiency measures to households, including:

- Energy Efficiency Advice.
- Energy saving measures and equipment.
- Home insulation.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

ACHIEVEMENT AND PERFORMANCE

- Boiler repair and replacement.
- Energy efficient white goods.

As the delivery partner for Neath Port Talbot and Swansea, we can provide access to a wide spectrum of energy efficiency resources to directly combat factors of unaffordable heating that particularly impacts older and more vulnerable people and make referral to additional specific support schemes. Eligible service users receive a home visit from one of our trained staff members who completes a home energy efficiency check and installs a range of energy efficiency measures such as LED light bulbs, draft excluders, radiator panels, door brushes and hot water cylinder jackets etc. Our staff member also assesses and refers to boiler and white goods replacement schemes if eligible and completes a benefit check to establish if service users are claiming and accessing their full benefit entitlement. Full support is provided to complete any relevant application benefit application forms.

Volunteering Programme

All of our volunteers are DBS checked, receive induction training, are issued with several training resources to assist with their roles and complete several of our additional online training modules in line with role specific requirements. Our volunteer team work directly with older people, provide administrative support or help with fundraising activities and have collectively committed approximately **10,000 hours of support** enabling both the charity and residents to benefit from their skills, expertise, time and dedication. The equivalent monetary value for this **in-kind volunteer support in excess of £125,000** which has been based on the Office of National Statistics (ONS) hourly rate for full time employees in Wales. We continue to work hard to retain volunteers' skills both for our immediate/ongoing response and moving forward in future projects to maximise resources available and help ensure we can improve the lives of some of the most marginalised in the area.

Our volunteers are highly valued and recognised as an essential part of the organisation and have been given the opportunity to gain new skills and knowledge, build their social networks, give something back to their community and if appropriate gain an up-to-date reference. Throughout this past year, a range of accredited and non-accredited training has again been offered to both existing and newly recruited volunteers. Training was delivered on topics including but not limited to Welfare Benefits, Nail Cutting, Information and Advice, First Aid, Protection of Vulnerable Adults (POVA), Ageing, Home Fire Safety, Energy Efficiency Measures, Communicating Effectively, Person Centred Care, Assessing Needs, Challenging Behaviour, Confidentiality, Food Hygiene and on our products and services.

It is only with the support of our volunteers that Age Connects Neath Port Talbot can provide a range of services at such a high quality, and therefore we would like to take this opportunity to formally thank all of our volunteers for their input into the organisation.

**Income Generation
Foot Care Service**

This convenient and affordable service for older people is well established and growing across the whole county borough and continues to provide a regular surplus for the charity. The service provides nail cutting and a range of non-surgical foot care procedures. All team members are retired nurses or healthcare professionals and have completed extensive training. To maintain the service at the highest standard, the team receive regular supervision and utilise Podiatry Service best practice guidance to deliver the service. Following several periods of restrictions in recent years, the service has made significant progress to returning to pre-pandemic activity levels and during this reporting period, the service has provided **1,816 appointments** throughout the year.

Service users have accessed risk assessed community-based clinics which are held in various accessible venues, including a purposely adapted room at our Head Office in Neath. If service users were unable to access any of these clinics, they were provided with a home visit appointment, a service that operates across the whole region. With permission from Ward Sisters, the service has also been active within SBUHB Hospital Wards to ensure service users maintain their foot health during lengthy hospital stays.

Home Fire Safety Checks

Through our service level agreement with the Mid and West Wales Fire and Rescue Service, we provide free Home Fire Safety Checks to residents who are deemed to be vulnerable and/or at high risk. This service is delivered by a team of experienced volunteers who visit domestic properties to provide home fire safety advice and supply and install a range of equipment (smoke alarm, extension lead, carbon monoxide alarms, stove alarms and fire-retardant clothing/bedding etc.) free of charge. The checks are the cornerstone of the proactive role the Mid and West Wales Fire and Rescue Service is continuing to adopt in its drive to reduce the deaths and injuries that are caused by accidental fires. Our aim is to make this service as accessible as possible and this year, our volunteers have completed **142 Home Fire Safety Checks** and provided free equipment to worth **in excess of £8,000** (please note, this calculation is based on equipment prices from a market leader in the industry).

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

FINANCIAL REVIEW

Financial position

During the course of the year we have continued to maintain a tight fiscal policy, which has enabled us to maintain our reserves as stated below. We have been successful in securing specific funding for project work and the management costs we incorporated into our project budgets have contributed to our overall running costs.

During the financial year the charity reported a deficit of £29,780 (2022: surplus £46,202).

We are pleased to report that 98.1% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves at 31 March 2023 were £193,136 (2022: £203,788) and restricted reserves were £556 (2022: £19,684).

Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and aims to build up reserves in future years to enable it to continue and expand the services they currently provide. The charity's policy is to maintain designated reserve for;

- (1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.
- (2) The planned budget spend 22/23 represents funds to cover the expected shortfall in income during the year ended 31st March 2023 and allow all services to continue.
- (3) The charity's long-term plan to purchase its own premises is represented by the 'Buildings Fund'.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

FUTURE PLANS

As the main specialist older persons organisation delivering front line services across the whole borough, there is an opportunity to develop innovative new services to meet the increasing demand for services, particularly following the drastic and ongoing funding cuts across the public and voluntary sector.

As the main specialist older persons organisation delivering front line services across the whole borough, there is an opportunity to develop innovative new services to meet the increasing demand for services, particularly following the drastic and ongoing funding cuts across the public and voluntary sector.

Renewal of Alternative Office

We have maintained our status as a Department for Work and Pensions (DWP) alternative office and will continue to adhere to all the required policies and procedures. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement and streamlining the application process. We will continue to promote this service and ensure that those identified as most in need have access to a robust and professional service.

Foot Care Service

We plan to increase efforts to further develop this service, regain service users that may have withdrawn from the service during periods of lockdown related suspensions, continue to identify additional areas to deliver the service and increase the frequency/regularity of existing clinics. We have maintained a positive working relationship with several health services such as hospitals, local resource centres and pharmacies which we plan to continue to develop. Due to the experience and qualifications of our staff and volunteer team, combined with changes in eligibility criteria for free services and the significant pressure that Swansea Bay University Health Board services, we have benefitted from being one of the referral options for the Podiatry Service. In anticipation of increased demand, we will again be investigating expanding our Foot Care Team.

Local Energy Action Partnership (LEAP)

Due to the significant and ongoing demand for this service, combined with the enduring cost of living crisis, we will continue to develop this provision, including increasing staff resources, to ensure increased numbers of older people can benefit from this essential support. The service also acts as a gateway to general support for our service users and due to the specific nature of the service, can help to identify, target and support some of the hardest to reach and vulnerable in the region - something which is vitally important to our organisation as we move forward into increasingly challenging and uncertain times.

Age Connects Neath Port Talbot - One Stop Shop

Our town centre premises continue to provide an Age Connects Neath Port Talbot one stop shop for older people. Whilst the COVID19 pandemic resulted in the suspension of hosting like-minded organisations within our premises, we will revisit developing this model further to provide enhanced access and service provision for local older people. With increased focus on regional delivery models, we can offer such organisations the facilities to maintain a local presence and improve access to services. We have previously also held workshops and focus groups at the premises in partnership with organisations such as Public Health Wales around screening and preventative measures, so will monitor the situation and revisit potential opportunities.

Website and social media

Due to the continued growth and popularity of online services and social media with both individuals and organisations, we will continue to utilise these platforms to promote the organisation and its services, increase internet traffic to our website, raise awareness of issues affecting older people and link up with various organisations within the statutory, private and voluntary sector.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

Outreach services

Our Outreach Services were born from extensive research and consultation with local older people and partner organisations. Through previous provision and development activities, we know that there remains a real and ongoing demand for a flexible and evolving community activity/befriending/social rehabilitation service across the county borough. Through our Community Outreach Services, we have been able to deliver health and well-being services through utilising community facilities and have focused the engagement of older people in health promotion activities such as exercise classes, walking groups, mindfulness sessions, art and crafts and healthy living talks/demonstrations. We have also delivered our Community Outreach Services within Sheltered Housing Complexes, as we know from previous experience that residents can often become socially isolated, despite living within a supported environment. Moving forward we will continue to commit resources to the development and expansion of the Community Outreach Hubs and Dementia Care Connects, as we know that the provision of the healthy lifestyle activities has a dramatic impact on the physical health and wellbeing of all those involved, whilst the art and craft classes, creative writing and excursions reinforce active ageing and further nurture social and economic engagement whilst combating loneliness and isolation.

Good Neighbour Scheme

Following the identified need for this type of service through our previous COVID19 Response Service, network of community hubs, community presence and the success of existing schemes across the borough, we plan to further develop our 'Good Neighbour Scheme's', helping to maximise reach and support to some of the most vulnerable.

Independent advocacy

As an independent organisation with an excellent track record of delivering reliable and responsive independent advocacy services for people aged 50 plus, we will continue to raise awareness of the need for independent advocacy and highlight our skills and experience of in relation to delivering and developing a robust service. We will continue to work in partnership with Age Cymru on the HOPE Advocacy Project and remain the host organisation for project staff within the Swansea Bay region. In addition, we will continue to promote and offer 'lower level' advocacy support through our community outreach service and information and advice service.

Social Enterprise

The increased competition from other third sector organisations and a greater difficulty to secure large grant funding monies, will result in the organisation again focusing more time, energy and resource to develop new and existing social enterprise activities. We continued to consult with actual and potential service users to identify any gaps in the market that would be suitable for Age Connects Neath Port Talbot to fill. At the time of writing this report, the organisation is continuing to investigate several social enterprise developments. When launched and established, the surpluses from any social enterprise activities will be reinvested into the charity and will be an invaluable source of unrestricted, general funds. These additional funds will allow us to continue to deliver and develop essential services to local older people.

Positive Ageing Ambassadors

Our Positive Ageing Pilot Project identified, recruited and supported local businesses and services to become 'Ambassadors' for older people living in their area. The aim was to help shift local community attitudes towards the ageing process from the often negative view associated with ageing, of failing health, both physical and mental, the loss of loved ones and friends and not feeling an older person is active and valued in the community. This project offered increased outlets, in the shape of businesses and services in the community, to help champion the ageing process in a positive manner, offering older people the opportunity to talk to others, to participate and to feel valued in their own locality, improving feelings of belonging, wellbeing and a raised quality of life. It was educative, as it raised awareness amongst local business people and their employees of some of the difficulties faced by older people and at the same time, it helps effect a culture change, by supporting people in the wider community to be more understanding, respectful and to value older people. This also provides the foundations for developing an Age Friendly Community. Unfortunately, further development of this project was hindered this year, but as an organisation we will further investigate re-developing this type of service to complement existing services.

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.

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot.

The charity operates under the former Age Concern Movement's Gold Memorandum and Articles of Association. This sets out the objects and powers of the charitable company.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of board members

The directors of the company are also charity trustees for the purposes of charity law, and in the organisation's Memorandum and Articles are known as the Board.

Articles 24 to 29 set out the procedures for recruitment and appointment to the Board. Elections for the Board take place at the Annual General Meeting. Members are elected to serve for a period of three years, after which term they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work, and has the necessary combined skills and experience to effectively govern the organisation.

While involvement in a wider Executive Committee and/or an Advisory Group (see below) provides useful experience for potential Board members, we do not limit our search to these routes. Our extensive cross-sector networks have proven invaluable for advertising vacancies and reaching potential candidates.

Organisational structure

The Board currently employs one core member of staff, a Chief Executive Officer on permanent contracts. Other staff members are employed on fixed term contracts utilising restricted funds for specific work.

The average full-time equivalent number of staff this year was 8. Our active volunteers were supervised and supported by the staff team.

We are most grateful to Neath Port Talbot County Borough Council for contributing towards our core costs and The Tudor Trust for continuing to support our social enterprise development.

Induction and training of new trustees

It is important to remember that the trustees are volunteers. Age Connects Neath Port Talbot operates a robust volunteer recruitment, screening and induction process, which applies to Board members, as it does to all other volunteers. Our Investing in Volunteers quality mark has previously expired, but we continue to follow its guidance.

This process, which is underpinned by a comprehensive volunteer handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. Potential candidates for the Board also meet existing Trustee/Directors prior to confirming their interest in the vacancy, and if selected, serve a probationary period as a co-opted member.

As volunteers with extensive legal responsibilities, new Board Members receive additional informal training, based on our Trustee/Director Welcome Pack, which includes various items such as Charity Commission publications, and the Age Connects Neath Port Talbot portfolio of business plans. Group and/or individual training is provided in response to identified needs and an annual away day provides new recruits with the opportunity to learn more about our organisation's policy and strategy, as does attendance at special events, such as project launches.

Executive Committee

The Executive Committee is comprised of the Board members plus co-opted representatives with additional expertise. (Co-opted members have no voting rights).

Risk management

We hold both Professional Indemnity and Public Liability Insurance.

Policies and procedures are reviewed annually, and where necessary, introduced to minimise identified risk factors.

We hold an annual away day where staff and board members work together on the organisation's strategic development and associated business plans. At this meeting we carry out a SWOT and PEST analysis which highlights potential risks, and actions needed to minimise those risks.

With demand for services increasing, revenue costs rising and income generation becoming ever more competitive, we thank our funders and benefactors for their continued support.

Our thanks to our independent examiner, Michael Jones and his colleagues at Bevan Buckland LLP Chartered Accountants for their professional support and guidance throughout the year.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

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

Approved by order of the board of trustees on 20/12/2023..... and signed on its behalf by:

.....
L Veale - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN NEATH PORT TALBOT**

Independent examiner's report to the trustees of Age Concern Neath Port Talbot ('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

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.



Michael Jones

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

Date: 22/12/2023

AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT

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	3	2,931	-	2,931	6,781
Charitable activities	5				
Promote relief for elderly people		77,675	123,198	200,873	278,232
Investment income	4	297	-	297	14
Total		<u>80,903</u>	<u>123,198</u>	<u>204,101</u>	<u>285,027</u>
EXPENDITURE ON					
Raising funds		4,423	-	4,423	4,459
Charitable activities	6				
Promote relief for elderly people		88,954	140,504	229,458	234,366
Total		<u>93,377</u>	<u>140,504</u>	<u>233,881</u>	<u>238,825</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	15	(12,474) 1,822	(17,306) (1,822)	(29,780) -	46,202 -
Net movement in funds		<u>(10,652)</u>	<u>(19,128)</u>	<u>(29,780)</u>	<u>46,202</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		203,788	19,684	223,472	177,270
TOTAL FUNDS CARRIED FORWARD		<u>193,136</u>	<u>556</u>	<u>193,692</u>	<u>223,472</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	11	4,080	-	4,080	5,703
CURRENT ASSETS					
Debtors	12	885	33,795	34,680	20,956
Cash at bank		192,244	(33,239)	159,005	224,094
		<u>193,129</u>	<u>556</u>	<u>193,685</u>	<u>245,050</u>
CREDITORS					
Amounts falling due within one year	13	(4,073)	-	(4,073)	(27,281)
NET CURRENT ASSETS		<u>189,056</u>	<u>556</u>	<u>189,612</u>	<u>217,769</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>193,136</u>	<u>556</u>	<u>193,692</u>	<u>223,472</u>
NET ASSETS		<u>193,136</u>	<u>556</u>	<u>193,692</u>	<u>223,472</u>
FUNDS	15				
Unrestricted funds				193,136	203,788
Restricted funds				556	19,684
TOTAL FUNDS				<u>193,692</u>	<u>223,472</u>

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 20/12/2023 and were signed on its behalf by:

.....
L Veale - Trustee

The notes form part of these financial statements

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

1. STATUTORY INFORMATION

Age Concern Neath Port Talbot is a charitable company, limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found on the Reference and Administrative Details page.

The presentation currency of the financial statements is the Pound Sterling (£).

2. 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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

Income is recognised when the charity has entitlement to the funds, any performance 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.

Government and other grants in relation to tangible fixed asset are credited to profit and loss account over the useful lives of the related assets, whereas those in relation to expenditure are credited when the expenditure is charged to profit and loss.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

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.

The cost of generating funds comprises those costs associated with attracting grant income. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements of the Charity.

The Charity initially identifies the costs of its support functions. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charities programmes and activities.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

2. ACCOUNTING POLICIES - continued

Expenditure

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

Tangible fixed assets

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

Fixtures and fittings	- 10% on cost
Computer equipment	- 33% on cost

The charities policy is to capitalise items purchased costing over £500.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Short-Term Employee Benefits

Short-term employee benefits that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service:

- (a) wages, salaries and social security contributions;
- (b) time in lieu owed to the employee.

Debtors

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

Cash at bank and in hand

Cash at bank and cash 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.

Financial instruments

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

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

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	<u>2,931</u>	<u>6,781</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Interest received	<u>297</u>	<u>14</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
	£	£
Nail cutting services	32,804	25,259
Outreach contributions	2,645	538
Energy survey income	8,000	-
Grants	157,424	252,435
	<u>200,873</u>	<u>278,232</u>

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

	2023	2022
	£	£
NPTCBC- SLA Core	28,226	28,226
NPTCBC Third Sector Grant	-	10,000
The Tudor Trust	15,000	25,000
Age Cymru HOPE Project hosting allowance	6,000	3,600
NPTCBC Community Lead Partnership	-	36,302
National Coal Authority	6,237	17,325
ICF welfare benefits grant	-	13,403
ICF Good Neighbour Scheme	-	49,135
Welsh Government - Social Care Winter Pressures	-	69,444
NPTCBC Outreach Grant	10,000	-
RIF Dementia Connects	40,613	-
RIF Prevention Grant	40,848	-
Community Renewal Fund	10,500	-
	<u>157,424</u>	<u>252,435</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs £	Totals £
Promote relief for elderly people	<u>223,194</u>	<u>6,264</u>	<u>229,458</u>

7. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	<u>3,118</u>	<u>3,118</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

8. 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

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	2023 £	2022 £
Wages and salaries	178,707	178,846
	<u>178,707</u>	<u>178,846</u>

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

	2023	2022
Community	8	9
	<u>8</u>	<u>9</u>

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

The total remuneration paid to key management during the year was £50,465 (2022 - £47,833).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	5,341	1,440	6,781
Charitable activities			
Promote relief for elderly people	57,623	220,609	278,232
Investment income	14	-	14
Total	<u>62,978</u>	<u>222,049</u>	<u>285,027</u>
EXPENDITURE ON			
Raising funds	4,459	-	4,459
Charitable activities			
Promote relief for elderly people	23,791	210,575	234,366
Total	<u>28,250</u>	<u>210,575</u>	<u>238,825</u>
NET INCOME	34,728	11,474	46,202
Transfers between funds	2,868	(2,868)	-
Net movement in funds	37,596	8,606	46,202
RECONCILIATION OF FUNDS			
Total funds brought forward	166,192	11,078	177,270
TOTAL FUNDS CARRIED FORWARD	<u>203,788</u>	<u>19,684</u>	<u>223,472</u>

AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT

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

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022	1,228	13,953	15,181
Additions	-	1,495	1,495
	<u>1,228</u>	<u>15,448</u>	<u>16,676</u>
At 31 March 2023	1,228	15,448	16,676
DEPRECIATION			
At 1 April 2022	1,026	8,452	9,478
Charge for year	122	2,996	3,118
	<u>1,148</u>	<u>11,448</u>	<u>12,596</u>
At 31 March 2023	1,148	11,448	12,596
NET BOOK VALUE			
At 31 March 2023	<u>80</u>	<u>4,000</u>	<u>4,080</u>
At 31 March 2022	<u>202</u>	<u>5,501</u>	<u>5,703</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Prepayments and accrued income	34,680	20,956
	<u>34,680</u>	<u>20,956</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other creditors	32	32
Accrued expenses	4,041	12,249
Deferred grants	-	15,000
	<u>4,073</u>	<u>27,281</u>

14. LEASING AGREEMENTS

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

	2023 £	2022 £
Within one year	6,000	6,456
Between one and five years	15,500	4,000
	<u>21,500</u>	<u>10,456</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

15. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	10,217	(9,356)	8,195	9,056
Capital funds	5,703	(3,118)	1,495	4,080
Designated funds - Critical costs	120,000	-	(10,000)	110,000
Mid West Wales Fire Service Funding	2,868	-	(2,868)	-
Planned budget spend	25,000	-	5,000	30,000
Building fund	40,000	-	-	40,000
	<u>203,788</u>	<u>(12,474)</u>	<u>1,822</u>	<u>193,136</u>
Restricted funds				
Western Power	514	-	-	514
Tudor Trust	19,170	(19,137)	(33)	-
NPTCBC Outreach Grant	-	294	(294)	-
RIF Prevention	-	1,537	(1,495)	42
	<u>19,684</u>	<u>(17,306)</u>	<u>(1,822)</u>	<u>556</u>
TOTAL FUNDS	<u>223,472</u>	<u>(29,780)</u>	<u>-</u>	<u>193,692</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	80,903	(90,259)	(9,356)
Capital funds	-	(3,118)	(3,118)
	<u>80,903</u>	<u>(93,377)</u>	<u>(12,474)</u>
Restricted funds			
Tudor Trust	15,000	(34,137)	(19,137)
National Coal Authority	6,237	(6,237)	-
NPTCBC Outreach Grant	10,000	(9,706)	294
RIF Prevention	40,848	(39,311)	1,537
RIF Dementia Connects	40,613	(40,613)	-
Community Renewal Fund	10,500	(10,500)	-
	<u>123,198</u>	<u>(140,504)</u>	<u>(17,306)</u>
TOTAL FUNDS	<u>204,101</u>	<u>(233,881)</u>	<u>(29,780)</u>

AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT

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

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	13,271	37,846	(40,900)	10,217
Capital funds	5,921	(3,118)	2,900	5,703
Designated funds - Critical costs	87,000	-	33,000	120,000
Mid West Wales Fire Service Funding	-	-	2,868	2,868
Planned budget spend	25,000	-	-	25,000
Covid recovery planning	35,000	-	(35,000)	-
Building fund	-	-	40,000	40,000
	<u>166,192</u>	<u>34,728</u>	<u>2,868</u>	<u>203,788</u>
Restricted funds				
Mid West Wales Fire Service Funding	1,428	1,440	(2,868)	-
Western Power	514	-	-	514
Wales Coronavirus Resilience Fund	3,154	(3,154)	-	-
NPTCBC Community Lead Partnership	1,453	(1,453)	-	-
NPT Food Poverty Grant	1,767	(1,767)	-	-
Tudor Trust	2,762	16,408	-	19,170
	<u>11,078</u>	<u>11,474</u>	<u>(2,868)</u>	<u>19,684</u>
TOTAL FUNDS	<u>177,270</u>	<u>46,202</u>	<u>-</u>	<u>223,472</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	62,978	(25,132)	37,846
Capital funds	-	(3,118)	(3,118)
	<u>62,978</u>	<u>(28,250)</u>	<u>34,728</u>
Restricted funds			
Mid West Wales Fire Service Funding	1,440	-	1,440
NPTCBC 3rd Sector Grant	10,000	(10,000)	-
Wales Coronavirus Resilience Fund	-	(3,154)	(3,154)
NPTCBC Community Lead Partnership	36,302	(37,755)	(1,453)
NPT Food Poverty Grant	-	(1,767)	(1,767)
Tudor Trust	25,000	(8,592)	16,408
ICF Welfare Benefits	13,403	(13,403)	-
National Coal Authority	17,325	(17,325)	-
ICF Good Neighbour Scheme	49,135	(49,135)	-
Welsh Government - Social Care Winter Pressures	69,444	(69,444)	-
	<u>222,049</u>	<u>(210,575)</u>	<u>11,474</u>
TOTAL FUNDS	<u>285,027</u>	<u>(238,825)</u>	<u>46,202</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	13,271	28,490	(32,705)	9,056
Capital funds	5,921	(6,236)	4,395	4,080
Designated funds - Critical costs	87,000	-	23,000	110,000
Planned budget spend	25,000	-	5,000	30,000
Covid recovery planning	35,000	-	(35,000)	-
Building fund	-	-	40,000	40,000
	<u>166,192</u>	<u>22,254</u>	<u>4,690</u>	<u>193,136</u>
Restricted funds				
Mid West Wales Fire Service Funding	1,428	1,440	(2,868)	-
Western Power	514	-	-	514
Wales Coronavirus Resilience Fund	3,154	(3,154)	-	-
NPTCBC Community Lead Partnership	1,453	(1,453)	-	-
NPT Food Poverty Grant	1,767	(1,767)	-	-
Tudor Trust	2,762	(2,729)	(33)	-
NPTCBC Outreach Grant	-	294	(294)	-
RIF Prevention	-	1,537	(1,495)	42
	<u>11,078</u>	<u>(5,832)</u>	<u>(4,690)</u>	<u>556</u>
TOTAL FUNDS	<u>177,270</u>	<u>16,422</u>	<u>-</u>	<u>193,692</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	143,881	(115,391)	28,490
Capital funds	-	(6,236)	(6,236)
	<u>143,881</u>	<u>(121,627)</u>	<u>22,254</u>
Restricted funds			
Mid West Wales Fire Service Funding	1,440	-	1,440
NPTCBC 3rd Sector Grant	10,000	(10,000)	-
Wales Coronavirus Resilience Fund	-	(3,154)	(3,154)
NPTCBC Community Lead Partnership	36,302	(37,755)	(1,453)
NPT Food Poverty Grant	-	(1,767)	(1,767)
Tudor Trust	40,000	(42,729)	(2,729)
ICF Welfare Benefits	13,403	(13,403)	-
National Coal Authority	23,562	(23,562)	-
ICF Good Neighbour Scheme	49,135	(49,135)	-
Welsh Government - Social Care Winter Pressures	69,444	(69,444)	-
NPTCBC Outreach Grant	10,000	(9,706)	294
RIF Prevention	40,848	(39,311)	1,537
RIF Dementia Connects	40,613	(40,613)	-
Community Renewal Fund	10,500	(10,500)	-
	<u>345,247</u>	<u>(351,079)</u>	<u>(5,832)</u>
TOTAL FUNDS	<u>489,128</u>	<u>(472,706)</u>	<u>16,422</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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

15. MOVEMENT IN FUNDS - continued

Purpose of Restricted Funds

Mid-West Wales Fire and Rescue Service Funding - Provision of Home Fire Safety Checks.

NPTCBC 3rd Sector Grant - Provision of a COVID19 Response Service (following remodelling of original project due to COVID19 restrictions in place).

Wales Coronavirus Resilience Fund - Provision and development of ongoing COVID19 Response Services.

NPTCBC Community Lead Partnership - Secondment arrangement with NPTCBC to develop partnership COVID19 Response Services.

NPT Food Poverty Grant - Provision of digital inclusion and online shopping support service.

Tudor Trust - Contribution to COVID19 Response Service (following remodelling of original Social Enterprise project due to COVID19 restrictions in place).

ICF Welfare Benefits - A project to provide a robust income maximization, welfare benefits and energy efficiency service.

National Coal Authority - A Community Liaison Project to support local residents following the major flooding that occurred in Skewen, Neath Port Talbot.

ICF Good Neighbour Scheme - Providing a Good Neighbour Scheme across NPT.

Welsh Government Social Care Winter Pressures Grant - Providing short term practical, emotional and liaison support to ensure medically fit patients could be discharged from hospital.

NPTCBC Outreach Grant - To contribute to Age Connects NPT's Community-based Outreach Hub Programme.

RIF Dementia Connects - To provide a range of community-based support and preventative activities that focus on improving physical and emotional health and wellbeing, whilst also supporting those in the early stages of a dementia diagnosis.

RIF Prevention Grant - The project provides direct and individually tailored practical and befriending type support to help maintain independence, reduce loneliness and improving wellbeing.

Designated reserve

The charity has designated some of its unrestricted general reserves to three designated funds.

1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.

(2) The planned budget spend 22/23 represents funds to cover the expected shortfall in income during the year ended 31st March 2023 and allow all services to continue.

(3) The charity's long term plan to purchase its own premises is represented by the 'Building fund'.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,931	6,781
Investment income		
Interest received	297	14
Charitable activities		
Nail cutting services	32,804	25,259
Outreach contributions	2,645	538
Energy survey income	8,000	-
Grants	157,424	252,435
	<u>200,873</u>	<u>278,232</u>
Total incoming resources	204,101	285,027
EXPENDITURE		
Raising donations and legacies		
Staff Costs	3,599	3,577
Insurance	42	37
Telephone	69	88
Postage and stationery	30	36
Equipment and room hire	103	245
Establishment costs	314	198
Travel expenses	141	154
Professional fees	63	62
Depreciation of tangible fixed assets	62	62
	<u>4,423</u>	<u>4,459</u>
Charitable activities		
Staff Costs	175,108	175,269
Insurance	2,064	1,794
Telephone	3,380	4,322
Postage and stationery	1,457	1,780
Equipment and room hire	5,056	12,026
Establishment costs	15,409	9,703
Travel expenses	6,886	7,544
Professional fees	3,099	3,034
Activities	730	772
Computer costs	4,159	6,730
Training & conference costs	1,139	138
Repairs & Renewals	794	1,396
Recruitment expenses	-	535
Subscriptions	193	163
Depreciation of tangible fixed assets	3,056	3,056
Bank charges	664	429
	<u>223,194</u>	<u>228,691</u>
Support costs		
Support costs		
Accountancy fees	6,264	5,675

This page does not form part of the statutory financial statements

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	2023 £	2022 £
Total resources expended	<u>233,881</u>	<u>238,825</u>
Net (expenditure)/income	<u><u>(29,780)</u></u>	<u><u>46,202</u></u>

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Signature 1

Signed by Leighton Veale using authentication code JDwuWkMyTVZYc1p6 at IP address 86.26.105.69, on 2023/12/20 11:09:43 Z.

Leighton Veale's e-mail address is: leightonveale@hotmail.com.

Accounts

REGISTERED COMPANY NUMBER: 04193486 (England and Wales)
REGISTERED CHARITY NUMBER: 1105203

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022**

FOR

**AGE CONCERN NEATH PORT TALBOT
TRADING AS
AGE CONNECTS NEATH PORT TALBOT**

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

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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FOR THE YEAR ENDED 31 MARCH 2022**

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**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2022**

TRUSTEES	D Jones P Powell (resigned 17.12.21) M C Samuel (resigned 31.3.22) B Trahar L Veale Mrs S Penry Mrs T Davies F P Prosser Mrs S Freeguard (appointed 1.4.21)
COMPANY SECRETARY	D A Richards
REGISTERED OFFICE	37-38 Alfred Street Neath West Glamorgan SA11 1EH
REGISTERED COMPANY NUMBER	04193486 (England and Wales)
REGISTERED CHARITY NUMBER	1105203
INDEPENDENT EXAMINER	Bevan Buckland LLP Ground Floor Cardigan House Castle Court Swansea Enterprise Park Swansea SA7 9LA

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 2022. 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Age Connects Neath Port Talbot's Charitable Object

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Neath Port Talbot County Borough County Borough and the City and County of Swansea".

Mission Statement

"To provide community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older citizens of Neath Port Talbot".

Corporate Priorities 2016 - 2023

- Prevent poverty and maximise income in retirement.
- Promote health, independence and wellbeing for all older people.
- Achieve greater social inclusion of the most disadvantaged older people and challenge the causes of exclusions.
- Promote age equality and enable older people to make full contributions as active citizens to the local economy and community.
- Continuous improvement through user consultation, monitoring of quality standards and innovation based on evidence of best practice.
- Develop and implement a strategy to build Reserves, and ensure the charity becomes more sustainable and less reliant on short term funding.

Delivery Strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people from across our area of benefit. Information from the Age Connects Neath Port Talbot's Charitylog content management system/database is cross referenced and analysed extensively and provides a firm basis for forward planning.

We offer differing levels of support according to individual need. This ranges from the provision of information and advice through our telephone helpline, network of neighbourhood information points, Positive Ageing Ambassadors, website, social media platforms, special events and talks, through to participation in our Community Outreach Hubs, health promotion activities, befriending groups, Good Neighbour Schemes and on-going welfare benefits and advocacy casework. Service users can access our free services through home visits, one to one appointments, drop-in service, social media platforms, website and/or by visiting our community outreach locations. Please note that during this financial year, several of our face-to-face services have experienced temporary suspensions and/or remodelling in line with government guidelines surrounding the COVID19 Pandemic. Throughout this reporting period, service delivery has been remodelled to ensure that our services were delivered safely and efficiently to continue supporting local older people.

Public benefit

When planning our activities for the year, we have once again focused our activities on providing accessible community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older people. We continue to work closely with all our partners to address identified needs within the strategies of the Local Authority and Welsh Assembly Government. Age Connects Neath Port Talbot has two main areas of charitable activity for public benefit; Independent Information, Advice and Advocacy and Health and Wellbeing.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

ACHIEVEMENT AND PERFORMANCE

Information, Advice and Advocacy

COVID19 Response Service

The COVID19 pandemic and associated periods of lockdown brought with it extremely uncertain and challenging times for the whole population and had an immediate and longer lasting impact on older people. Recent years had seen the organisation focusing increased resource building resilience and promoting independence/wellbeing by developing and maximising participation in community-based activities, particularly via our Community Outreach Hubs (see page 6). However, in line with government guidance, almost all our services were remodelled to provide accessible and vital humanitarian support services that enabled older, vulnerable and those who were shielding to stay home, stay well and stay connected.

Our strong cross sector partnership links and involvement in key local/regional governments response and delivery plans allowed our services to have maximum impact for those that needed the most intense support. This was achieved via the following:

- Extending telephone helpline opening hours
- Introducing flexible working patterns to provide more accessible support
- Utilising digital technology to highlight services and connect people to reduce loneliness
- Provision of services via digital platforms i.e. welfare benefit support
- Contacting beneficiaries who were living alone, vulnerable and/or had little or no support networks
- Provision of time limited home visits in line with government restrictions and PPE guidance
- Ensuring clear regular updates were displayed on our website and social media platforms
- Maintained regular contact with NPTCBC, contributing to shaping local service provision
- Maintained attendance at cross sector referral networks to identify and provide appropriate support
- Expanded referral pathways (internal and external)
- Distributing information guides and information to local households
- Replacing social gatherings with telephone befriending calls and/or facilitated digital meetings
- Increasing resource to volunteer recruitment, training and support

We continue to learn from our provision and constantly adapt to ensure it is as accessible and user friendly as possible. As we have begun to emerge from the pandemic, we have integrated services provided under our COVID19 Response Service into our new Good Neighbour Scheme (see page 6) provision and increased community engagement to understand the current challenges for older people and identify what support is required to maintain and improve physical and emotional wellbeing.

Performance Indicators

Total number of face-to-face contacts	11,000
COVID 19 Response service users	294
Welfare benefits accessed	>£800,000
Volunteer hours	>16,000
Volunteer in-kind support, nominally valued at	>£200,000
Foot Care Appointments	1,640

A grant from Neath Port Talbot County Borough Council contributes to the costs of operating our telephone helpline and delivering our county wide information and advice service. The shortfall is made up from fundraising activities and contributions from our general funds.

Telephone Helpline

Calls to our telephone helpline remain the most popular method of contact for service users. Our call monitoring system shows that we handled in excess of 11,000 calls. Our helpline is ordinarily available to service users and partner organisations between the hours of 08:30am to 4:30pm Monday to Friday. The most popular reasons telephone calls have included:

- COVID19 support/Good Neighbour services - including shopping, prescription/medication collection, loneliness/isolation and hospital discharge
- Information and advice/welfare benefits - this remained a consistent category for queries within the information and advice service
- Foot Care Service - this year has once again managed an increase in calls from those unable to manage their own foot care and/or are experiencing poor foot health.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Website

Our website remains an integral part of our information and advice service and is regularly updated to include seasonal events and campaigns. Once again, the website proved extremely useful to provide updates on government restrictions and guidelines, as well as being a source of relevant information, advice and available support/services. This was reflected in our web statistics this year where we experienced over 4,300 users and almost 10,000 page visits. We envisage that this included large numbers of individuals accessing specific COVID19 related material and our statistics again highlighted increased traffic via mobile devices.

Social Media

The continued growth and popularity of social media with both individuals and organisations has provided us with effective marketing/media tools that we will continue to develop throughout 2022/23. During the year, we have increased efforts to promote our services and highlight government restrictions and advice which has led to increased direct communications with service users and their families via this platform. Currently on Facebook, we have a five-star rating, have 1,148 followers and over 1,000-page likes. We also have 531 followers on Twitter and plan to utilise this platform further in the coming months.

HOPE Advocacy Project

HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points. This is of particular importance due to the impact that the ongoing pandemic has had on the lives of older people and the potential need for increased support to reengage with their communities. HOPE is establishing a training programme which will enable advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

Talks Programme

Unfortunately, our community-based talks programme which is ordinarily delivered to a range of older person's groups/clubs/societies and partnership organisations across the county borough was again suspended for part of the year due to government and Public Health Wales restrictions. However, smaller scale and more direct/responsive talks took place during Community Outreach Hub activities.

Income Maximisation

We have maintained our Department for Work and Pensions (DWP) 'Alternative Office' status and will continue to adhere to all the required policies. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement. It also allows streamlining of the process, as the application can go directly to the DWP decision maker with all supporting evidence already verified.

Many vulnerable older people that are living on State Pension may be entitled to extra financial support and there are a range of benefits and allowances which can make their lives easier and more comfortable. However, the downside of this is that claiming any of these entitlements starts with filling out lengthy and often complex forms. Although we received minimal funding to run the Welfare Rights programme during 2021/22, an average of 61 people per month benefited from the service which includes benefit checks, form completion, review forms and mandatory reconsiderations support. Additional service users received support relating to appeals procedures and specialist advice/guidance. In addition to the £800,000 raised in previously unclaimed benefits, a significant number of service users also accessed severe disability premiums, pension credit payments, council tax deductions and assistance with rent payments.

Free Legal Services

As a result of the ongoing pandemic and changes within ownership of our Legal Services provider, development within this area has been suspended. Whilst service users were still able to access some support to access limited free Wills and information/advice on important legal services such as Power of Attorney and Probate etc. activity in this field has been limited to previous years.

Neighbourhood Information Points

Where safe and appropriate, we maintained a network of Neighbourhood Information Points in urban and rural locations across the county borough. These are strategically placed information stands that display our helpline telephone number and a range of printed information - literature was updated where possible to include up to date COVID19 information and available support.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

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Keep Well this Winter

Despite having no designated grant funding in the winter of 2021/22, we continued to offer the most up to date information and advice for service users. We circulated and provided leaflets, provided advice and support on home energy efficiency and keeping warm and well via digital platforms/social media and via doorstep visits when restrictions allowed.

**Health and Well-being
Community Outreach Services**

Our network of Community Outreach Hubs and associated community volunteering activities hosted in principal community locations across the borough were relaunched following pandemic related periods of suspension. These seek to support older people in as diverse a way as possible in meeting their physical, mental health, social and financial wellbeing needs. Our Outreach Hubs are designed to ensure older people experiencing the highest levels of disadvantage, isolation, loneliness and deprivation associated with reduction of facilities, service eligibility changes, poverty and digital exclusion are able to have access to meaningful support services.

The hubs operated by paid staff and supported by volunteers meet weekly in each area to provide a holistic and cost-effective early intervention programme to improve older people's health and reduce dependency, whilst also reducing reliance upon expensive or intensive care provision. Outreach hub activities and services aim to maintain and improve the confidence, self-esteem, choice/control, independence and physical/emotional wellbeing of some of the most isolated and marginalised older people in the Borough. The overall aim is always to facilitate and enable older people to engage at a community level via outreach hubs and community-based activities, whilst helping local older people to be more resilient in the future, deal with transition and/or crisis points in their lives and prepare for the future. The principal issues our outreach and associated community activities seek to address are:

Tackling issues of disadvantage and hardship facing older people

Our outreach events and associated referral to support services help older people reach services they may otherwise not have been able to. This includes help on accessing eligibility for benefits, support services in the home, visiting routine and preventative healthcare facilities and community befriending.

Creating opportunities for social engagement

Regular weekly outreach events actively provide a bridge between loneliness and social isolation towards positive social interaction. These cost-effective group sessions are promoted to allow older people to come together and gain social interaction benefits from guided group activities that builds valuable peer support and friendships.

Improving individual quality of life and promoting independence

Through our interventions we can prioritise preventative actions and measures that can significantly help older people who are struggling with their financial independence, maintaining their health and wellbeing or living in isolated, or degraded physical circumstances.

Accessing information support and referral to sources of help

The direct self-referrals received from older people at outreach events, as well as from those partners we work in collaboration with allow us to tackle head on providing support services. Outreach enables us to spread the support we offer well beyond the otherwise limited scope of promoting one-to-one contact.

Integration with local authority key priorities

This is a critically important component of our intended outcomes. In this respect our services act to strengthen and complement Local Area Co-ordinator capacity that ensures sustainable, safe, appropriate and accessible services/activities available for older people. This enables older people identified as needing preventative/early intervention services to directly benefit from access to our varied activity programme and specialist support.

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**REPORT OF THE TRUSTEES
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ACHIEVEMENT AND PERFORMANCE

Good Neighbour Scheme

This service recognises the vital importance to older people of gaining access at a community level to support and information services relating to preventative measures associated with reducing the likelihood of requiring access to either urgent, or prescribed health or social care services. This tried and tested model involving is responding to a range of well evidenced needs facing older people and their carers around maintaining health and wellbeing and removing barriers for older people and those that care for them. The Good Neighbour Scheme has taken over lots of the previous COVID19 Response Services and provides support in the following categories:

- Reducing negative health and social care impacts upon disproportionately affected older people where local service reductions have taken place, causing raised levels of poor physical and mental wellbeing, disadvantage, isolation and poverty
- Older people often living alone and hard to reach experiencing a range of health deficit conditions and often unmet needs placing them at an elevated risk of requiring urgent or persistent health care or social services intervention.
- Responding to the inability of older people through isolation or disability to access essential information related to the availability of both statutory support such as health or mobility related benefits, as well as other support mechanisms from within their local community, incorporating Good Neighbour schemes and community-based information hubs / social activities.
- Reducing Delayed Transfer of Care for older people having previously being admitted to hospital is another principal focus of this initiative, aimed at building inter-agency and community led support capacity. This strand will also seek to reduce gaps within current services to prevent older people from requiring extended statutory support by reducing demand for statutory domiciliary care, via the provision of alternative non-regulated community supported options

This service allows us to deliver significant levels of service additionality in response to increased requests for our services and influences resulting from post-Covid reengagement involving a raised requirement for access to our older persons community-based facilities. And, wherever more urgent responses are required to respond to and refer hardship cases associated with limited availability of statutory services, increased cost of living and energy expenditure increases.

Telephone befriending

To help alleviate loneliness and isolation and identify if any additional services/support is required, staff and volunteers have provided regular telephone befriending phone calls. During this reporting period, there has been a consistent demand for this service as a direct result of the loss of confidence and social contact resulting from the COVID19 pandemic.

Falls Prevention

Via Age Connects Wales, we have worked in partnership with Age Cymru and Care and Repair Cymru to deliver a campaign to highlight the need and support for falls prevention work. As well as digital campaigns, case studies and website/social media awareness raising activities, this partnership has worked with professionals who work with older people to help prevent falls and provide appropriate support to those who have suffered a fall.

Winter Pressures

This major project funded by Welsh Government and administered by Age Connects Wales was delivered between October 2021 and March 2022. The project was developed to help relieve winter pressures by providing short term practical, emotional and liaison support to ensure medically fit patients could be discharged from hospital. The project has helped service users regain and maintain their independence, reduce adverse events, build resilience, contribute to reducing bed blocking, improve wellbeing and helped to prevent further risks of readmission to hospital. Services have enabled older people to live healthier, engaged and more independent lives with less need for statutory services support/intervention.

In line with general winter pressures and ongoing/re-emerging restrictions surrounding COVID19, the need for practical support was vital, and this was provided through this project via the following:

- Assistance with transport home from hospital and to vital monitoring appointments
- Assistance with ordering, collecting, delivery and putting away of shopping and essential items
- Escorted shopping
- Prescription collection/delivery
- Preparation of light snacks
- Basic cleaning, tidying and refuse collection
- Laundry and bed linen change

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FOR THE YEAR ENDED 31 MARCH 2022**

ACHIEVEMENT AND PERFORMANCE

- Companionship/emotional support
- Support to participate in prescribed exercise/physical activity sessions
- Support with pets/dog walking
- Doorstep wellbeing checks
- Telephone befriending to support the most isolated
- Liaison work with health and social care services and family members
- Information around welfare benefits and ongoing support options.
- Support with housing applications
- Support with accessing and securing home adaptations
- Foot care provision - community based and home visiting provision
- Energy/fuel poverty support because of the current energy crisis

Feedback has clearly indicated that this service, has not only provided vital practical support, but also reduced loneliness and isolation through increased social contacts. Following increased resource allocation and services becoming more established with increased awareness from local partners, significant increases in front line support provision have been achieved. The project and community across all Age Connects Wales areas of benefit benefitted from an average of 830 hours per week of staff resource. 82.5% (685 hours) of this staff resource was dedicated to front-line support, with 17.5% (145 hours) utilised on coordination efforts to develop, monitor and manage project related activities

Coal Authority

Following a major flooding incident within the borough which led to multiple homes and streets being evacuated, the creation of a water management system and major restorative operations needed to be carried out. As part of the local support package, Age Connects NPT partnered with The Coal Authority to provide a Community Liaison Officer to act as the link between residents, contractors and customer services teams. The aim of this role was to help residents really understand the programme of work, its impact and the timescales involved. This has been a crucial role in helping to rebuild the community and communicate key messages from both parties, whilst also ensuring the wellbeing of residents was taken into consideration.

Older Person's Awards

Age Connects Wales inaugural Older Person's Awards was launched on 1st October 2021 and was supported by the Older Persons Commissioner for Wales. Age Connects Wales via its local partner organisations wanted to celebrate the fantastic achievements of older people in communities across Wales, in categories including Later Life Hero and Ageing Well Award.

The launch of the Awards coincided with International Day of Older Persons, and the winners were announced in November during a streamed one-hour award event supported by Eddie Butler. The awards were publicised through a national PR campaign, digital advertising, social media campaign and community-based promotion. Nominations were sought from people and communities from every Age Connects Wales member organisation, with six regional winners from each in the following five categories progressing to the awards night:

- Later Life Hero - Given to an individual who has made a huge impact on the lives of older people, by providing support, friendship or helping an older person in their hour of need.
- Ageing Well Award - For an individual who has worked to combat ageism, promote social justice, or engaged with their community to support ageing well initiatives.
- Good Neighbour Award - Recognising neighbours that are one in a million, making a real difference to the lives of their neighbours.
- Community Volunteer Award - Celebrating the difference, a volunteer aged 50+ has made to their local community.
- Personal Development Award - For an individual who has overcome barriers, learnt a new skill, or faced a new challenge in their later life, helping to improve self-confidence, resilience, and personal growth.

Volunteering Programme

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ACHIEVEMENT AND PERFORMANCE

As a direct result of remodelling our services and diverting increased resources to our COVID19 Response Service, we recruited almost 150 new volunteers in a very short space of time through the initial lockdown period. We were overwhelmed with those who came forward to volunteer with us and as a relatively small charity, this support enabled us to scale up our provision and assist even more older people through the pandemic. As we began to emerge from the pandemic, furlough schemes ended and social and leisure activities resumed, many of our volunteers reduced or withdrew from their volunteer commitment to resume pre-pandemic commitments. However, many volunteers have maintained their commitments, integrating their volunteering roles into their 'everyday' lives to continue to support older people in the community. In addition, we have received feedback from numerous volunteers who do not view their continued community support role formal volunteering anymore, but rather as new/developed friendships that form part of their social networks. All of our volunteers are DBS checked, receive induction training, are issued with several training resources to assist with their roles and complete several of our additional online training modules in line with role specific requirements.

Our volunteer team work directly with older people, provide administrative support or help with fundraising activities and have collectively committed approximately 16,000 hours of support enabling both the charity and residents to benefit from their skills, expertise, time and dedication. The equivalent monetary value for this in-kind volunteer support in excess of £200,000 which has been based on the Office of National Statistics (ONS) hourly rate for full time employees in Wales. We will work hard to retain volunteers' skills both for our immediate/ongoing response and moving forward in future projects to maximise resources available and help ensure we can improve the lives of some of the most marginalised in the area.

Our volunteers are highly valued and recognised as an essential part of the organisation and have been given the opportunity to gain new skills and knowledge, build their social networks, give something back to their community and if appropriate gain an up-to-date reference. Throughout this past year, a range of accredited and non-accredited training has again been offered to both existing and newly recruited volunteers. Training was delivered on topics including but not limited to COVID19, Welfare Benefits, Nail Cutting, Information and Advice, First Aid, Protection of Vulnerable Adults (POVA), Ageing, Communicating Effectively, Person Centred Care, Assessing Needs, Challenging Behaviour, Confidentiality, Food Hygiene and on our products and services.

It is only with the support of our volunteers that Age Connects Neath Port Talbot can provide a range of services at such a high quality, and therefore we would like to take this opportunity to formally thank all of our volunteers for their input into the organisation.

**Income Generation
Foot Care Service**

This convenient and affordable service for older people is well established across the whole county borough and is providing a regular surplus for the charity. The service provides nail cutting and a range of non-surgical procedures. All team members are retired nurses or healthcare professionals and have completed extensive training. To maintain the service at the highest standard, the team receive regular supervision and utilise Podiatry Service best practice guidance to deliver the service. As a direct result of the various restrictions in place throughout the year, the foot care service experienced several periods of suspension in order to protect our service users, many who are vulnerable and have additional health conditions/contraindications. However, when restrictions allowed and all guidance around PPE and contact services were followed, we provided 1,640 appointments throughout the year.

Service users have accessed risk assessed community-based clinics which are held in various accessible venues, including a purposely adapted room at our Head Office in Neath. If service users were unable to access any of these clinics, when restrictions allowed, they were provided with a home visit appointment, a service that operates across the whole region.

Home Fire Safety Checks

Through our service level agreement with the Mid and West Wales Fire and Rescue Service, we provide free Home Fire Safety Checks to residents who are deemed to be vulnerable and/or at high risk. This service is ordinarily delivered by a team of experienced volunteers who visit domestic properties to provide home fire safety advice and supply and install a range of equipment (smoke alarm, extension lead, carbon monoxide alarms, stove alarms and fire-retardant clothing/bedding etc.) free of charge. The checks are the cornerstone of the proactive role the Mid and West Wales Fire and Rescue Service is adopting in its drive to reduce the deaths and injuries that are caused by accidental fires. Our aim is to make this service as accessible as possible and following a new process developed by Mid and West Wales Fire and Rescue Service, we also provided Home Fire Safety Checks via the telephone. Whilst these checks were not as robust as previous visits, they help to reduce risks amongst vulnerable older people.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

FINANCIAL REVIEW

Financial position

During the course of the year we have continued to maintain a tight fiscal policy, which has enabled us to maintain our reserves as stated below. We have been successful in securing specific funding for project work and the management costs we incorporated into our project budgets have contributed to our overall running costs.

During the financial year the charity reported a surplus of £46,202 (2021: £21,399).

We are pleased to report that 98% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves at 31 March 2022 were £203,788 (2021: £166,192) and restricted reserves were £19,684 (2021: £11,078)

Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and aims to build up reserves in future years to enable it to continue and expand the services they currently provide. The charity's policy is to maintain designated reserve for;

(1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.

(2) The planned budget spend 22/23 represents funds to cover the expected shortfall in income during the year ended 31st March 2023 and allow all services to continue.

(3) The charity's long term plan to purchase its own premises is represented by the 'Building fund'.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

FUTURE PLANS

As the main specialist older persons organisation delivering front line services across the whole borough, there is an opportunity to develop innovative new services to meet the increasing demand for services, particularly following the drastic and ongoing funding cuts across the public and voluntary sector.

Age Connects Neath Port Talbot - One Stop Shop

Our town centre premises continue to provide an Age Connects Neath Port Talbot one stop shop for older people. Whilst this year brought the suspension of hosting like-minded organisations outreach services within our premises, we remain committed to further developing this model and seek additional partner organisations within the area to provide enhanced access and service provision for local older people. With increased focus on regional delivery models, when restrictions allow, we can offer such organisations the facilities to maintain a local presence and improve access to services. We have previously also held workshops and focus groups at the premises in partnership with organisations such as Public Health Wales around screening and preventative measures, so will monitor the situation and revisit when restrictions allow.

Renewal of Alternative Office

We have maintained our status as a Department for Work and Pensions (DWP) alternative office and will continue to adhere to all the required policies and procedures. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement and streamlining the application process. We will continue to promote this service and ensure that those identified as most in need have access to a robust and professional service.

Website and social media

Due to the continued growth and popularity of online services and social media with both individuals and organisations, we will continue to utilise these platforms to promote the organisation and its services, increase internet traffic to our website, raise awareness of issues affecting older people and link up with various organisations within the statutory, private and voluntary sector.

Foot Care Service

Following several periods of suspension, we plan to increase efforts to further develop the service, regain service users that may have been 'lost' during this reporting period, continue to identify additional areas to deliver the service and increase the frequency/regularity of existing clinics. We have maintained positive working relationship with several health services such as hospitals, local resource centres and pharmacies which we plan to continue to develop. Due to the experience and qualifications of our staff and volunteer team, combined with changes in eligibility criteria for free services and the significant pressure that COVID19 has had on their service provision, we remain one of the main options for the Podiatry Service. In anticipation of increased demand, we will again be investigating expanding our Foot Care Team.

Outreach services

Our existing Outreach Services were born from extensive research and consultation with local older people and partner organisations. Through previous provision and development activities, we know that there remains a real and ongoing demand for a flexible and evolving community activity/befriending/social rehabilitation service across the county borough. Through our Community Outreach Services, we have been able to deliver health and well-being services through utilising community facilities and have focused the engagement of older people in health promotion activities such as exercise classes, walking groups, mindfulness sessions, art and crafts and healthy living talks/demonstrations. We have also delivered our Community Outreach Services within Sheltered Housing Complexes, as we know from previous experience that residents can often become socially isolated, despite living within a supported environment. Moving forward we will continue to commit resources to the development and expansion of the Community Outreach Hubs as we know that the provision of the healthy lifestyle activities has a dramatic impact on the physical health and wellbeing of all those involved, whilst the art and craft classes, creative writing and excursions reinforce active ageing and further nurture social and economic engagement whilst combating isolation.

Good Neighbour Scheme

Following the identified need for this type of service through our COVID19 Response Service, network of community hubs, community presence and the success of pilot schemes across the borough, we plan to further develop and replicate our 'Good Neighbour Scheme's' that will also be closely linked to our ongoing COVID19 Recovery Services and Community Outreach Services.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Independent advocacy

As an independent organisation with an excellent track record of delivering reliable and responsive independent advocacy services for people aged 50 plus, we will continue to raise awareness of the need for independent advocacy and highlight our skills and experience of in relation to delivering and developing a robust service. We will continue to work in partnership with Age Cymru on the HOPE Advocacy Project and remain the host organisation for project staff within the Swansea Bay region. In addition, we will continue to promote and offer 'lower level' advocacy support through our community outreach service and information and advice service.

Social Enterprise

The increased competition from other third sector organisations and a greater difficulty to secure large grant funding monies, will result in the organisation again focusing more time, energy and resource to develop new and existing social enterprise activities. We continued to consult with actual and potential service users to identify any gaps in the market that would be suitable for Age Connects Neath Port Talbot to fill. At the time of writing this report, the organisation is continuing to investigate several social enterprise developments. When launched and established, the surpluses from any social enterprise activities will be reinvested into the charity and will be an invaluable source of unrestricted, general funds. These additional funds will allow us to continue to deliver and develop essential services to local older people.

Positive Ageing Ambassadors

Our Positive Ageing Pilot Project identified, recruited and supported local businesses and services to become 'Ambassadors' for older people living in their area. The aim was to help shift local community attitudes towards the ageing process from the often negative view associated with ageing, of failing health, both physical and mental, the loss of loved ones and friends and not feeling an older person is active and valued in the community. This project offered increased outlets, in the shape of businesses and services in the community, to help champion the ageing process in a positive manner, offering older people the opportunity to talk to others, to participate and to feel valued in their own locality, improving feelings of belonging, wellbeing and a raised quality of life. It was educative, as it raised awareness amongst local business people and their employees of some of the difficulties faced by older people and at the same time, it helps effect a culture change, by supporting people in the wider community to be more understanding, respectful and to value older people. This also provides the foundations for developing an Age Friendly Community. Unfortunately, further development of this project was hindered by the COVID19 pandemic, but those Ambassadors that were involved in the pilot schemes were better equipped to support local people through an extremely challenging time. As an organisation, we will further investigate re-developing this type of service to complement existing services.

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.

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.

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot.

The charity operates under the former Age Concern Movement's Gold Memorandum and Articles of Association. This sets out the objects and powers of the charitable company.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of board members

The directors of the company are also charity trustees for the purposes of charity law, and in the organisation's Memorandum and Articles are known as the Board.

Articles 24 to 29 set out the procedures for recruitment and appointment to the Board. Elections for the Board take place at the Annual General Meeting. Members are elected to serve for a period of three years, after which term they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work, and has the necessary combined skills and experience to effectively govern the organisation. Current specialisms include the following:

County Councillor
Finance Manager
School Governor
Public Affairs Consultant
Older Persons Council Representative
Senior Citizens Group Secretary

While involvement in a wider Executive Committee and/or an Advisory Group (see below) provides useful experience for potential Board members, we do not limit our search to these routes. Our extensive cross-sector networks have proven invaluable for advertising vacancies and reaching potential candidates.

Organisational structure

The Board currently employs one core member of staff, a Chief Executive Officer on permanent contracts. Other staff members are employed on fixed term contracts utilising restricted funds for specific work.

The average full-time equivalent number of staff this year was 8. Our active volunteers were supervised and supported by the staff team.

We are most grateful to Neath Port Talbot County Borough Council for contributing towards our core costs and The Tudor Trust for continuing to support our social enterprise development.

Induction and training of new trustees

It is important to remember that the trustees are volunteers. Age Connects Neath Port Talbot operates a robust volunteer recruitment, screening and induction process, which applies to Board members, as it does to all other volunteers. Our Investing in Volunteers quality mark has previously expired, but we continue to follow its guidance and will be working towards renewing this quality mark in the near future.

This process, which is underpinned by a comprehensive volunteer handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. Potential candidates for the Board also meet existing Trustee/Directors prior to confirming their interest in the vacancy, and if selected, serve a probationary period as a co-opted member.

As volunteers with extensive legal responsibilities, new Board Members receive additional informal training, based on our Trustee/Director Welcome Pack, which includes various items such as Charity Commission publications, and the Age Connects Neath Port Talbot portfolio of business plans. Group and/or individual training is provided in response to identified needs and an annual away day provides new recruits with the opportunity to learn more about our organisation's policy and strategy, as does attendance at special events, such as project launches.

Executive Committee

The Executive Committee is comprised of the Board members plus co-opted representatives with additional expertise. (Co-opted members have no voting rights).

Risk management

We hold both Professional Indemnity and Public Liability Insurance.

Policies and procedures are reviewed annually, and where necessary, introduced to minimise identified risk factors.

We hold an annual away day where staff and board members work together on the organisation's strategic development and associated business plans. At this meeting we carry out a SWOT and PEST analysis which highlights potential risks, and actions needed to minimise those risks.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

With demand for services increasing, revenue costs rising and income generation becoming ever more competitive, we thank our funders and benefactors for their continued support.

Our thanks to our independent examiner, Alison Vickers and her colleagues at Bevan Buckland LLP Chartered Accountants for their professional support and guidance throughout the year.

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

Approved by order of the board of trustees on and signed on its behalf by:

.....
L Veale - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN NEATH PORT TALBOT**

Independent examiner's report to the trustees of Age Concern Neath Port Talbot ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

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 registered member of 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.



Alison Vickers
Institute of Chartered Accountants in England and Wales
Bevan Buckland LLP
Ground Floor
Cardigan House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

Date: 20.12.22

AGE CONCERN NEATH PORT TALBOT
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STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	5,341	1,440	6,781	14,501
Charitable activities					
Promote relief for elderly people		57,623	220,609	278,232	200,570
Investment income	4	14	-	14	116
Total		<u>62,978</u>	<u>222,049</u>	<u>285,027</u>	<u>215,187</u>
EXPENDITURE ON					
Raising funds		4,459	-	4,459	3,266
Charitable activities	6				
Promote relief for elderly people		23,791	210,575	234,366	190,522
Total		<u>28,250</u>	<u>210,575</u>	<u>238,825</u>	<u>193,788</u>
NET INCOME		34,728	11,474	46,202	21,399
Transfers between funds	15	2,868	(2,868)	-	-
Net movement in funds		37,596	8,606	46,202	21,399
RECONCILIATION OF FUNDS					
Total funds brought forward		166,192	11,078	177,270	155,871
TOTAL FUNDS CARRIED FORWARD		<u>203,788</u>	<u>19,684</u>	<u>223,472</u>	<u>177,270</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	11	5,703	-	5,703	5,921
CURRENT ASSETS					
Debtors	12	2,679	18,277	20,956	27,686
Cash at bank		201,813	22,281	224,094	167,318
		<u>204,492</u>	<u>40,558</u>	<u>245,050</u>	<u>195,004</u>
CREDITORS					
Amounts falling due within one year	13	(6,407)	(20,874)	(27,281)	(23,655)
NET CURRENT ASSETS		<u>198,085</u>	<u>19,684</u>	<u>217,769</u>	<u>171,349</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>203,788</u>	<u>19,684</u>	<u>223,472</u>	<u>177,270</u>
NET ASSETS		<u>203,788</u>	<u>19,684</u>	<u>223,472</u>	<u>177,270</u>
FUNDS	15				
Unrestricted funds				203,788	166,192
Restricted funds				<u>19,684</u>	<u>11,078</u>
TOTAL FUNDS				<u>223,472</u>	<u>177,270</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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 and were signed on its behalf by:

.....
L Veale - Trustee

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. STATUTORY INFORMATION

Age Concern Neath Port Talbot is a charitable company, limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found on the Reference and Administrative Details page.

The presentation currency of the financial statements is the Pound Sterling (£).

2. 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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

Income is recognised when the charity has entitlement to the funds, any performance 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.

Government and other grants in relation to tangible fixed asset are credited to profit and loss account over the useful lives of the related assets, whereas those in relation to expenditure are credited when the expenditure is charged to profit and loss.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

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.

The cost of generating funds comprises those costs associated with attracting grant income. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements of the Charity.

The Charity initially identifies the costs of its support functions. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charities programmes and activities.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

2. ACCOUNTING POLICIES - continued

Expenditure

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

Tangible fixed assets

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

Fixtures and fittings	- 10% on cost
Computer equipment	- 33% on cost

The charities policy is to capitalise items purchased costing over £500.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Short-Term Employee Benefits

Short-term employee benefits that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service:

- (a) wages, salaries and social security contributions;
- (b) time in lieu owed to the employee.

Debtors

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

Cash at bank and in hand

Cash at bank and cash 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.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	6,781	14,501

4. INVESTMENT INCOME

	2022	2021
	£	£
Interest received	14	116

5. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Other income	Promote relief for elderly people	-	4,336
Nail cutting services	Promote relief for elderly people	25,259	18,123
Outreach contributions	Promote relief for elderly people	538	-
Grants	Promote relief for elderly people	252,435	178,111
		<u>278,232</u>	<u>200,570</u>

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

	2022	2021
	£	£
NPTCBC- SLA Core	28,226	27,673
NPTCBC Third Sector Grant	10,000	10,000
Selar Community Benefit Fund, Glynneath	-	3,783
The Tudor Trust	25,000	10,000
Mid West Wales Fire Service	-	1,428
Maesgwyn Glynneath Good Neighbour	-	18,515
Age Cymru HOPE Project hosting allowance	3,600	4,800
Pen y Cymoedd Wind Farm Community Fund	-	2,080
Wales Coronavirus Resilience	-	15,000
Age Cymru/Age Connects Wales HOPE Project	-	15,850
NPTCBC Community Lead Partnership	36,302	21,366
NPT Food Poverty Grant	-	18,642
Maesgwyn Community Benefit Fund	-	1,000
NPTCBC Befriending Grant	-	2,750
ICF Care & Wellbeing	-	14,951
Neath Port Talbot Voluntary Services Emergency Fund	-	1,973
ICF Winter Pressures Grant	-	5,000
RDP Regenerate NPT, Caring at Xmas	-	3,300
National Coal Authority	17,325	-
ICF welfare benefits grant	13,403	-
ICF Good Neighbour Scheme	49,135	-
Welsh Government - Social Care Winter Pressures	69,444	-
	<u>252,435</u>	<u>178,111</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs £	Totals £
Promote relief for elderly people	<u>228,691</u>	<u>5,675</u>	<u>234,366</u>

7. NET INCOME/(EXPENDITURE)

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

	2022 £	2021 £
Depreciation - owned assets	<u>3,118</u>	<u>2,879</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022 £	2021 £
Wages and salaries	<u>178,846</u>	<u>134,636</u>
	<u>178,846</u>	<u>134,636</u>

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

	2022	2021
Community	<u>9</u>	<u>8</u>

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

The total remuneration paid to key management during the year was £47,833 (2021 - £44,251).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,501	-	14,501
Charitable activities			
Promote relief for elderly people	73,532	127,038	200,570
Investment income	116	-	116
Total	<u>88,149</u>	<u>127,038</u>	<u>215,187</u>
EXPENDITURE ON			
Raising funds	3,266	-	3,266
Charitable activities			
Promote relief for elderly people	77,331	113,191	190,522
Total	<u>80,597</u>	<u>113,191</u>	<u>193,788</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME	7,552	13,847	21,399
Transfers between funds	8,400	(8,400)	-
Net movement in funds	15,952	5,447	21,399
RECONCILIATION OF FUNDS			
Total funds brought forward	150,240	5,631	155,871
TOTAL FUNDS CARRIED FORWARD	166,192	11,078	177,270

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	1,228	12,303	13,531
Additions	-	2,900	2,900
Disposals	-	(1,250)	(1,250)
At 31 March 2022	1,228	13,953	15,181
DEPRECIATION			
At 1 April 2021	903	6,707	7,610
Charge for year	123	2,995	3,118
Eliminated on disposal	-	(1,250)	(1,250)
At 31 March 2022	1,026	8,452	9,478
NET BOOK VALUE			
At 31 March 2022	202	5,501	5,703
At 31 March 2021	325	5,596	5,921

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Prepayments and accrued income	20,956	27,686

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Other creditors	32	32
Accrued expenses	12,249	8,623
Deferred grants	15,000	15,000
	<u>27,281</u>	<u>23,655</u>

14. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	6,456	6,684
Between one and five years	4,000	10,456
	<u>10,456</u>	<u>17,140</u>

15. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General fund	13,271	37,846	(40,900)	10,217
Capital funds	5,921	(3,118)	2,900	5,703
Designated funds - Critical costs	87,000	-	33,000	120,000
Mid West Wales Fire Service Funding	-	-	2,868	2,868
Planned budget spend	25,000	-	-	25,000
Covid recovery planning	35,000	-	(35,000)	-
Building fund	-	-	40,000	40,000
	<u>166,192</u>	<u>34,728</u>	<u>2,868</u>	<u>203,788</u>
Restricted funds				
Mid West Wales Fire Service Funding	1,428	1,440	(2,868)	-
Western Power	514	-	-	514
Wales Coronavirus Resilience Fund	3,154	(3,154)	-	-
NPTCBC Community Lead Partnership	1,453	(1,453)	-	-
NPT Food Poverty Grant	1,767	(1,767)	-	-
Tudor Trust	2,762	16,408	-	19,170
	<u>11,078</u>	<u>11,474</u>	<u>(2,868)</u>	<u>19,684</u>
TOTAL FUNDS	<u>177,270</u>	<u>46,202</u>	<u>-</u>	<u>223,472</u>

AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	62,978	(25,132)	37,846
Capital funds	-	(3,118)	(3,118)
	<u>62,978</u>	<u>(28,250)</u>	<u>34,728</u>
Restricted funds			
Mid West Wales Fire Service Funding	1,440	-	1,440
NPTCBC 3rd Sector Grant	10,000	(10,000)	-
Wales Coronavirus Resilience Fund	-	(3,154)	(3,154)
NPTCBC Community Lead Partnership	36,302	(37,755)	(1,453)
NPT Food Poverty Grant	-	(1,767)	(1,767)
Tudor Trust	25,000	(8,592)	16,408
ICF Welfare Benefits	13,403	(13,403)	-
National Coal Authority	17,325	(17,325)	-
ICF Good Neighbour Scheme	49,135	(49,135)	-
Welsh Government - Social Care Winter Pressures	69,444	(69,444)	-
	<u>222,049</u>	<u>(210,575)</u>	<u>11,474</u>
TOTAL FUNDS	<u>285,027</u>	<u>(238,825)</u>	<u>46,202</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	11,292	10,431	(8,452)	13,271
Capital funds	448	(2,879)	8,352	5,921
Designated funds - Critical costs	78,500	-	8,500	87,000
Planned budget spend	25,000	-	-	25,000
Covid recovery planning	35,000	-	-	35,000
	<u>150,240</u>	<u>7,552</u>	<u>8,400</u>	<u>166,192</u>
Restricted funds				
RDP Leader Funding - Go For I.T Project	4,825	(4,825)	-	-
Mid West Wales Fire Service Funding	-	1,428	-	1,428
Western Power	514	-	-	514
Maesgwyn Glynneath Good Neighbour	244	(244)	-	-
NPTCBC 3rd Sector Grant	48	-	(48)	-
Wales Coronavirus Resilience Fund	-	3,154	-	3,154
NPTCBC Community Lead Partnership	-	1,453	-	1,453
NPT Food Poverty Grant	-	10,119	(8,352)	1,767
Tudor Trust	-	2,762	-	2,762
	<u>5,631</u>	<u>13,847</u>	<u>(8,400)</u>	<u>11,078</u>
TOTAL FUNDS	<u>155,871</u>	<u>21,399</u>	<u>-</u>	<u>177,270</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. 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			
General fund	69,549	(59,118)	10,431
Capital funds	-	(2,879)	(2,879)
Age Cymru/Age Connects Wales HOPE Project	15,850	(15,850)	-
NPTCBC Befriending Grant	2,750	(2,750)	-
	<u>88,149</u>	<u>(80,597)</u>	<u>7,552</u>
Restricted funds			
RDP Leader Funding - Go For I.T Project	-	(4,825)	(4,825)
Mid West Wales Fire Service Funding	1,428	-	1,428
Selar Glynneath Good Neighbour	3,783	(3,783)	-
Maesgwyn Glynneath Good Neighbour	18,515	(18,759)	(244)
Regional Health, Social Care and Wellbeing Grant Scheme	14,951	(14,951)	-
NPTCBC 3rd Sector Grant	10,000	(10,000)	-
Neath Port Talbot Voluntary Services Emergency Fund	1,973	(1,973)	-
Pen Y Cymoedd Wind Farm Community Fund	2,080	(2,080)	-
Wales Coronavirus Resilience Fund	15,000	(11,846)	3,154
NPTCBC Community Lead Partnership	21,366	(19,913)	1,453
NPT Food Poverty Grant	18,642	(8,523)	10,119
Maesgwyn Community Benefit Fund	1,000	(1,000)	-
RDP Regenerate NPT, Caring at Xmas	3,300	(3,300)	-
ICF Winter Pressures Grant	5,000	(5,000)	-
Tudor Trust	10,000	(7,238)	2,762
	<u>127,038</u>	<u>(113,191)</u>	<u>13,847</u>
TOTAL FUNDS	<u>215,187</u>	<u>(193,788)</u>	<u>21,399</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	11,292	48,277	(49,352)	10,217
Capital funds	448	(5,997)	11,252	5,703
Designated funds - Critical costs	78,500	-	41,500	120,000
Mid West Wales Fire Service Funding	-	-	2,868	2,868
Planned budget spend	25,000	-	-	25,000
Covid recovery planning	35,000	-	(35,000)	-
Building fund	-	-	40,000	40,000
	<u>150,240</u>	<u>42,280</u>	<u>11,268</u>	<u>203,788</u>
Restricted funds				
RDP Leader Funding - Go For I.T Project	4,825	(4,825)	-	-
Mid West Wales Fire Service Funding	-	2,868	(2,868)	-
Western Power	514	-	-	514
Maesgwyn Glynneath Good Neighbour	244	(244)	-	-
NPTCBC 3rd Sector Grant	48	-	(48)	-
NPT Food Poverty Grant	-	8,352	(8,352)	-
Tudor Trust	-	19,170	-	19,170
	<u>5,631</u>	<u>25,321</u>	<u>(11,268)</u>	<u>19,684</u>
TOTAL FUNDS	<u>155,871</u>	<u>67,601</u>	<u>-</u>	<u>223,472</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	132,527	(84,250)	48,277
Capital funds	-	(5,997)	(5,997)
Age Cymru/Age Connects Wales HOPE Project	15,850	(15,850)	-
NPTCBC Befriending Grant	2,750	(2,750)	-
	<u>151,127</u>	<u>(108,847)</u>	<u>42,280</u>
Restricted funds			
RDP Leader Funding - Go For I.T Project	-	(4,825)	(4,825)
Mid West Wales Fire Service Funding	2,868	-	2,868
Selar Glynneath Good Neighbour	3,783	(3,783)	-
Maesgwyn Glynneath Good Neighbour	18,515	(18,759)	(244)
Regional Health, Social Care and Wellbeing Grant Scheme	14,951	(14,951)	-
NPTCBC 3rd Sector Grant	20,000	(20,000)	-
Neath Port Talbot Voluntary Services Emergency Fund	1,973	(1,973)	-
Pen Y Cymoedd Wind Farm Community Fund	2,080	(2,080)	-
Wales Coronavirus Resilience Fund	15,000	(15,000)	-
NPTCBC Community Lead Partnership	57,668	(57,668)	-
NPT Food Poverty Grant	18,642	(10,290)	8,352
Maesgwyn Community Benefit Fund	1,000	(1,000)	-
RDP Regenerate NPT, Caring at Xmas	3,300	(3,300)	-
ICF Winter Pressures Grant	5,000	(5,000)	-
Tudor Trust	35,000	(15,830)	19,170
ICF Welfare Benefits	13,403	(13,403)	-
National Coal Authority	17,325	(17,325)	-
ICF Good Neighbour Scheme	49,135	(49,135)	-
Welsh Government - Social Care Winter Pressures	69,444	(69,444)	-
	<u>349,087</u>	<u>(323,766)</u>	<u>25,321</u>
TOTAL FUNDS	<u>500,214</u>	<u>(432,613)</u>	<u>67,601</u>

Purpose of Restricted Funds

RDP Leader Funding - Go For I.T Project - To provide a community based digital inclusion project.

Mid-West Wales Fire and Rescue Service Funding - Provision of Home Fire Safety Checks.

Selar Glynneath Good Neighbour - Provision of a Good Neighbour Support Scheme in Glynneath.

Western Power - CO2 alarms for home fire safety checks.

Maesgwyn Glynneath Good Neighbour - Provision of a Good Neighbour Support Scheme in Glynneath.

Regional Health, Social Care and Wellbeing Grant Scheme - Provision of a COVID19 Response Service (following remodelling of original project due to COVID19 restrictions in place).

NPTCBC 3rd Sector Grant - Provision of a COVID19 Response Service (following remodelling of original project due to COVID19 restrictions in place).

Neath Port Talbot Voluntary Services Emergency Fund - Contribution to existing COVID19 Response Services.

Pen Y Cymoedd Wind Farm Community Fund - Contribution to existing COVID19 Response Services.

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. MOVEMENT IN FUNDS - continued

Wales Coronavirus Resilience Fund - Provision and development of ongoing COVID19 Response Services.

NPTCBC Community Lead Partnership - Secondment arrangement with NPTCBC to develop partnership COVID19 Response Services.

NPT Food Poverty Grant - Provision of digital inclusion and online shopping support service.

Maesgwyn Community Benefit Fund - Contribution to Caring at Christmas Loneliness and Isolation Campaign.

RDP Regenerate NPT, Caring at Christmas - Delivery of Caring at Christmas Loneliness and Isolation Campaign.

ICF Winter Pressures Grant - Contribution to ongoing COVID19 Response Service and prevent hospital admissions.

Tudor Trust - Contribution to COVID19 Response Service (following remodelling of original Social Enterprise project due to COVID19 restrictions in place).

ICF Welfare Benefits - A project to provide a robust income maximization, welfare benefits and energy efficiency service.

National Coal Authority - A Community Liaison Project to support local residents following the major flooding that occurred in Skewen, Neath Port Talbot.

ICF Good Neighbour Scheme - Providing a Good Neighbour Scheme across NPT.

Welsh Government Social Care Winter Pressures Grant - Providing short term practical, emotional and liaison support to ensure medically fit patients could be discharged from hospital.

Designated reserve

The charity has designated some of its unrestricted general reserves to three designated funds.

1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.

(2) The planned budget spend 22/23 represents funds to cover the expected shortfall in income during the year ended 31st March 2023 and allow all services to continue.

(3) The charity's long term plan to purchase its own premises is represented by the 'Building fund'.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Virtual Cabinet Portal Digital Signatures

Digital Signature Verification

You can verify that this is a genuine Virtual Cabinet Document Portal signed document by uploading it to the following secure web page:

<https://www.virtualcabinetportal.com/VerifySignedDocument>

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You can find out more about UTC at the following web page:

<http://www.virtualcabinetportal.com/WhatIsUTC>

Signature 1

Signed by Leighton Veale using authentication code Ujd1RmNIT1YuT1xP at IP address 86.26.105.69, on 2022/12/20 19:51:58 Z.

Leighton Veale's e-mail address is: leightonveale@hotmail.com.

Accounts

REGISTERED COMPANY NUMBER: 04193486 (England and Wales)
REGISTERED CHARITY NUMBER: 1105203

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021**

FOR

**AGE CONCERN NEATH PORT TALBOT
TRADING AS
AGE CONNECTS NEATH PORT TALBOT**

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

**AGE CONCERN NEATH PORT TALBOT
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FOR THE YEAR ENDED 31 MARCH 2021**

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**AGE CONCERN NEATH PORT TALBOT
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**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021**

TRUSTEES	D Jones P Powell M C Samuel B Trahar L Veale Mrs S Penry Mrs T Davies F P Prosser Mrs S Freeguard (appointed 1.4.21)
COMPANY SECRETARY	D A Richards
REGISTERED OFFICE	37-38 Alfred Street Neath West Glamorgan SA11 1EH
REGISTERED COMPANY NUMBER	04193486 (England and Wales)
REGISTERED CHARITY NUMBER	1105203
INDEPENDENT EXAMINER	Bevan Buckland LLP Ground Floor Cardigan House Castle Court Swansea Enterprise Park Swansea SA7 9LA

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 2021. 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Age Connects Neath Port Talbot's Charitable Object

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Neath Port Talbot County Borough County Borough and the City and County of Swansea".

Mission Statement

"To provide community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older citizens of Neath Port Talbot".

Corporate Priorities 2016 - 2021

- Prevent poverty and maximise income in retirement.
- Promote health, independence and wellbeing for all older people.
- Achieve greater social inclusion of the most disadvantaged older people and challenge the causes of exclusions.
- Promote age equality and enable older people to make full contributions as active citizens to the local economy and community.
- Continuous improvement through user consultation, monitoring of quality standards and innovation based on evidence of best practice.
- Develop and implement a strategy to build Reserves, and ensure the charity becomes more sustainable and less reliant on short term funding.

Delivery Strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people from across our area of benefit. Information from the Age Connects Neath Port Talbot's Charitylog content management system/database is cross referenced and analysed extensively and provides a firm basis for forward planning.

We offer differing levels of support according to individual need. This ranges from the provision of information and advice through our telephone helpline, network of neighbourhood information points, Positive Ageing Ambassadors, website, social media platforms, special events and talks, through to participation in our Community Outreach Hubs, health promotion activities, befriending groups, Good Neighbour Schemes and on-going welfare benefits and advocacy casework. Service users can access our free services through home visits, one to one appointments, drop-in service, social media platforms, website and/or by visiting our community outreach locations. Please note that during this financial year, many of our face to face services were temporarily suspended in line with government guidelines surrounding the COVID19 Pandemic. Throughout this reporting period, service delivery has been remodelled to ensure that our services were delivered safely and efficiently in order to continue supporting local older people.

Public benefit

When planning our activities for the year, we have once again focused our activities on providing accessible community-based services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for the older people. We continue to work closely with all our partners to address identified needs within the strategies of the Local Authority and Welsh Assembly Government. Age Connects Neath Port Talbot has two main areas of charitable activity for public benefit; Independent Information, Advice and Advocacy and Health and Wellbeing.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

**ACHIEVEMENT AND PERFORMANCE
Information, Advice and Advocacy
COVID19 Response Service**

The COVID19 pandemic has brought with it extremely uncertain times for the whole population and has had an immediate and longer lasting impact on older people. In recent years we have focused lots of resource on promoting independence and improving wellbeing by encouraging/supporting participation in our community outreach hubs. However, with a lockdown looking extremely likely, we began remodelling our services in March 2020 to prepare for what we envisaged being an extremely challenging environment for local older people and ensure sufficient support services and clear referral pathways were in place.

When the public health announcements came, we suspended our Community Outreach Programme and immediately focused all our efforts on the growing demand for assistance with basic but essential tasks. For those with no local family, friends or neighbourhood support networks in place, we devised a programme of activities that would run alongside our core services and enable older, vulnerable and those on the shielding list to stay home, stay well and stay connected whilst following government guidelines. We have delivered multiple front-line services to directly improve emotional and physical wellbeing and ensure some of the most vulnerable in the community could adhere to social distancing and other government guidelines. Feedback has clearly indicated that our COVID19 Response Service has not only provided essential humanitarian services such as groceries and prescription/medication collection and delivery, but also significantly reduced loneliness and isolation.

We quickly began to forge stronger links within the community, including close working with the early development of NPTCBC's Safe and Well Service, local Councillors, statutory providers, third sector partners and private providers, and really grasped the impact that front line partnership working can have. Due to the nature of our remodelled provision, our services had maximum reach to older people throughout NPT. This was achieved by:

- Extending telephone helpline opening hours
- Introducing flexible working patterns to provide more accessible support
- Utilising digital technology to highlight services and connect people to reduce loneliness.
- Provision of several services via digital platforms i.e. welfare benefit support
- Contacting beneficiaries on our database who were living alone, vulnerable and/or had little or no support networks in place to offer our full range of support
- Provision of time limited home visits in line with government restrictions and PPE guidance
- Ensuring clear regular updates were displayed on our website and social media platforms
- Maintained regular contact with NPTCBC Safe and Well and helped shape local service provision
- Contacting Community Outreach Hub attendees to establish support requirements
- Maintained attendance at cross sector referral networks to identify and provide appropriate support
- Expanded referral pathways (internal and external)
- Distributing information guides and information to local households when guidelines allowed
- Utilising other service provision to raise awareness of our COVID19 Response Service. For example, services such as the home visiting element of our Foot Care service provided a vital opportunity to establish any additional support needs for some of the hardest to reach residents
- Replacing social gatherings with telephone befriending calls and/or facilitated digital meetings
- Delivering volunteering training, support and feedback sessions via telephone and digital platforms

Whilst this has been an extremely difficult period for our service users, it is also important to note that remodelled services have also contributed to improved confidence, increased social networks (non-face to face), increased independence and a greater ability to maintain choice and control in their lives during an extremely challenging period. We continue to learn from our current provision and adapt to ensure it is as accessible and user friendly as possible. Moving forward into next year, we will continue to provide a range of front-line COVID19 Response Services and hope to fully engage with service users to understand the challenges faced through periods of extended isolation and what support is required to maintain wellbeing physical and emotional wellbeing.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Performance Indicators

Total number of service users	6,679
COVID 19 Response service users	1,230
Welfare benefits accessed	>£850,000
Information and Advice	1,727
Volunteer hours	>£50,000
Volunteer in-kind support, nominally valued at	>£600,000
Foot Care Appointments	1,106
Food poverty/Caring for Christmas service users	1,378

A grant from Neath Port Talbot County Borough Council contributes to the costs of operating our telephone helpline and delivering our county wide information and advice service. The shortfall is made up from fundraising activities and contributions from our general funds.

*Please note,

Telephone Helpline

Calls to our telephone helpline remain the most popular method of contact for service users. Our call monitoring system shows that we handled 12,644 calls. Our helpline is ordinarily available to service users and partner organisations between the hours of 08:30am to 4:30pm Monday to Friday, but during the height of the pandemic was extended to 6pm and Saturday mornings. The most popular reasons telephone calls have included:

- COVID19 support services - including shopping, prescription/medication collection, loneliness/isolation, government guidelines, COVID19 testing and safety measures
- Information and advice/welfare benefits - this remained a consistent category for queries within the information and advice service
- Foot Care Service - following suspension of the service in line with Government guidelines, there was a significant increase in calls from those experiencing poor foot health.

Website

Our website remains an integral part of our information and advice service and is regularly updated to include seasonal events and campaigns. This year, the website proved extremely useful to provide updates on government restrictions and guidelines, as well as being a source of relevant information, advice and available support/services. This was reflected in our web statistics this year where we experienced 4,647 unique users (13.5% increase from last year). We envisage that this included large numbers of individuals accessing specific COVID19 related material and our statistics again highlighted increased traffic via mobile devices.

Social Media

The continued growth and popularity of social media with both individuals and organisations has provided us with effective marketing/media tools that we will continue to develop throughout 2021/22. During the year, we have increased efforts to promote our services and highlight government restrictions and advice which has led to increased direct communications with service users and their families via this platform. Currently on Facebook, we have a five-star rating, have 1,065 followers and 954 page likes. We also have 529 followers on Twitter and plan to utilise this platform further in the coming months.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

HOPE Advocacy Project

HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points. This is of particular importance due to the impact that the ongoing pandemic has had on the lives of older people and the potential need for increased support to reengage with their communities. HOPE is establishing a training programme which will enable advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

Positive Ageing Ambassadors

Our Positive Ageing Pilot Project identified, recruited and supported local businesses and services to become 'Ambassadors' for older people living in their area. The aim was to help shift local community attitudes towards the ageing process from the often negative view associated with ageing, of failing health, both physical and mental, the loss of loved ones and friends and not feeling an older person is active and valued in the community. This project offered increased outlets, in the shape of businesses and services in the community, to help champion the ageing process in a positive manner, offering older people the opportunity to talk to others, to participate and to feel valued in their own locality, improving feelings of belonging, wellbeing and a raised quality of life. It was educative, as it raised awareness amongst local business people and their employees of some of the difficulties faced by older people and at the same time, it helps effect a culture change, by supporting people in the wider community to be more understanding, respectful and to value older people. This also provides the foundations for developing an Age Friendly Community. Unfortunately, further development of this project was hindered by the COVID19 pandemic, but those Ambassadors that were involved in the pilot schemes were better equipped to support local people through an extremely challenging time.

Talks Programme

Unfortunately, our community based talks programme which is ordinarily delivered to a range of older person's groups/clubs/societies and partnership organisations across the county borough was suspended due to government and Public Health Wales restrictions.

Income Maximisation

We have maintained our Department for Work and Pensions (DWP) 'Alternative Office' status and will continue to adhere to all the required policies. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement. It also allows streamlining of the process, as the application can go directly to the DWP decision maker with all supporting evidence already verified.

Many vulnerable older people that are living on State Pension may be entitled to extra financial support and there are a range of benefits and allowances which can make their lives easier and more comfortable. However, the downside of this is that claiming any of these entitlements starts with filling out lengthy and often complex forms. Although we received no funding to run the Welfare Rights programme during 2020/21, an average of 78 people per month benefited from the service which includes benefit checks, form completion, review forms, mandatory reconsiderations, appeal support and specialist advice/guidance. In addition to the £850,000 raised in previously unclaimed benefits, a significant number of service users also accessed severe disability premiums, pension credit payments, council tax deductions and assistance with rent payments.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Free Legal Services

We continued to develop and work in partnership with a range of Solicitors and have provided an ongoing free Wills and free Will Review service, as well as a range of other important legal services such as Power of Attorney, Probate and Protection Trusts for local older people. During the pandemic, several of these services were temporarily suspended before moving to digital platforms such as Zoom and Microsoft Teams. This service is growing in popularity and is making a real impact in ensuring older people have appropriate plans in place for the future. We have again offered appointment based free Legal Clinics with a range of local solicitors where service users are able to receive 30-45 minutes free advice on various issues affecting older people and their carers.

Neighbourhood Information Points

Where safe and appropriate, we maintained a network of Neighbourhood Information Points in urban and rural locations across the county borough. These are strategically placed information stands that display our helpline telephone number and a range of printed information - literature was updated where possible to include up to date COVID19 information and available support.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

ACHIEVEMENT AND PERFORMANCE

Health and Well-being

Community Outreach Services

Previously, the location of our offices/community bases, demographics of our volunteer team and/or financial constraints hindered many people living in the more rural areas of the county borough from benefitting from our full range of services i.e. our home visiting scheme or community based activity programmes. To tackle this issue, recent years has seen the development of Community Outreach Hubs across Neath Port Talbot to provide robust localised services. Prior to the pandemic, our network of established Community Outreach Hubs were being delivered weekly in Neath, Margam, Port Talbot, Pontardawe and Glynneath as well as activity programmes based within registered social landlord facilities. These Hubs have been a huge success in highlighting the need for local provision of specialist information and advice, income maximisation, social inclusion opportunities, health and well-being activities and advocacy services and are an excellent opportunity for older people to access our services.

Unfortunately, due to the model of provision, all Community Outreach Hubs were suspended at the start of this reporting period in line with Government restrictions and Public Health Wales guidelines. All attendees were contacted to establish the need for COVID19 Response Services and digital support groups were set up for those outreach groups who were able to access digital platforms. Our Community Outreach Hub service users were contacted regularly and when restrictions allowed, safe doorstep visits and outdoor activities/meetings were facilitated in smaller groups.

Good Neighbour Scheme

Following continued national funding and service cuts, increased numbers of older people who are physically fit but lack assistance and/or basic support needs to be able to return home from hospital are spending increased and sometimes unnecessary time before being discharged. Our service aims to help 'plug the gap' by providing eligible older people with a regular visit from a volunteer to have a chat, reduce loneliness, socialise, complete low level practical tasks such as local shopping and prescription collection or even to accompany the person to the Doctors surgery etc. This service has been integrated in to our COVID19 Response Service (page 2) to ensure that some of the loneliest, isolated and vulnerable older people can access vital humanitarian support and stay home, stay well and stay safe.

Telephone befriending

During this reporting period, there has been significant increase in demand for this service as a direct result of the COVID19 pandemic and the service has also been integrated in to our COVID19 Response Service (page 2). To help alleviate loneliness and isolation and identify if any additional services/support is required, staff and volunteers have provided regular telephone befriending phone calls.

Keep Well this Winter

Despite having no designated grant funding in the winter of 2020/21, we continued to offer the most up to date information and advice for service users. We circulated and provided leaflets, provided advice and support on home energy efficiency and keeping warm and well via digital platforms/social media and via doorstep visits when restrictions allowed.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

ACHIEVEMENT AND PERFORMANCE

Caring at Christmas

We wanted to reach out and show support in the approach to Christmas 2020 for those with limited support networks who would be facing spending the festive season in isolation. This service involved a simple gesture of kindness by providing a gift bag which included essential food items, festive food items, small gifts and personalised cards and decorations made from a new partnership with several local primary schools. This also provided an opportunity for our team to carry out a doorstep wellbeing checks to identify any additional support needs both internal and external to Age Connects NPT - 1,378 gift bags that were printed with Age Connects NPT's contact details and included other useful information were delivered directly to service users' homes.

Volunteering Programme

As a direct result of remodelling our services and diverting increased resources to our COVID10 Response Service, we recruited almost 150 new volunteers in a very short space of time. We were overwhelmed with those who came forward to volunteer with us and as a relatively small charity, this support enabled us to scale up our provision and assist even more older people during the pandemic. All volunteers were DBS checked, received induction training and specific COVID19 response training, and were issued with several training resources to assist with their new community role. Ordinarily, volunteers would complete several of our additional online training modules, but due to the immediate need to mobilise this new volunteer team, there was some flexibility introduced around non-essential training modules. It was fantastic to see that we attracted lots of volunteers that are not our 'typical' volunteer who all brought with them various levels of experience and backgrounds to provide a real broad and robust skill set.

Our volunteer team work directly with older people, provide administrative support or help with fundraising activities and have collectively committed approximately 50,000 hours of support enabling both the charity and residents to benefit from their skills, expertise, time and dedication. The equivalent monetary value for this in-kind volunteer support in excess of £600,000 which has been based on the Office of National Statistics (ONS) hourly rate for full time employees in Wales. We will work hard to retain these new volunteers' skills both for our immediate/ongoing response and moving forward in future projects to maximise resources available and help ensure we can improve the lives of some of the most marginalised in the area.

Our volunteers are highly valued and recognised as an essential part of the organisation and have been given the opportunity to gain new skills and knowledge, build their social networks, give something back to their community and if appropriate gain an up-to-date reference. Throughout this past year, a range of accredited and non-accredited training has again been offered to both existing and newly recruited volunteers. Training was delivered on topics including but not limited to COVID19, Welfare Benefits, Nail Cutting, Information and Advice, First Aid, Protection of Vulnerable Adults (POVA), Ageing, Communicating Effectively, Person Centred Care, Assessing Needs, Challenging Behaviour, Confidentiality, Food Hygiene and on our products and services. We are pleased to that during the year, we recruited two fixed term, part time staff who made the transition from COVID19 Response Volunteer to Community Support Workers.

It is only with the support of our volunteers that Age Connects Neath Port Talbot can provide a range of services at such a high quality, and therefore we would like to take this opportunity to formally thank all of our volunteers for their input into the organisation.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

ACHIEVEMENT AND PERFORMANCE

Income Generation

Foot Care Service

This very convenient and affordable service for older people is well established across the whole county borough and is providing a regular surplus for the charity. The service provides nail cutting and a range of non-surgical procedures. All team members are retired nurses or healthcare professionals and have completed extensive training. To maintain the service at the highest standard, the team receive regular supervision and utilise Podiatry Service best practice guidance to deliver the service. As a direct result of the various restrictions in place throughout the year, the foot care service experienced several periods of suspension in order to protect our service users, many who are vulnerable and have additional health conditions/contraindications. However, when restrictions allowed and all guidance around PPE and contact services were followed, we provided 76 community clinics which delivered 778 appointments and 66 Home Visiting days which delivered 328 appointments, taking total appointments for the year to 1,106

Service users have accessed risk assessed community-based clinics which are held in various accessible venues, including a purposely adapted room at our Head Office in Neath. If service users were unable to access any of these clinics, when restrictions allowed, they were provided with a home visit appointment, a service that operates across the whole region.

Home Fire Safety Checks

Through our service level agreement with the Mid and West Wales Fire and Rescue Service, we provide free Home Fire Safety Checks to residents who are deemed to be vulnerable and/or at high risk. This service is ordinarily delivered by a team of experienced volunteers who visit domestic properties to provide home fire safety advice and supply and install a range of equipment (smoke alarm, extension lead, carbon monoxide alarms, stove alarms and fire retardant clothing/bedding etc.) free of charge. The checks are the cornerstone of the proactive role the Mid and West Wales Fire and Rescue Service is adopting in its drive to reduce the deaths and injuries that are caused by accidental fires. Our aim is to make this service as accessible as possible and following a new process developed by Mid and West Wales Fire and Rescue Service, we began providing Home Fire Safety Checks via the telephone. Whilst these checks were not as robust as previous visits, they help to reduce risks amongst vulnerable older people. This year, our team completed 276 Home Fire Safety Checks

FINANCIAL REVIEW

Financial position

During the course of the year we have continued to maintain a tight fiscal policy, which has enabled us to maintain our reserves as stated below. We have been successful in securing specific funding for project work and the management costs we incorporated into our project budgets have contributed to our overall running costs.

During the financial year the charity reported a surplus of £21,399 (2020: deficit £13,795).

We are pleased to report that 98% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves at 31 March 2021 were £166,192 (2020: £150,240) and restricted reserves were £11,078 (2020: £5,631)

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW

Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and aims to build up reserves in future years to enable it to continue and expand the services they currently provide. The charity's policy is to maintain designated reserve for;

- (1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.
- (2) The planned budget spend 21/22 represents funds to cover the expected shortfall in income during the year ended 31st March 2022 and allow all services to continue.
- (3) The covid recovery planning fund represents monies designated to ensure the charity can meet the challenges around delivering services during and after the pandemic, and to meet additional costs incurred by covid 19.

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

FUTURE PLANS

As the main specialist older persons organisation delivering front line services across the whole borough, there is an opportunity to develop innovative new services to meet the increasing demand for services, particularly following the drastic and ongoing funding cuts across the public and voluntary sector.

Age Connects Neath Port Talbot - One Stop Shop

Our town centre premises continue to provide an Age Connects Neath Port Talbot one stop shop for older people. Whilst this year brought the suspension of hosting like-minded organisations outreach services within our premises, we remain committed to further developing this model and seek additional partner organisations within the area to provide enhanced access and service provision for local older people. With increased focus on regional delivery models, when restrictions allow, we can offer such organisations the facilities to maintain a local presence and improve access to services. We have previously also held workshops and focus groups at the premises in partnership with organisations such as Public Health Wales around screening and preventative measures, so will monitor the situation and revisit when restrictions allow.

Renewal of Alternative Office

We have maintained our status as a Department for Work and Pensions (DWP) alternative office and will continue to adhere to all the required policies and procedures. Holding this important status has various benefits including allowing the first date of contact with the Alternative Office to be considered when deciding the start date of entitlement and streamlining the application process. We will continue to promote this service and ensure that those identified as most in need have access to a robust and professional service.

Website and social media

Due to the continued growth and popularity of online services and social media with both individuals and organisations, we will continue to utilise these platforms to promote the organisation and its services, increase internet traffic to our website, raise awareness of issues affecting older people and link up with various organisations within the statutory, private and voluntary sector.

Foot Care Service

Following several periods of suspension, we plan to increase efforts to further develop the service, regain service users that may have been 'lost' during this reporting period, continue to identify additional areas to deliver the service and increase the frequency/regularity of existing clinics. We have maintained positive working relationship with several health services such as hospitals, local resource centres and pharmacies which we plan to continue to develop. Due to the experience and qualifications of our staff and volunteer team, combined with changes in eligibility criteria for free services and the significant pressure that COVID19 has had on their service provision, we remain one of the main options for the Podiatry Service. In anticipation of increased demand, we will again be investigating expanding our Foot Care Team.

**AGE CONCERN NEATH PORT TALBOT
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Outreach services

Our existing Outreach Services were born from extensive research and consultation with local older people and partner organisations. Through previous provision and development activities, we know that there remains a real and ongoing demand for a flexible and evolving community activity/befriending/social rehabilitation service across the county borough. Through our Community Outreach Services, we have been able to deliver health and well-being services through utilising community facilities and have focused the engagement of older people in health promotion activities such as exercise classes, walking groups, mindfulness sessions, art and crafts and healthy living talks/demonstrations. We have also delivered our Community Outreach Services within Sheltered Housing Complexes, as we know from previous experience that residents can often become socially isolated, despite living within a supported environment. Moving forward we hope to relaunch and expand the Community Outreach Hubs as we know that the provision of the healthy lifestyle activities has a dramatic impact on the physical health and wellbeing of all those involved, whilst the art and craft classes, creative writing and excursions reinforce active ageing and further nurture social and economic engagement whilst combating isolation.

Good Neighbour Scheme

Following the identified need for this type of service through our network of community hubs, community presence and the success of our pilot schemes in Glynneath and Margam, we plan to further develop and replicate our 'Good Neighbour Scheme's' that will also be very closely linked to our ongoing COVID19 Response and Recovery Service and community outreach services when they are reinstated.

Independent advocacy

As an independent organisation with an excellent track record of delivering reliable and responsive independent advocacy services for people aged 50 plus, we will continue to raise awareness of the need for independent advocacy and highlight our skills and experience of in relation to delivering and developing a robust service. We will continue to work in partnership with Age Cymru on the HOPE Advocacy Project and remain the host organisation for project staff within the Swansea Bay region. In addition, we will continue to promote and offer 'lower level' advocacy support through our community outreach service and information and advice service.

Social Enterprise

The increased competition from other third sector organisations and a greater difficulty to secure large grant funding monies, will result in the organisation again focusing more time, energy and resource to develop new and existing social enterprise activities. We continued to consult with actual and potential service users to identify any gaps in the market that would be suitable for Age Connects Neath Port Talbot to fill. At the time of writing this report, the organisation is continuing to investigate several social enterprise developments, but unfortunately due to the COVID19 pandemic, several of our plans and developments were placed on hold. Moving forward, we will seek to employ a dedicated Social Enterprise Development Officer to focus on new and existing projects with an aim of improving the sustainability of the organisation. When launched and established, the surpluses from social enterprise activities will be reinvested into the charity and will be an invaluable source of unrestricted, general funds. These additional funds will allow us to continue to deliver and develop essential services to local older people.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

COVID19 Response and Recover

We did not envisage restrictions to be in place for so long, so the organisation planned to revisit strategies which were set prior to the pandemic around sustaining and expanding our popular Community Outreach Hubs, developing social enterprise provisions, and engaging more with local older people. We are hopeful that as restrictions ease and more support/services are available, many older people will begin to re-engage with services and adopt a more positive attitude to resuming their 'pre-lockdown' lifestyle. However, we also expect there to be large numbers who will unfortunately become increasingly lonely and isolated, leading to further deterioration in their independence and quality of life. As an organisation, we will seek to reach out to these older people and ensure they have regular contact and support and are encouraged to take steps to improve their physical and emotional wellbeing, reduce loneliness and become more resilient.

We were overwhelmed with those who came forward to volunteer with us and recruited over 140 new volunteers with various backgrounds and levels of experience. As a relatively small charity, this support enabled us to scale up our provision and assist even more older people during the pandemic. We will work hard to retain these new volunteers' skills both for our immediate/ongoing response and moving forward in future projects to maximise resources available and help ensure we can improve the lives of some of the most marginalised in the area.

We continue to learn from our current provision and adapt to ensure it is as accessible and user friendly as possible. Moving forward into next year, we hope to fully engage with service users to understand the challenges faced through isolation and how a lack of support has adversely affected wellbeing. We do not see the direction of our service delivery and community development plans as being detrimental to our existing services or that of partner organisations, but rather compliment them and ensure local services/support are available and accessible, in line with regional and national priorities.

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.

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.

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot.

The charity operates under the former Age Concern Movement's Gold Memorandum and Articles of Association. This sets out the objects and powers of the charitable company.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of board members

The directors of the company are also charity trustees for the purposes of charity law, and in the organisation's Memorandum and Articles are known as the Board.

Articles 24 to 29 set out the procedures for recruitment and appointment to the Board. Elections for the Board take place at the Annual General Meeting. Members are elected to serve for a period of three years, after which term they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work, and has the necessary combined skills and experience to effectively govern the organisation. Current specialisms include the following:

County Councillor
Finance Manager
School Governor
Public Affairs Consultant
Older Persons Council Representative
Senior Citizens Group Secretary

While involvement in a wider Executive Committee and/or an Advisory Group (see below) provides useful experience for potential Board members, we do not limit our search to these routes. Our extensive cross-sector networks have proven invaluable for advertising vacancies and reaching potential candidates.

Organisational structure

The Board currently employs one core member of staff, a Chief Executive Officer on permanent contracts. Other staff members are employed on fixed term contracts utilising restricted funds for specific work.

The average full-time equivalent number of staff this year was 6. Our 150 active volunteers were supervised and supported by the staff team.

We are most grateful to Neath Port Talbot County Borough Council for contributing towards our core costs and The Tudor Trust for continuing to support our social enterprise development.

Induction and training of new trustees

It is important to remember that the trustees are volunteers. Age Connects Neath Port Talbot operates a robust volunteer recruitment, screening and induction process, which applies to Board members, as it does to all other volunteers. Our Investing in Volunteers quality mark has previously expired, but we continue to follow its guidance and will be working towards renewing this quality mark in the near future.

This process, which is underpinned by a comprehensive volunteer handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. Potential candidates for the Board also meet existing Trustee/Directors prior to confirming their interest in the vacancy, and if selected, serve a probationary period as a co-opted member.

As volunteers with extensive legal responsibilities, new Board Members receive additional informal training, based on our Trustee/Director Welcome Pack, which includes various items such as Charity Commission publications, and the Age Connects Neath Port Talbot portfolio of business plans. Group and/or individual training is provided in response to identified needs and an annual away day provides new recruits with the opportunity to learn more about our organisation's policy and strategy, as does attendance at special events, such as project launches.

Executive Committee

The Executive Committee is comprised of the Board members plus co-opted representatives with additional expertise. (Co-opted members have no voting rights).

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

We hold both Professional Indemnity and Public Liability Insurance.

Policies and procedures are reviewed annually, and where necessary, introduced to minimise identified risk factors.

We hold an annual away day where staff and board members work together on the organisation's strategic development and associated business plans. At this meeting we carry out a SWOT and PEST analysis which highlights potential risks, and actions needed to minimise those risks.

With demand for services increasing, revenue costs rising and income generation becoming ever more competitive, we thank our funders and benefactors for their continued support.

Our thanks to our independent examiner, Alison Vickers and her colleagues at Bevan Buckland LLP Chartered Accountants for their professional support and guidance throughout the year.

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

Approved by order of the board of trustees on 29 December 2021 and signed on its behalf by:

L Veale - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN NEATH PORT TALBOT**

Independent examiner's report to the trustees of Age Concern Neath Port Talbot ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

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

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.

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

29 December 2021

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	14,501	-	14,501	12,439
Charitable activities	5				
Promote relief for elderly people		73,532	127,038	200,570	161,114
Investment income	4	116	-	116	377
Total		88,149	127,038	215,187	173,930
 EXPENDITURE ON					
Raising funds		3,266	-	3,266	3,499
Charitable activities	6				
Promote relief for elderly people		77,331	113,191	190,522	184,226
Total		80,597	113,191	193,788	187,725
NET INCOME/(EXPENDITURE)		7,552	13,847	21,399	(13,795)
Transfers between funds	15	8,400	(8,400)	-	-
Net movement in funds		15,952	5,447	21,399	(13,795)
 RECONCILIATION OF FUNDS					
Total funds brought forward		150,240	5,631	155,871	169,666
TOTAL FUNDS CARRIED FORWARD		166,192	11,078	177,270	155,871

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT

BALANCE SHEET
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	11	5,921	-	5,921	448
CURRENT ASSETS					
Debtors	12	8,703	18,983	27,686	4,704
Cash at bank		160,223	7,095	167,318	184,387
		<u>168,926</u>	<u>26,078</u>	<u>195,004</u>	<u>189,091</u>
CREDITORS					
Amounts falling due within one year	13	(8,655)	(15,000)	(23,655)	(33,668)
NET CURRENT ASSETS		<u>160,271</u>	<u>11,078</u>	<u>171,349</u>	<u>155,423</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>166,192</u>	<u>11,078</u>	<u>177,270</u>	<u>155,871</u>
NET ASSETS		<u>166,192</u>	<u>11,078</u>	<u>177,270</u>	<u>155,871</u>
FUNDS	15				
Unrestricted funds				166,192	150,240
Restricted funds				11,078	5,631
TOTAL FUNDS				<u>177,270</u>	<u>155,871</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 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.

**AGE CONCERN NEATH PORT TALBOT (REGISTERED NUMBER: 04193486)
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**BALANCE SHEET - continued
31 MARCH 2021**

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 29 December 2021 and were signed on its behalf by:

L Veale - Trustee

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. STATUTORY INFORMATION

Age Concern Neath Port Talbot is a charitable company, limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found on the Reference and Administrative Details page.

The presentation currency of the financial statements is the Pound Sterling (£).

2. 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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

Income is recognised when the charity has entitlement to the funds, any performance 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.

Government and other grants in relation to tangible fixed asset are credited to profit and loss account over the useful lives of the related assets, whereas those in relation to expenditure are credited when the expenditure is charged to profit and loss.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

2. ACCOUNTING POLICIES - continued

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.

The cost of generating funds comprises those costs associated with attracting grant income. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements of the Charity.

The Charity initially identifies the costs of its support functions. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charities programmes and activities.

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

Tangible fixed assets

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

Fixtures and fittings	- 10% on cost
Computer equipment	- 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Short-Term Employee Benefits

Short-term employee benefits that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service:

- (a) wages, salaries and social security contributions;
- (b) time in lieu owed to the employee.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

2. ACCOUNTING POLICIES - continued

Debtors

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

Cash at bank and in hand

Cash at bank and cash 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.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	14,501	12,439
	<u>14,501</u>	<u>12,439</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Interest received	116	377
	<u>116</u>	<u>377</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

5. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
	Activity	£	£
Other income	Promote relief for elderly people	4,336	4,224
Nail cutting services	Promote relief for elderly people	18,123	48,063
Outreach contributions	Promote relief for elderly people	-	11,747
Grants	Promote relief for elderly people	178,111	97,080
		<u>200,570</u>	<u>161,114</u>

During the year the following government support was received during the ongoing pandemic

Other income	£
Job Retention Scheme	4,276

There are no unfulfilled conditions attached to these to the above grants received.

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

	2021	2020
	£	£
NPTCBC- SLA Core	27,673	27,673
NPTCBC Third Sector Grant	10,000	10,000
Selar Community Benefit Fund, Glynneath	3,783	-
Mynydd Y Betws Community Benefit Fund	-	4,985
Intermediate Care Fund	-	18,599
The Tudor Trust	10,000	-
Mid West Wales Fire Service	1,428	-
Mynydd y Brombil	-	6,926
Go For It	-	4,795
Maesgwyn Glynneath Good Neighbour	18,515	18,515
Selar Glynneath Good Neighbour	-	1,045
Ysbydymor Good Neighbour	-	4,542
Age Cymru hosting allowance	4,800	-
Pen y Cymoedd Wind Farm Community Fund	2,080	-
Wales Coronavirus Resilience	15,000	-
Age Cymru/Age Connects Wales HOPE Project	15,850	-
NPTCBC Community Lead Partnership	21,366	-
NPT Food Poverty Grant	18,642	-
Maesgwyn Community Benefit Fund	1,000	-
NPTCBC Befriending Grant	2,750	-
ICF Care & Wellbeing	14,951	-
Neath Port Talbot Voluntary Services Emergency Fund	1,973	-
ICF Winter Pressures Grant	5,000	-
RDP Regenerate NPT, Caring at Xmas	3,300	-
	<u>178,111</u>	<u>97,080</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs £	Totals £
Promote relief for elderly people	<u>183,506</u>	<u>7,016</u>	<u>190,522</u>

7. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	<u>2,879</u>	<u>467</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

9. STAFF COSTS

	2021 £	2020 £
Wages and salaries	<u>134,636</u>	<u>129,703</u>
	<u>134,636</u>	<u>129,703</u>

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

	2021	2020
Administration	2	2
Development	6	6
	<u>8</u>	<u>8</u>

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

The total remuneration paid to key management during the year was £44,251 (2020 - £40,734).

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	12,439	-	12,439
Charitable activities			
Promote relief for elderly people	91,707	69,407	161,114
Investment income	377	-	377
Total	104,523	69,407	173,930
 EXPENDITURE ON			
Raising funds	1,577	1,922	3,499
Charitable activities			
Promote relief for elderly people	87,611	96,615	184,226
Total	89,188	98,537	187,725
 NET INCOME/(EXPENDITURE)	15,335	(29,130)	(13,795)
Transfers between funds	4,385	(4,385)	-
Net movement in funds	19,720	(33,515)	(13,795)
 RECONCILIATION OF FUNDS			
Total funds brought forward	130,520	39,146	169,666
 TOTAL FUNDS CARRIED FORWARD	150,240	5,631	155,871

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	1,228	3,951	5,179
Additions	-	8,352	8,352
	<u>1,228</u>	<u>12,303</u>	<u>13,531</u>
At 31 March 2021			
DEPRECIATION			
At 1 April 2020	780	3,951	4,731
Charge for year	123	2,756	2,879
	<u>903</u>	<u>6,707</u>	<u>7,610</u>
At 31 March 2021			
NET BOOK VALUE			
At 31 March 2021	<u>325</u>	<u>5,596</u>	<u>5,921</u>
At 31 March 2020	<u>448</u>	<u>-</u>	<u>448</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	27,686	4,704
	<u>27,686</u>	<u>4,704</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other creditors	32	32
Accrued expenses	8,623	4,420
Deferred grants	15,000	29,216
	<u>23,655</u>	<u>33,668</u>

14. LEASING AGREEMENTS

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

	2021 £	2020 £
Within one year	6,684	6,684
Between one and five years	10,456	17,140
	<u>17,140</u>	<u>23,824</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	11,292	10,431	(8,452)	13,271
Capital funds	448	(2,879)	8,352	5,921
Designated funds - Critical costs	78,500	-	8,500	87,000
Planned budget spend 20/21	25,000	-	-	25,000
Covid recovery planning	35,000	-	-	35,000
	<u>150,240</u>	<u>7,552</u>	<u>8,400</u>	<u>166,192</u>
Restricted funds				
RDP Leader Funding - Go For I.T Project	4,825	(4,825)	-	-
Mid West Wales Fire Service Funding	-	1,428	-	1,428
Western Power	514	-	-	514
Maesgwyn Glynneath Good Neighbour	244	(244)	-	-
NPTCBC 3rd Sector Grant	48	-	(48)	-
Wales Coronavirus Resilience Fund	-	3,154	-	3,154
NPTBC Community Lead Partnership	-	1,453	-	1,453
NPT Food Poverty Grant	-	10,119	(8,352)	1,767
Tudor Trust	-	2,762	-	2,762
	<u>5,631</u>	<u>13,847</u>	<u>(8,400)</u>	<u>11,078</u>
TOTAL FUNDS	<u>155,871</u>	<u>21,399</u>	<u>-</u>	<u>177,270</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	69,549	(59,118)	10,431
Capital funds	-	(2,879)	(2,879)
Age Cymru/Age Connects Wales			
HOPE Project	15,850	(15,850)	-
NPTCBC Befriending Grant	2,750	(2,750)	-
	88,149	(80,597)	7,552
Restricted funds			
RDP Leader Funding - Go For I.T Project	-	(4,825)	(4,825)
Mid West Wales Fire Service Funding	1,428	-	1,428
Selar Glynneath Good Neighbour	3,783	(3,783)	-
Maesgwyn Glynneath Good Neighbour	18,515	(18,759)	(244)
Regional Health, Social Care and Wellbeing Grant Scheme	14,951	(14,951)	-
NPTCBC 3rd Sector Grant	10,000	(10,000)	-
Neath Port Talbot Voluntary Services			
Emergency Fund	1,973	(1,973)	-
Pen Y Cymoedd Wind Farm			
Community Fund	2,080	(2,080)	-
Wales Coronavirus Resilience Fund	15,000	(11,846)	3,154
NPTBC Community Lead Partnership	21,366	(19,913)	1,453
NPT Food Poverty Grant	18,642	(8,523)	10,119
Maesgwyn Community Benefit Fund	1,000	(1,000)	-
RDP Regenerate NPT, Caring at Xmas	3,300	(3,300)	-
ICF Winter Pressures Grant	5,000	(5,000)	-
Tudor Trust	10,000	(7,238)	2,762
	127,038	(113,191)	13,847
TOTAL FUNDS			
	215,187	(193,788)	21,399

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	35,105	15,802	(39,615)	11,292
Capital funds	915	(467)	-	448
Designated funds - Critical costs	94,500	-	(16,000)	78,500
Planned budget spend 20/21	-	-	25,000	25,000
Covid recovery planning	-	-	35,000	35,000
	<u>130,520</u>	<u>15,335</u>	<u>4,385</u>	<u>150,240</u>
Restricted funds				
The Tudor Trust	20,475	(20,475)	-	-
RDP Leader Funding - Go For I.T Project	442	4,383	-	4,825
Mid West Wales Fire Service Funding	4,385	-	(4,385)	-
Western Power	514	-	-	514
Allen Lane Foundation	1,500	(1,500)	-	-
Coalfields Regeneration Grant	6,310	(6,310)	-	-
Selar Glynneath Good Neighbour	3,784	(3,784)	-	-
Maesgwyn Glynneath Good Neighbour	-	244	-	244
Charles Hayward Foundation	1,299	(1,299)	-	-
ICF Grant 2018 Nail cutting service	437	(437)	-	-
NPTCBC 3rd Sector Grant	-	48	-	48
	<u>39,146</u>	<u>(29,130)</u>	<u>(4,385)</u>	<u>5,631</u>
TOTAL FUNDS	<u>169,666</u>	<u>(13,795)</u>	<u>-</u>	<u>155,871</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. 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			
General fund	104,523	(88,721)	15,802
Capital funds	-	(467)	(467)
	<u>104,523</u>	<u>(89,188)</u>	<u>15,335</u>
Restricted funds			
Mynydd Y Betws Grant	4,985	(4,985)	-
The Tudor Trust	-	(20,475)	(20,475)
RDP Leader Funding - Go For I.T Project	4,795	(412)	4,383
Allen Lane Foundation	-	(1,500)	(1,500)
Coalfields Regeneration Grant	-	(6,310)	(6,310)
Selar Glynneath Good Neighbour	1,045	(4,829)	(3,784)
Maesgwyn Glynneath Good Neighbour	18,515	(18,271)	244
Charles Hayward Foundation	-	(1,299)	(1,299)
ICF Grant 2018 Nail cutting service	-	(437)	(437)
Regional Health, Social Care and Wellbeing Grant Scheme	18,599	(18,599)	-
Ysbrydymor good neighbour scheme	4,542	(4,542)	-
NPTCBC 3rd Sector Grant	10,000	(9,952)	48
Mynydd Y Brombil Grant	6,926	(6,926)	-
	<u>69,407</u>	<u>(98,537)</u>	<u>(29,130)</u>
TOTAL FUNDS	<u><u>173,930</u></u>	<u><u>(187,725)</u></u>	<u><u>(13,795)</u></u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	35,105	26,233	(48,067)	13,271
Capital funds	915	(3,346)	8,352	5,921
Designated funds - Critical costs	94,500	-	(7,500)	87,000
Planned budget spend 20/21	-	-	25,000	25,000
Covid recovery planning	-	-	35,000	35,000
	<u>130,520</u>	<u>22,887</u>	<u>12,785</u>	<u>166,192</u>
Restricted funds				
The Tudor Trust	20,475	(20,475)	-	-
RDP Leader Funding - Go For I.T Project	442	(442)	-	-
Mid West Wales Fire Service Funding	4,385	1,428	(4,385)	1,428
Western Power	514	-	-	514
Allen Lane Foundation	1,500	(1,500)	-	-
Coalfields Regeneration Grant	6,310	(6,310)	-	-
Selar Glynneath Good Neighbour	3,784	(3,784)	-	-
Charles Hayward Foundation	1,299	(1,299)	-	-
ICF Grant 2018 Nail cutting service	437	(437)	-	-
NPTCBC 3rd Sector Grant	-	48	(48)	-
Wales Coronavirus Resilience Fund	-	3,154	-	3,154
NPTBC Community Lead Partnership	-	1,453	-	1,453
NPT Food Poverty Grant	-	10,119	(8,352)	1,767
Tudor Trust	-	2,762	-	2,762
	<u>39,146</u>	<u>(15,283)</u>	<u>(12,785)</u>	<u>11,078</u>
TOTAL FUNDS	<u>169,666</u>	<u>7,604</u>	<u>-</u>	<u>177,270</u>

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	174,072	(147,839)	26,233
Capital funds	-	(3,346)	(3,346)
Age Cymru/Age Connects Wales			
HOPE Project	15,850	(15,850)	-
NPTCBC Befriending Grant	2,750	(2,750)	-
	192,672	(169,785)	22,887
Restricted funds			
Mynydd Y Betws Grant	4,985	(4,985)	-
The Tudor Trust	-	(20,475)	(20,475)
RDP Leader Funding - Go For I.T Project	4,795	(5,237)	(442)
Mid West Wales Fire Service Funding	1,428	-	1,428
Allen Lane Foundation	-	(1,500)	(1,500)
Coalfields Regeneration Grant	-	(6,310)	(6,310)
Selar Glynneath Good Neighbour	4,828	(8,612)	(3,784)
Maesgwyn Glynneath Good Neighbour	37,030	(37,030)	-
Charles Hayward Foundation	-	(1,299)	(1,299)
ICF Grant 2018 Nail cutting service	-	(437)	(437)
Regional Health, Social Care and Wellbeing Grant Scheme	33,550	(33,550)	-
Ysbrydymor good neighbour scheme	4,542	(4,542)	-
NPTCBC 3rd Sector Grant	20,000	(19,952)	48
Mynydd Y Brombil Grant	6,926	(6,926)	-
Neath Port Talbot Voluntary Services			
Emergency Fund	1,973	(1,973)	-
Pen Y Cymoedd Wind Farm			
Community Fund	2,080	(2,080)	-
Wales Coronavirus Resilience Fund	15,000	(11,846)	3,154
NPTBC Community Lead Partnership	21,366	(19,913)	1,453
NPT Food Poverty Grant	18,642	(8,523)	10,119
Maesgwyn Community Benefit Fund	1,000	(1,000)	-
RDP Regenerate NPT, Caring at Xmas	3,300	(3,300)	-
ICF Winter Pressures Grant	5,000	(5,000)	-
Tudor Trust	10,000	(7,238)	2,762
	196,445	(211,728)	(15,283)
TOTAL FUNDS			
	389,117	(381,513)	7,604

Purpose of Restricted Funds

RDP Leader Funding - Go For I.T Project - To provide a community based digital inclusion project.

Mid-West Wales Fire and Rescue Service Funding - Provision of Home Fire Safety Checks.

**AGE CONCERN NEATH PORT TALBOT
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

Selar Glynneath Good Neighbour - Provision of a Good Neighbour Support Scheme in Glynneath.

Maesgwyn Glynneath Good Neighbour - Provision of a Good Neighbour Support Scheme in Glynneath.

Regional Health, Social Care and Wellbeing Grant Scheme - Provision of a COVID19 Response Service (following remodelling of original project due to COVID19 restrictions in place).

NPTCBC 3rd Sector Grant - Provision of a COVID19 Response Service (following remodelling of original project due to COVID19 restrictions in place).

Neath Port Talbot Voluntary Services Emergency Fund - Contribution to existing COVID19 Response Services.

Pen Y Cymoedd Wind Farm Community Fund - Contribution to existing COVID19 Response Services.

Wales Coronavirus Resilience Fund - Provision and development of ongoing COVID19 Response Services.

NPTBC Community Lead Partnership - Secondment arrangement with NPTCBC to develop partnership COVID19 Response Services.

NPT Food Poverty Grant - Provision of digital inclusion and online shopping support service.

Maesgwyn Community Benefit Fund - Contribution to Caring at Christmas Loneliness and Isolation Campaign.

RDP Regenerate NPT, Caring at Christmas - Delivery of Caring at Christmas Loneliness and Isolation Campaign.

ICF Winter Pressures Grant - Contribution to ongoing COVID19 Response Service and prevent hospital admissions.

Tudor Trust - Contribution to COVID19 Response Service (following remodelling of original Social Enterprise project due to COVID19 restrictions in place).

Designated reserve

The charity has designated some of its unrestricted general reserves to three designated funds.

(1) The critical cost fund represents six months running costs, estimated staff notice and redundancy costs and lease agreement termination costs.

(2) The planned budget spend 20/21 represents funds to cover the expected shortfall in income during the year ended 31st March 2021 and allow all services to continue.

(3) The covid recovery planning fund represents monies designated to ensure the charity can meet the challenges around delivering services during and after the pandemic, and to meet additional costs incurred by covid 19.

Transfer between funds

Transfer between restricted and unrestricted funds represents a correction of funds previously treated as restricted. This should have been unrestricted.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

**AGE CONCERN NEATH PORT TALBOT
TRADING AS AGE CONNECTS NEATH PORT TALBOT**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	14,501	12,439
Investment income		
Interest received	116	377
Charitable activities		
Other income	4,336	4,224
Nail cutting services	18,123	48,063
Outreach contributions	-	11,747
Grants	178,111	97,080
	200,570	161,114
Total incoming resources	215,187	173,930
EXPENDITURE		
Raising donations and legacies		
Staff Costs	2,693	2,569
Insurance	34	37
Telephone	76	73
Postage and stationery	25	51
Equipment and room hire	84	193
Establishment costs	137	205
Travel expenses	97	237
Professional fees	62	60
Transport Hire	-	65
Depreciation of tangible fixed assets	58	9
	3,266	3,499
Charitable activities		
Staff Costs	131,943	127,134
Insurance	1,649	1,831
Telephone	3,725	3,576
Postage and stationery	1,215	2,512
Equipment and room hire	4,099	9,470
Establishment costs	6,735	10,094
Travel expenses	4,774	11,639
Professional fees	3,034	2,921
Activities	6,708	3,214
Computer costs	9,878	3,118
Carried forward	173,760	175,509

This page does not form part of the statutory financial statements

**AGE CONCERN NEATH PORT TALBOT
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**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
Charitable activities		
Brought forward	173,760	175,509
Training & conference costs	-	1,533
Transport Hire	-	1,050
Repairs & Renewals	30	1,045
Recruitment expenses	626	-
Subscriptions	236	661
Covid expenses	5,918	-
Depreciation of tangible fixed assets	2,821	458
Bank charges	115	32
	183,506	180,288
Support costs		
Support costs		
Accountancy fees	7,016	3,938
Total resources expended	193,788	187,725
Net income/(expenditure)	<u>21,399</u>	<u>(13,795)</u>