AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales · Charity number 1137821

Details

Other names	AGE CONCERN CARDIFF AND THE VALE OF GLAMORGAN, AGE CONCERN CARDIFF ANF THE VALE OF GLAMORGAN, NO, AGE CONNECTS CARDIFF & THE VALE
Status	Registered
Legal form	Charitable company
Company number	07345521
Registered	2010-09-06
Register	View on the Charity Commission register

Contact

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Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW IS OR HEREAFTER MAY BE CHARITABLE IN AND AROUND THE CITY AND COUNTY OF CARDIFF AND THE COUNTY OF THE VALE OF GLAMORGAN

Activities: THE CHARITY PROVIDES A RANGE OF DIRECT SUPPORT SERVICES TO OLDER PEOPLE INCLUDING ADVOCACY IN THE COMMUNITY AND IN RESIDENTIAL CARE; WELFARE RIGHTS; NEIGHBOUR VOLUNTEER SCHEMES, AN AGEING WELL AND ENGAGEMENT PROGRAMME; NAIL CUTTING, A COMMUNITY SUPPORT PROGRAMME. SERVICE VARY ACROSS CARDIFF AND THE VALE - SEE WEB SITE FOR DETAILS.

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** THE CITY AND COUNTY OF CARDIFF AND THE COUNTY OF THE VALE OF GLAMORGAN
- Cardiff
- Vale Of Glamorgan

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£689,311	£705,780	£471,079	25
2024-03-31	£695,953	£714,828	£487,548	27
2023-03-31	£611,353	£745,675	£506,423	30
2022-03-31	£932,664	£843,695	£640,745	38
2021-03-31	£911,157	£896,414	£551,776	40

Trustees

Name	Role	Appointed
Stuart Young	Chair	2016-11-10
Avril Carter		2018-10-25
Greg Watts		2023-01-24
Jason Manley		2023-01-24
Russell Bright		2018-05-24

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AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales - Charity number 1137821

Accounts

REGISTERED COMPANY NUMBER: 07345521 (England and Wales)
REGISTERED CHARITY NUMBER: 1137821

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2025

for

Age Connects Cardiff and The Vale Ltd

Menzies LLP, Statutory Auditors
5th Floor Hodge House
114-116 St Mary Street
Cardiff
CF10 1DY

Age Connects Cardiff and The Vale Ltd

Contents of the Financial Statements for the Year Ended 31 March 2025

	Page
Chairman's Report	1
Report of the Trustees	2 to 11
Independent Examiner's Report	12
Statement of Financial Activities	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Cash Flow Statement	16
Notes to the Financial Statements	17 to 26

Age Connects Cardiff and The Vale Ltd

Chairman's Report
for the Year Ended 31 March 2025

The 2024/25 financial year was a period of significant transition and continued dedication for Age Connects Cardiff and the Vale. As ever, our focus remained on delivering meaningful support to older people across our communities but we also experienced important changes in both service delivery and staffing.

A significant development during the year was the transition of our advocacy services to a new provider following the tender process. While this marked the end of an important chapter for us, we take great pride in the high-quality advocacy support we delivered over many years and are deeply grateful to the team for their professionalism and commitment throughout the handover.
This change allows us to focus even more strongly on our core work, which continues to be made up of a wide range of commissioned services funded by the Vale of Glamorgan Council, Cardiff Council, and the Cardiff and Vale University Health Board, alongside services supported through grants and directly by older people themselves. The dedication of our incredible volunteers remains central to delivering these services and ensuring older people receive the support they need.

Over the past year, over 180 volunteers gave more than 18,000 hours of their time to support vulnerable older people across Cardiff and the Vale. Their contribution is not only generous but fundamental to the reach and impact of our work. We are incredibly proud of our volunteers, whose commitment, compassion, and reliability remain a cornerstone of the charity's operations.

At Board level, we have continued to strengthen our governance structures. A Commercial Subcommittee was developed and met regularly throughout the year to review and assess our current commercial activities, exploring new opportunities for sustainable income generation to support our long-term mission.

Additionally, we are pleased to report the formal establishment of a Volunteer Panel, chaired by a Trustee. This initiative provides a direct communication pathway from volunteers to the Board, ensuring their voices are heard and their experiences help shape our decision-making processes.

Looking ahead, we aim to grow our volunteer base even further by recruiting at least 70 new volunteers in the coming year. This will help us meet rising demand for support and expand our community presence.

On behalf of the Board of Trustees, sincere thanks go to all our staff and volunteers for their exceptional dedication, resilience, and compassion throughout the year. Their commitment ensures that older people in Cardiff and the Vale are seen, heard, and supported, no matter their circumstances.

Stuart Young
Chair

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

Our Purpose
To promote the relief of elderly people in any manner which is charitable in and around the City and County of Cardiff and the County of the Vale of Glamorgan.

Our Vision
To live in a society where older people are respected and enabled to meet their aspirations.

The Board of Directors have reviewed the organisation's core values, operational objective, aims and strategies, these are restated as:

Core Values
Professional
Our staff and volunteers pride themselves on their professionalism.

Deliver on Promises
We commit to fulfil all that is promised.

Quality Communications
Promotional coverage and feedback folowing all joint activities.

Understanding
We take pride in our work, are skilled, knowledgeable and treat people fairly.

Trusted
We have a long-standing reputation in the community.

Person Centred
We put people first.

Operational Objective
To help, support and enable older people to maintain their independence and improve the quality of their lives.

Aims
To recruit and train staff and volunteers to meet our objectives.
To be proactive in seeking partnerships to improve the care and support for older people and deliver products and services.

The five strategies employed to achieve our objective are to:
- Raise the profile of the Charity
- Ensure sustainable volunteering
- Provide information and support services that promote health and wellbeing, independence and empowerment
- Provide a first point of contact for enquiries to the Charity
- Fundraise

Our Activities
The Charity provides a range of direct support services to older people including:

1. Wellbeing Centre
2. Nail Cutting Service
3. Volunteer Support Schemes (Good Neighbour & Community Support Project)
4. Community & Care Home Advocacy Service
5. Welfare Rights Service
6. Broker Services
7. LEAP Energy Scheme
8. Marketing and Partnerships

Strategic report
Achievements and performance
Charitable activities
Overview

In 2024/25, the charity recorded and noted:

- More than 5,287 referrals to our services.
- 52% of our clients live in the Vale of Glamorgan and 48% live in Cardiff.
- 79% of clients were over 70 years of age, with 40% over 80 and 7% being over 90 years of age.
- 59% were female and 41% were male.

To deal with these 5,287 plus requests Age Connects has:

- 23 staff; and
- An active team of 180 volunteers who provide more than 18,000 hours of support.

1. Wellbeing Centre

Our Wellbeing Centre in Barry is partially funded partly by Cardiff & Vale University, Health Board, the Vale Council and café sales/activities. It provides:

- A café for older people to meet & make new friends helping to reduce their isolation.
- Healthy ageing opportunities including exercise, craft and social classes.
- A one stop centre for information provided by staff, volunteers and partners. There were 603 recorded enquires in the year.
- Volunteer opportunities to get older people involved in the community.
- Health screening sessions
- Outreach work across the Vale - information provision & low-level advocacy.

These services were provided by 1 part time member of staff and an active team of 15 volunteers. Over the year attendance at the café's activities was once again over 4,000 with approximately 100 customers attending most weeks. A growth plan is now in place to further increase activity and engagement at the Centre. This includes expanding the range of social and wellbeing sessions, strengthening partnerships with local health and community organisations, and increasing promotion of the café and activities to attract new visitors. The plan also focuses on developing more volunteer-led initiatives to ensure sustainability and to maximise opportunities for older people to connect, stay active, and feel supported.

2. Nail Cutting Service

Our Nail Cutting social enterprise is funded by the fees charged namely £32 for a home visit and £22 for a clinic visit. The following services were provided:

- 3,215 basic toenail cutting appointments to 892 different clients.
- 355 new clients and 537 existing clients.
- 1,087 cancelled appointments and 191 clients did not attend their appointments.

Due to staff leaving and not being able to be replaced, we had to close our clinics in St Athan & Cowbridge during the year. The service made a small profit which will be used to help support the charities activities. Staff members are being recruited - etc

3. Volunteer Support Schemes (Vale Good Neighbour Scheme and Cardiff Community Support Project)

Our Volunteer Support Schemes provide support to isolated older people without friends or family to help them. Services include:

- Information on what support is available or answers to queries.
- A volunteer visitor for company.
- Shopping support.
- Help with transport or an escort to attend appointments.
- Regular phone calls for a chat and to check that everything is okay.

In the year, the Vale Good Neighbours service (funded by the Vale Council) is run by 2 part time staff and a team of over 50 volunteers and experienced:

- 606 new requests for information and support.
- Over 100 clients receiving volunteer support for befriending or shopping support.

In the year, the Cardiff Community Support Project (funded by the Henry Smith Charity) run by 3 part time staff and a team of 100 volunteers experienced:

- 910 clients accessed the project.
- Over 300 clients receiving volunteer support for befriending, shopping, and practical support.

Client outcome surveys of both projects show that:

- 86% strongly agree or agree that the shopping service helped them stay independent & living in their own home.
- 95% agree that befriending services provided helped reduce feeling of isolation.
- 89% agree that the service received from Age Connects has improved their quality of life.
- 94% volunteers report that they have had a positive volunteering experience.

4. Community & Care Home Advocacy Service

In 2024/25, Age Connects Cardiff, and the Vale continued to provide Independent Professional Advocacy (IPA) services in both care home and community settings across Cardiff and the Vale of Glamorgan. Our work ensures that the voices of older people are heard, particularly those who may struggle to express their wishes or concerns independently.

As part of our care home advocacy, we conducted routine visits to care homes on a quarterly basis. These visits were supplemented by individual referrals received via the Advocacy Gateway, local authority social services teams, family members and friends. We also responded to specific requests for visits following discussions at the Joint Quality Monitoring Meetings for Cardiff and the Vale.

Alongside our care home programme, we delivered community-based advocacy for individuals in their own homes across the Vale and Cardiff. This flexible approach allowed us to reach those in need of advocacy support who were not in residential care settings.

Over the year:

- We completed an average of 44 care home visits including a small number conducted virtually or by telephone.
- In Cardiff, we supported 626 individuals through IPA services resulting in 1,008 interactions.
- In the Vale, our community advocacy service supported 216 clients resulting in 408 individual interactions.

The organisation has achieved the Advocacy Quality Performance Mark which will be held for 3 years.

Whilst we no longer have these services, we ensure that any clients that require support are referred to the appropriate organisations, we must celebrate the success of the service in former years, and we continue to seek funding to sustain and develop it further, with the aim of providing dedicated advocacy in the future. In the meantime, we ensure that advocacy is embedded within our other services, so that older people continue to have a voice, are supported to make informed choices, and are able to access the help they need.

5. Welfare Rights Service

The service provides support to older people aged 60 + to maximise their income through benefit entitlement by assisting them to claim benefits, seek a review of existing awards and challenge benefit decisions as well as dealing with general benefit enquiries. The Welfare Rights Adviser provides face-to-face and telephone support to complete benefit applications.

Our Welfare Rights Service has been awarded Alternative Office Status with the Department of Works and Pensions this is reviewed annually by DWP.

Applications were submitted for the following benefits:
- Attendance Allowance and upgrades.
- Disability Living Allowance and Upgrades.
- Carers Allowance.
- Pension Credit.
- Council Tax & Housing benefit.

Personal independent payment (PIP) applications will be signposted to an alternative provider or referred onto the Pension Service.

The Vale service is funded by the Vale Council and donations. The Cardiff service is funded by a one-year grant from the Jane Hodge Foundation and donations. However, the Jane Hodge Foundation have recently agreed to extend this funding by another year which is great news for the charity and its clients.

As you can see from the table below, these services are extremely beneficial and successful:

2024/25	Vale	Cardiff
First Referrals	498	452
Benefit Amounts Secured over an 18 month period	£1,028,109	£849,026

Each enquiry often involves multiple benefit entitlements beyond the initial referral requiring comprehensive screening by benefit advisers. The complexity of cases has led to a rise in home visits, indicating the need for more tailored support for individuals.

By addressing these multifaceted needs, the service significantly enhances the quality of life for those it assists, ensuring they receive the full range of benefits to which they are entitled.

6. Broker Service

The Broker Service is integrated within Health & Social Care Teams and collaborates with multiple partners including Cardiff Community Resource Teams, Vale Wellbeing Matters Hub, the Vale Community Resource Service at Barry Hospital, Vale Community Care GP Clusters, and the newly established Safe @ Home Teams. Together. They provide a one-stop, person-centred service designed to help older people remain independent for as long as possible.

Community Liaison Officers (CLO) co-ordinate a range of services from the third sector, private providers, and statutory organisations to meet identified needs. Their support extends to patients, families, and carers by supporting individuals on discharge from hospital and working as part of NHS teams to prevent unnecessary hospital admissions.

Referrals may be made for assistance with:

- Choosing alternative housing.
- Financial concerns and benefit inquiries.
- Housing issues and form-filling support.
- Loneliness and social isolation.
- Shopping and transport.
- Condition-specific needs.

Achievements this year are detailed in the table below:

2024/25	Vale	Cardiff
Enquiries	497	397
Referrals	459	281
CLO Home Visits	149	312
CLO Telephone Calls	1468	971

Case Study

- **Patient** - Female, age 50 with brain disease, knee and hip replacement. Wheelchair-dependent, reliant on spouse for movement who has a back condition that is worsening due to assisting patient.
- **Issues** - Without wheelchair access, patient was at risk of social isolation, depression and dependency on services. Spouse faced long-term health risks from continued physical strain.
- **Need** - The patient wanted to purchase a mobility scooter for independence but lacked financial resources
- **Patient Provided with** - Benefit check completed, and applications submitted. Scooter grant application submitted. Collaborated with Occupational Therapist to identify an appropriate mobility scooter and arranged demonstrations of the scooter. Provided information on Step Change to assisting with debt issues. Referred for Carers Assessment and Veteran Society resourc es.
- **Outcomes Achieved** - Benefit entitlements improved, secured funding for mobility scooter, mobility scooter attained, and carers assessme nt completed and support secured.
- **Patient Feedback** - The patient and spouse expressed gratitude, feeling overwhelmed by the support received. They reported increased independence and control.

This year, we have seen a steady increase in self-referrals and complex cases requiring extended support. We addressed these by increasing home visits and adhering to strict protocols. This indicates a growing trust in our services and the effectiveness of our outreach efforts.

7. LEAP Energy Scheme

We have joined LEAP (Local Energy Advice Partnership) which is a national initiative that facilities the free provision of energy efficiency advice, measures and equipment to households. As the delivery partner for Cardiff and the Vale of Glamorgan, we can provide access to a wide spectrum of energy efficiency resources to directly help older and more vulnerable people.

Eligible service users receive a home visit from our trained energy efficiency surveyor who completes a home energy efficiency check and can install energy efficiency measures such as LED light bulbs, draft excluders, radiator covers etc. If necessary, clients can also be referred to the boiler and white goods replacement scheme.

In the year, 218 surveys were carried out. Feedback from service users has been overwhelmingly positive. Many have told us that the practical changes made during visits have helped them feel warmer, safer and less worried about their energy bills. Others have said that the service gave them reassurance and confidence at a time when household costs are a real concern. The personal approach of our energy surveyor has also been praised, with clients appreciating both the professional advice and the friendly, supportive manner in which it is delivered.

"So amazingly helpful and pointed us in directions that we would not have known, very helpful. A big thank you to from the residents and they are very pleased with the service."

"Darren was polite friendly and extremely helpful. he fitted simple energy -saving measures, advised me to get a smoke alarm fitted through the fire service, and explained how to save money on my bills by checking energy rates and avoiding standby costs. I'd give the service 11 out of 10 -I couldn't fault it."

8. Marketing and Partnerships

Our Marketing and Partnerships Manager continues to focus on raising the charity's profile and developing new income streams. Clear targets have been set for income from fundraising, donations, commercial partnerships and product sales. Despite the ongoing challenges in securing funding, we are committed to finding innovative approaches to reach our goals.

Our income generation strategy aims to support the Volunteering and Community Support Programmes as well as our Wellbeing Centre. We are investing significant effort into maximising the value of our partnerships and strengthening relationships through various channels including social media and press coverage.

Our recent fundraising events have been very successful. We have fundraised over £45,000 this year. Highlights this year included our 50th Anniversary celebrations including a business fundraising lunch, various running events, the Big Give and a Skydive. These efforts are managed by a single part-time staff member so we focus strategically on activities with a high return on investment.

Looking ahead, we have an active calendar of fundraising events including the 'Golden Age' Gala Dinner, Quiz Nights, Cardiff Half Marathon and we will be participating in the Big Give Match Funding Christmas Challenge for the sixth consecutive year. By nurturing partnerships and building networks, we aim to recruit new fundraiser participants, promote volunteer opportunities and further raise awareness of our work with older people in the local community.

Living and Coping with Dementia Project - We are participating in a funded "Living and Coping with Dementia" project, where we will interview Cardiff residents and their carers about their experiences with dementia. The feedback gathered will inform recommendations for improvements and help us build a deeper understanding of how best to support individuals living with dementia. This initiative will also strengthen our position to apply for future dementia-related funding.

Hope Project - A partnership project funded by the Welsh Government between Age Cymru, Age Cymru local partners and Age Connects organisations across Wales to deliver independent advocacy for older people and carers.

Diverse Cymru Accreditation & Training - We have begun our journey toward achieving the Diverse Cymru Cultural Competence Awareness Accreditation. All staff are currently participating in both online and in-person training sessions, whilst also working through a structured workbook. This twelve-month programme is designed to deepen our understanding of, and approach to, equality, diversity and inclusion.

Communication - Due to rising costs, we have had to pause publication of our charity magazine 'Lifetimes' which has impacted our communication reach and income generation efforts. We are currently developing a more cost-effective leaflet to serve as an alternative means of communication.

However, we maintain an active presence on social media and continue to see encouraging results. Our website is regularly updated to ensure accurate, relevant content. We currently have a growing following of 7,639 across all platforms as follows:

- Facebook: 3,100 followers.
- Instagram: 1,259 followers.
- X (formerly Twitter): 1,900 followers

- LinkedIn: 1,380 followers.

This helps to recruit volunteers, share our stories, and raise awareness.

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.

We offer our thanks to the following supporting organisations:

- Asda
- Blue Bird Care
- BNI Reliance Cardiff
- Bolt Removal
- Burns Pet Nutrition
- Care & Repair
- Care UK
- Glamorgan Voluntary Service (GVS)
- Henry Smith Charity
- Home Instead
- Hugh James Solicitors
- Jane Hodge Foundation
- Lloyds Bank
- Marketing Purks
- National Lottery
- Passmores
- Penguin Wealth
- Photodrome
- Telecare and Meals on Wheels Cardiff
- Tesco
- Uniek Residential
- Vale of Glamorgan Council
- Wales Council for Voluntary Action (WCVA)
- WHQS Ltd
- Women in Business Network (WIBN)
- ZOKIT

Plans for the Year Ahead

We have made significant steps this year to support and address the needs of frail older adults in Cardiff and the Vale of Glamorgan. We aim to build upon this over the coming year, our plans include:

- **Increase and expand our services to older people across Cardiff and the Vale** - to reach more people in need, reduce isolation, and respond to growing demand.
- **Increase and improve our volunteer workforce** - to strengthen service delivery, reduce pressure on staff, and give more older people opportunities to contribute.
- **Increase the number of fundraising events and initiatives we hold, starting with the Golden Age Gala Dinner in May 2025** - to diversify our income and build stronger connections with supporters.
- **Increase the number of grants we apply for** - to secure sustainable funding and reduce reliance on short-term income sources.
- **Increase LEAP income** - to reinvest into wider services while helping more households with energy efficiency and cost-of-living support .
- **Review our service models and see how we can make them self-funding** - to build long-term financial stability and reduce vulnerability to funding cuts.
- **Recruit into the vacant posts we currently have in the Nail Cutting Service and Cardiff Welfare Rights Service** - to meet demand, reduce waiting times, and ensure continuity of care.
- **Obtain Diverse Cymru Accreditation** - to demonstrate our commitment to equality, diversity and inclusion, and strengthen our reputation as an incl usive organisation.

Strategic report

Financial review

Financial overview

Total incoming resources were £689,311. Total resources expended were £705,780, leaving net expenditure of £16,469. The financial position of the charity significantly improved in 2024/25 as the original budget forecast was a deficit of £53,710.

The improved financial position was due to:

- Increased income due to nail cutting service and Wellbeing Centre grants, increased donations to Community Support project, Wellbeing Centre and Welfare Rights Services and bank interest rates being higher than expected.
- Staff expenditure being lower than expected due to staff vacancies and delayed start dates for new staff.
- Non-staff expenditure being lower than expected due to cost cutting exercises such as a review and renegotiation of a number of contracts held by the organisation and suspended production of the 'Lifetimes' magazine..

As of 31st March 2025, the total unrestricted funds of the charity were £446,672 (2024: £472,923) .

Pricing policy for charged services

Our pricing policy for activities includes charges or suggested donations for services and this reflects our aspiration to enable older people, regardless of their means, to take part in our activities.

Nail Cutting Service - The charge for the service has increased to £20 for clinic visits and £30 for home visits due to inflationary pressures. If clients are struggling financially there is the option to receive a £6 discount. The price is set below the current private sector rate of £40 to £50 and was introduced by the Charity as a service to address the real problems older people have in getting access to a quality service at a reasonable price. Additional resources have been accessed and invested and further applications for development support, to allow us to expand the service are being developed.

Shopping Support - Requests for shopping support have decreased since the end of the pandemic and the increased availability of supermarket home delivery options. Age Connects provide shopping support to between 30 and 50 clients on a weekly basis, a small charge of £5 is made to help cover costs of the service.

Wellbeing Centre - Originally set up in 1990 to address the ageing well agenda, the centre charges a reasonable rate for beverages and healthy eating snacks for customers using the facilities. A considerable programme of health and social activities are provided and organised in the community for which an attendance charge is made to cover the costs of tutors and venue/refreshment costs.

Reserves policy

It is the policy of the Trustees that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six months expenditure. The Trustees consider that reserves at this level (approximately £300,000) will ensure that, in the event of a significant drop in funding, they will be able to continue the organisation's current activities whilst consideration is given to ways in which additional funding can be raised. This level of reserves has been maintained throughout the year.

Looking ahead to 2025/26, the budget presented to the Board forecasts a deficit of £85,678. The Board is satisfied that the level of unrestricted funds currently held by the organisation will be adequate to cover this forecast deficit and keep reserves at a level of £300,000. Consequently, the Charity can be considered a going concern.

The Board recognises that generating income is essential to the Charity's long-term stability. Its focus is therefore on diversifying income streams and actively seeking grant funding from appropriate sources.

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 Cardiff and the Vale Limited is a registered charity no 1137821 and a Company limited by guarantee Company number 7345521. The subscribers to the memorandum of the company are first members of the charity and the trustees of Age Connects Cardiff and the Vale are also trustees of the George Hill Snook Charity for the Aged. Registered Charity number 213285.

Membership

Membership is open to other individuals or organisations who apply to the charity to be members and where the application has been approved by trustees.

Structure, governance and management

Recruitment and appointment of new trustees

No one may be appointed or continue as a Trustee if they would be disqualified from acting under the provisions of clause 36 of the Articles of Association. The number of Trustees shall not be less than three but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum. Trustees will be appointed at the Annual General Meetings of the Charity on the recommendation of the Trustees. At each Annual General Meeting one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third must retire from office. It is possible to recruit trustees outside of the AGM, provided this is done at a duly convened special meeting in line with the charity's governing document.

Organisational structure

The Board has the overall responsibility for the governance of the Charity. It meets at least four times a year and is supported by work groups or committees when necessary. The Chief Executive leads the Management Team in the day-to-day management of the Charity, working within the financial framework, procedures, and policies set down by the board. The Chief Executive has delegated authority for human resource planning, employment, service development, and finance.

Induction and training of new trustees

Trustees take an active role in succession planning. Potential Trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed before an interview with the Chair of the charity and the Chief Executive. If candidates are regarded as suitable and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees, and at least one Board meeting. Following the satisfactory completion of the recruitment process, the Board will recommend an appointment as a Trustee.

Pay policy

The directors and also Trustees of the charity give their time freely and no director received remuneration in the year. Details of directors' expenses are disclosed in the notes to the accounts.

The pay of all staff is reviewed annually in June. In setting the annual pay rate, the directors consider the average increase in earnings across the whole economy, the private sector and the public sector, the Retail Price Index (RPI) and the Consumer Price Index (CPI), and the charity's ability to meet such costs.

Related parties and co-operations with other organisations

The Charity is an active member of Age Connects Wales. None of the trustees receive remuneration or benefit from their work with the charity. Any connection between a trustee or senior manager of the charity associated with the work of the charity must be disclosed to the full board in the same way as other contractual relationships with related third parties. A register of interests is maintained and at every board meeting Board members are offered the opportunity to declare any conflicts of interest or related party transactions.

The Charity has a close working relationship with Age Connects Wales relating specifically to the work of Chief Executive Officers at a strategic and policy level to support campaigning and influencing work across Wales. Age Connects Wales is owned by the six members Age Connects organisations in Wales, being:

- Age Connects Cardiff and the Vale
- Age Connects Morgannwg
- Age Connects Torfaen
- Age Connects North Wales Central
- Age Connects North East Wales
- Age Connects Neath Port Talbot

The organisation was set up in 2013 and a membership fee was introduced to pump prime the start-up costs.

Risk management

We are undoubtedly operating in a challenging environment and risk management is key. Trustees and staff work together on the organisation's strategic development and on any associated business plans which will include potential risks and actions needed to minimise and mitigate those risks.

In addition, further consideration has been given to the risks associated with non-public sector activity, including marketing and promotion, income generation, workforce planning and volunteer sustainability.

Specific plans have been approved to address risk and development opportunities, these include investment in income generation, marketing and promotion.

Report of the Trustees
for the Year Ended 31 March 2025

Reference and administrative details
Registered Company number
07345521 (England and Wales)

Registered Charity number
1137821

Registered office
Unit 10 Sbectrwm Bwlch Road
Fairwater
Cardiff
CF5 3EF

Trustees
S Young
G Watts
J Manley
A Carter
R Bright
F Evans (resigned 15.4.25)
C Harvey (resigned 20.5.24)
N L Jarvis (resigned 2.10.24)

Company Secretary
M Johnson

Independent Examiner
Menzies LLP, Statutory Auditors
5th Floor Hodge House
114-116 St Mary Street
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Solicitors
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Chief Executive
M Johnson

Operational Managers
J Corley (Broker Services & Welfare Rights)
M Coffin (Volunteering Programme, Nail Cutting Services & WBC)
K Fletcher (Marketing & Partnerships)

Finance & Governance Officer
J Bowling

Report of the Trustees
for the Year Ended 31st March 2025

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 10 December 2025 and signed on the board's behalf by:

S Young

S Young - Trustee

Independent Examiner's Report to the Trustees of Age Connects Cardiff and The Vale Ltd

Independent examiner's report to the trustees of Age Connects Cardiff and The Vale Ltd ('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 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.

Clive Edwards

Menzies LLP, Statutory Auditors
5th Floor Hodge House
114-116 St Mary Street
Cardiff
CF10 1DY

Date: 15 December 2025

Age Connects Cardiff and The Vale Ltd

Statement of Financial Activities for the Year Ended 31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
Income and endowments from					
Donations and legacies	3	58,169	-	58,169	90,864
Charitable activities	6				
Community Support		90,218	175,927	266,145	241,135
Information and Advice		126,772	103,753	230,525	229,276
Ageing Well		96,714	19,429	116,143	112,841
Other trading activities	4	1,190	-	1,190	4,314
Investment income	5	17,139	-	17,139	17,523
Total		390,202	299,109	689,311	695,953
Expenditure on					
Raising funds	7	-	-	-	2
Charitable activities	8				
Community Support		48,384	175,407	223,791	244,101
Information and Advice		82,603	98,924	181,527	167,657
Ageing Well		101,577	13,576	115,153	123,112
Partnership Development		184,889	420	185,309	179,956
Total		417,453	288,327	705,780	714,828
NET INCOME/(EXPENDITURE)		(27,251)	10,782	(16,469)	(18,875)
Reconciliation of funds					
Total funds brought forward		473,923	13,625	487,548	506,423
Total funds carried forward		446,672	24,407	471,079	487,548

The notes form part of these financial statements

Balance Sheet
31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets					
Tangible assets	14	-	1,750	1,750	-
Current assets					
Debtors	15	13,321	4,019	17,340	31,862
Cash at bank and in hand		460,457	21,737	482,194	569,507
		473,778	25,756	499,534	601,369
Creditors					
Amounts falling due within one year	16	(27,105)	(3,100)	(30,205)	(113,821)
Net current assets		446,673	22,656	469,329	487,548
Total assets less current liabilities		446,673	24,406	471,079	487,548
NET ASSETS		446,673	24,406	471,079	487,548
Funds	19				
Unrestricted funds				446,673	473,923
Restricted funds				24,406	13,625
Total funds				471,079	487,548

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.

The financial statements were approved by the Board of Trustees and authorised for issue on 10 December 2025 and were signed on its behalf by:

A Carter - Trustee

The notes form part of these financial statements

Age Connects Cardiff and The Vale Ltd

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	(53,925)	(41,864)
Finance costs paid		(2,723)	-
Net cash used in operating activities		(56,648)	(41,864)
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,000)	-
Interest received		17,139	17,523
Net cash provided by investing activities		15,139	17,523
Change in cash and cash equivalents in the reporting period		(41,509)	(24,341)
Cash and cash equivalents at the beginning of the reporting period	2	523,703	548,044
Cash and cash equivalents at the end of the reporting period	2	482,194	523,703

The notes form part of these financial statements

Notes to the Cash Flow Statement for the Year Ended 31 March 2025

1. Reconciliation of net expenditure to net cash flow from operating activities

	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(16,469)	(18,875)
Adjustments for:		
Depreciation charges	250	-
Losses on investments	-	2
Interest received	(17,139)	(17,523)
Finance costs	2,723	-
Decrease/(increase) in debtors	14,522	(17,378)
(Decrease)/increase in creditors	(37,812)	11,910
Net cash used in operations	(53,925)	(41,864)

2. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	155	155
Notice deposits (less than 3 months)	482,039	569,352
Overdrafts included in bank loans and overdrafts falling due within one year	-	(45,804)
Total cash and cash equivalents	482,194	523,703

3. Analysis of changes in net funds

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	569,507	(87,313)	482,194
Bank overdraft	(45,804)	45,804	-
	523,703	(41,509)	482,194
Total	523,703	(41,509)	482,194

The notes form part of these financial statements

1. Statutory information

Age Connects Cardiff and The Vale is a company limited by guarantee incorporated in Wales within the United Kingdom. The registered office is Unit 4 Cleeve House, Lambourne Crescent, Llanishen, Cardiff CF14 5GP.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The principal activities and nature of the charity's operations is to support and champion older people who are isolated, vulnerable or in poverty.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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.

Preparation of the accounts on a going concern basis
The financial statements have been prepared on a going concern basis, with the company having confirmation in place from many of its funders up to 31 March 2026 and adequate free reserves to support the organisation. In addition, the charity continues to raise funds from Trusts and individuals, enabling a range of support programmes.

Preparation of consolidated financial statements
The financial statements contain information about Age Connects Cardiff and the Vale Limited as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited was dissolved on 11 June 2024. With effect from this date, Age Connects Cardiff and the Vale Limited is no longer a parent entity under the Companies Act 2006.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

This includes capital grants.

Donations and legacies income
Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities
Incoming resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Incoming resources from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income
Investment income is recognised on a receivable basis.

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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. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include staff costs, finance costs, general office and premises costs, depreciation and governance costs which support the activities of the charity. These costs have been allocated between charitable activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Direct expenditure is apportioned to each project on an actual basis.

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

Fixed assets are initially recorded at cost. Fixed assets costing more than £1,000 are capitalised by the charity.

Depreciation is calculated so as to write off the cost of an asset, less its estimate residual value over the useful economic life of the asset as follows:

Fixtures, fittings and equipment - 25% per annum of cost
Small items of project equipment - 100% per annum of cost

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

Fund accounting
Unrestricted funds are available for use at the trustees' discretion for any purpose within the objects of the charity.

Restricted funds have been received with stipulation from the donor as to the purpose for which they may be used.

Designated funds are unrestricted funds earmarked by the board for particular purposes in the future.

Transfers from unrestricted to restricted funds are made when required to support underfunded activities.

Pension costs and other post-retirement benefits
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.

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2. **Accounting policies - continued**

Financial instruments
The charity 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.

Debtors
Trade debtors and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating leases
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Termination payments
The charitable company recognises the termination benefits as a liability and an expense only when the entity is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

3. **Donations and legacies**

	2025	2024
	£	£
Donations/Fundraising	58,169	54,164
Legacies/Trust Funds	-	13,200
Grants	-	23,500
	58,169	90,864

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

	2025	2024
	£	£
Peoples Postcode Lottery	-	13,500
Garfield Weston Foundation	-	10,000
	-	23,500

4. **Other trading activities**

	2025	2024
	£	£
Trading	1,190	4,314

continued...

5. Investment income

	2025	2024
	£	£
Deposit account interest	17,139	17,523

6. Income from charitable activities

	Activity	2025	2024
		£	£
Grants	Community Support	160,743	180,082
Project Donations/Fundraising	Community Support	7,686	5,823
Fees for the Provision of Services	Community Support	60,735	41,852
Other	Community Support	36,981	13,378
Grants	Information and Advice	103,753	102,205
Project Donations/Fundraising	Information and Advice	9,727	11,218
Fees for the Provision of Services	Information and Advice	117,045	115,853
Grants	Ageing Well	10,341	8,098
Project Donations/Fundraising	Ageing Well	5,127	1,262
Fees for the Provision of Services	Ageing Well	26,200	28,598
Other	Ageing Well	74,475	74,883
		612,813	583,252

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

	2025	2024
	£	£
Cardiff County Council	67,353	65,391
Vale of Glamorgan Council	96,731	117,245
Age Cymru	2,400	2,400
Glamorgan Voluntary Services	9,384	10,560
Groundwork UK - Tesco Bags of Help	-	375
Independent Age	-	34,414
Henry Smith Foundation	60,000	60,000
National Lottery Fund	4,409	-
Hodge Foundation	34,000	-
WBC Asda Foundation	560	-
	274,837	290,385

7. Raising funds

Other trading activities

	2025	2024
	£	£
Impairment losses	-	2

continued...

8. Charitable activities costs

	Direct Costs	Support costs (see note 9)	Totals
	£	£	£
Community Support	181,015	42,776	223,791
Information and Advice	166,660	14,867	181,527
Ageing Well	103,825	11,328	115,153
Partnership Development	181,769	3,540	185,309
	633,269	72,511	705,780

9. Support costs

	Management	Information technology	Governance costs	Totals
	£	£	£	£
Community Support	23,444	19,332	-	42,776
Information and Advice	-	14,867	-	14,867
Ageing Well	2,104	9,224	-	11,328
Partnership Development	-	-	3,540	3,540
	25,548	43,423	3,540	72,511

Salaries and expenses and office costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Other support costs relate to rent, utilities, insurance, telephone, IT support and systems, payroll etc. Allocation is on the basis of an estimate of usage.

10. Net income/(expenditure)

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

	2025	2024
	£	£
Independent Examiners' remuneration	3,540	5,994
Depreciation - owned assets	250	-

11. 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.

12. Staff costs

	2025	2024
	£	£
Wages and salaries	471,617	480,885
Social security costs	30,160	28,243
Other pension costs	14,812	17,357
	516,589	526,485

The total key management personnel remuneration benefits paid during the year was £183,131 (2024: £181,838).

There are no termination payments included within staff costs (2024: £1,688).

continued...

12. Staff costs - continued

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

	2025	2024
Number of employees	25	27
Equivalent full time employees	17	18

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	1	-

13. Comparatives for the statement of financial activities

	Unrestricted fund £	Restricted funds £	Total funds £
Income and endowments from			
Donations and legacies	90,864	-	90,864
Charitable activities			
Community Support	61,053	180,082	241,135
Information and Advice	127,071	102,205	229,276
Ageing Well	104,743	8,098	112,841
Other trading activities	4,314	-	4,314
Investment income	17,523	-	17,523
Total	405,568	290,385	695,953
Expenditure on			
Raising funds	2	-	2
Charitable activities			
Community Support	64,019	180,082	244,101
Information and Advice	65,452	102,205	167,657
Ageing Well	115,014	8,098	123,112
Partnership Development	179,045	911	179,956
Total	423,532	291,296	714,828
NET INCOME/(EXPENDITURE)	(17,964)	(911)	(18,875)
Reconciliation of funds			
Total funds brought forward	491,887	14,536	506,423
Total funds carried forward	473,923	13,625	487,548

continued...

14. Tangible fixed assets

	Plant and machinery £
Cost	
Additions	2,000
Depreciation	
Charge for year	250
Net book value	
At 31 March 2025	1,750
At 31 March 2024	-

15. Debtors: amounts falling due within one year

	2025 £	2024 £
Prepayments and accrued income	17,340	31,862

16. Creditors: amounts falling due within one year

	2025 £	2024 £
Bank loans and overdrafts (see note 17)	-	45,804
Trade creditors	12,654	9,336
Social security and other taxes	8,061	10,188
Other creditors	1,554	1,554
Accruals and deferred income	7,936	46,939
	30,205	113,821

Incuded within accruals and deferred income above is the following deferred income:

	2025 £	2024 £
Deferred income brought forward	40,780	34,974
Released to SOFA	(40,780)	(34,974)
Additional income deferred in the year	4,365	40,780
	4,365	40,780

17. Loans

An analysis of the maturity of loans is given below:

	2025 £	2024 £
Amounts falling due within one year on demand:		
Bank overdrafts	-	45,804

continued...

18. Leasing agreements

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

	2025	2024
	£	£
Within one year	16,605	25,870
Between one and five years	-	2,205
	16,605	28,075

Operating lease payments recognised as an expense during the year amount to £25,918 (2024: £31,026).

19. Movement in funds

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	473,923	(27,250)	446,673
Restricted funds			
Broker Service (CS)	-	5,523	5,523
Cardiff Welfare Rights (I&A)	-	2,429	2,429
Pendoylan & St Donats Trust	13,625	(420)	13,205
National Lottery (AW)	-	3,249	3,249
	13,625	10,781	24,406
TOTAL FUNDS	487,548	(16,469)	471,079

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	390,202	(417,452)	(27,250)
Restricted funds			
Community Volunteer Support (CS)	60,000	(60,000)	-
Vale Good Neighbours (CS)	30,927	(30,927)	-
Advocacy and Residential Care (I&A)	67,353	(67,353)	-
Hope Advocacy Project (I&A)	2,400	(2,400)	-
Broker Service (CS)	84,999	(79,476)	5,523
Cardiff Welfare Rights (I&A)	34,000	(31,571)	2,429
Pendoylan & St Donats Trust	1	(421)	(420)
Stronger Communities (AW)	12,416	(12,416)	-
National Lottery (AW)	4,409	(1,160)	3,249
Glamorgan Vale Services (AW)	2,604	(2,604)	-
	299,109	(288,328)	10,781
TOTAL FUNDS	689,311	(705,780)	(16,469)

continued...

19. 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	491,887	(17,964)	473,923
Restricted funds			
Pendoylan & St Donats Trust	14,536	(911)	13,625
TOTAL FUNDS	506,423	(18,875)	487,548

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	405,568	(423,532)	(17,964)
Restricted funds			
Community Volunteer Support (CS)	62,265	(62,265)	-
Vale Good Neighbours (CS)	32,817	(32,817)	-
Advocacy and Residential Care (I&A)	65,391	(65,391)	-
Hope Advocacy Project (I&A)	2,400	(2,400)	-
Broker Service (CS)	85,000	(85,000)	-
Cardiff Welfare Rights (I&A)	34,414	(34,414)	-
Pendoylan & St Donats Trust	-	(911)	(911)
Stronger Communities (AW)	8,098	(8,098)	-
	290,385	(291,296)	(911)
TOTAL FUNDS	695,953	(714,828)	(18,875)

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

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	491,887	(45,214)	446,673
Restricted funds			
Broker Service (CS)	-	5,523	5,523
Cardiff Welfare Rights (I&A)	-	2,429	2,429
Pendoylan & St Donats Trust	14,536	(1,331)	13,205
National Lottery (AW)	-	3,249	3,249
	14,536	9,870	24,406
TOTAL FUNDS	506,423	(35,344)	471,079

continued...

19. 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	795,770	(840,984)	(45,214)
Restricted funds			
Community Volunteer Support (CS)	122,265	(122,265)	-
Vale Good Neighbours (CS)	63,744	(63,744)	-
Advocacy and Residential Care (I&A)	132,744	(132,744)	-
Hope Advocacy Project (I&A)	4,800	(4,800)	-
Broker Service (CS)	169,999	(164,476)	5,523
Cardiff Welfare Rights (I&A)	68,414	(65,985)	2,429
Pendoylan & St Donats Trust	1	(1,332)	(1,331)
Stronger Communities (AW)	20,514	(20,514)	-
National Lottery (AW)	4,409	(1,160)	3,249
Glamorgan Vale Services (AW)	2,604	(2,604)	-
	589,494	(579,624)	9,870
TOTAL FUNDS	1,385,264	(1,420,608)	(35,344)

Restricted Funds

Community Support (CS) -	Volunteer befriending and support to older people in the community.Support to older people discharged from hospital.Activities to promote community cohesion by addressing the negative stereotypes between generations.
Information and Advice (I&A) -	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights.Assisting with claims for benefits and form completion.Assisting older people in moving into residential care.
Ageing Well (AW) -	Programmes to involve older people to promote better health.
Pendoylan & St Donats Trust -	Funding received in the year following the winding up of the trust to be used for development in the area.

20. Employee benefit obligations

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £14,812 (2024: £17,357). Contributions outstanding at the year end amounted to £nil (2024: £nil.)

21. Related party disclosures

During the year, the charity received donations of £120 (2024: £120) from 1 trustee (2024: 1 trustee).
During the year the charity entered into transactions in the ordinary course of business with related parties as follows:

Name	Nature of transaction	2025 £	2024 £
WHQS Ltd	Expenditure paid to	25,328	6,624
Severn-bay Insurance	Expenditure paid to	6,201	1,634

AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales - Charity number 1137821

Accounts

REGISTERED COMPANY NUMBER: 07345521 (England and Wales)
REGISTERED CHARITY NUMBER: 1137821

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

FOR

AGE CONNECTS CARDIFF AND THE VALE LIMITED

MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

AGE CONNECTS CARDIFF AND THE VALE LIMITED

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

	Page
Chairman's Report	1
Report of the Trustees	2 to 11
Report of the Independent Auditors	12 to 13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Notes to the Cash Flow Statement	17
Notes to the Financial Statements	18 to 28

CHAIRMAN'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The year ending 31 March 2024 saw notable changes in both services delivered and the staffing structure at senior levels within the Charity. The end of the year also saw the planned retirement of Jeff Hawkins CEO after over 30 years of service with the Charity and the appointment of Maxine Johnson as his successor.

The work of the Charity continues to be made up of commissioned services from Cardiff and the Vale Health Board, Cardiff Council and the Vale of Glamorgan Council and older people. Supported by our 250 Volunteers which offers more than 23,000 hours of support to vulnerable older people in Cardiff and the Vale

At the Board level work has continued in developing the commercial subcommittee which has met during the year to review current commercial activities of the Charity.

The Volunteer panel has been established and chaired by a Trustee giving a direct line of sight from the Volunteers to the Board

Next year we would also like to recruit at least 70 more Volunteers.

Thanks to all our staff and volunteers for all their hard work and commitment during this year

Stuart Young
Chairman

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

Our Purpose

To promote the relief of elderly people in any manner which is charitable in and around the City and County of Cardiff and the County of the Vale of Glamorgan.

Our Vision

To live in a society where older people are respected and enabled to meet their aspirations.

The Board of Directors have reviewed the organisation's core values, operational objective, aims and strategies, these are restated as

Core Values

Professional
Our staff and volunteers pride themselves on their professionalism.

Deliver on Promises
We commit to fulfil all that is promised.

Quality Communications
Promotional coverage and feedback following all joint activities.

Understanding
We take pride in our work, are skilled, knowledgeable and treat people fairly.

Trusted
We have a long-standing reputation in the community.

Person Centred
We put people first.

Operational Objective

To help, support and enable older people to maintain their independence and improve the quality of their lives.

Aims

To recruit and train staff and volunteers to meet our objectives.
To be proactive in seeking partnerships to improve the care and support for older people and deliver products and services.

The five strategies employed to achieve our objective are to:

- Raise the profile of the Charity
- Ensure sustainable volunteering
- Provide information and support services that promote health and wellbeing, independence and empowerment
- Provide a first point of contact for enquiries to the Charity
- Fundraise

Our Activities

The charity provides a range of direct support services to older people including:

- Advocacy in the community and in residential care
- Financial Advocacy in the form of welfare rights
- Products such as Will making, lasting power of attorney and stairlifts
- LEAP - Free energy saving audits, aimed at saving people money
- Wellbeing café
- Good neighbour volunteer schemes
- An ageing well programme
- A nail cutting service
- A Community Support Project

OBJECTIVES AND ACTIVITIES

We offer thanks to all those organisations listed on pages 21 and 22 and to the following supporting organisations:

- Jane Hodge Foundation
- Home Instead
- Bolt Removal
- Telecare and Meals on Wheels Cardiff
- Care UK
- Quality Solicitors - JA Hughes
- Wendy Hopkins Family Law
- Berry Smith Solicitors
- Passmores
- BNI Reliance Cardiff
- Penguin Wealth
- Planet Leasing
- Cardiff Nutrition
- Utility Warehouse - save money with us
- Phoenix HR
- Acorn Stairlifts
- Burns Pet Nutrition
- Photodrome
- Glamorgan Voluntary Service (GVS)
- WCVA
- Big Lottery Fund Wales
- Lloyds Bank
- ZOKIT
- Marketing Purks
- Asda
- Pollards Print
- Severn-bay Insurance
- LEAP
- Rhys Welsh - Web & graphic marketing
- Carabina IT
- WHQS

Charitable Activities - Who Benefits

The trustees confirm that they have paid regard to the Charity Commissions public benefit guidance. The beneficiaries of the Charity's work are demonstrated in this report.

The Charity recorded more than 4,000 requests for help during 2023/24 with our stats showing that:

- 52% of our clients live in the Vale of Glamorgan with a slightly smaller proportion of 48% living in Cardiff.
- 79% of clients were over 70 years of age, with 40% over 80 and 7% being over 90 years of age.
- 59% were female with 41% being male.

To deal with these 4,000 plus requests:

- 26 staff
- An active team of 250 volunteers who provided more than 23,000 hours of support which has an estimated value of more than £239,000 yearly (minimum wage)

Wellbeing Centre

Our Wellbeing Centre in Barry which is partially funded by Cardiff & Vale University Board, the Vale Council as well as café sales provides:

- A café for older people to meet & make new friends (38 Holton Rd, Barry).
- Healthy Ageing opportunities which include exercise, craft, & social classes.
- A one stop centre for information with staff & volunteers on hand and clinics provided by partner organisation.
- Volunteering opportunities to get older people involved in the community.
- Health screening services
- Outreach work across the Vale - information provision and low-level advocacy
- These services were provided by 1 part-time staff and an active team of 15 volunteers.

Nail Cutting Service
Out nail cutting social enterprise, funded by the fees charged, provided:
- 3,346 basic toenail cutting appointments for 999 different clients
- Appointments cost £24 per home visit (increased to £30 in January 2024) and £18 for a clinic visit (increased to £20 in January 2024).
- Established 4 new clinics in Penarth, St Athan, Cowbridge and Dinas Po's
- Home visits were temporarily stopped in Cardiff due to staff shortages but continued in the Vale of Glamorgan
- Made a small loss which will be looking to rectify in 2024/25.

Volunteer Support Schemes (Good Neighbour & Community Support Project)
Our Good Neighbours Scheme provides support to isolated older people without friends or family to help them. Services include:

- Information on what support is available or answers to queries
- A volunteer visitor for company
- Shopping support
- Help with transport or an escort to attend appointments
- Regular phone calls for a chat and to check that everything is OK

In 2024 the Vale Good Neighbours service (funded by Vale Council) experienced:

- 1,173 new requests for information and support
- With 110 clients receiving volunteer support for befriending or shopping support
- These services were provided by 3 part-time staff and an active team of 62 volunteers (20 more volunteered and have now left).

Community Support Project
Our Community Support Project provides similar services in Cardiff and is funded by Henry Smith Charity.

- 698 clients accessing the project
- With 309 clients receiving volunteer support for befriending, shopping and practical support
- These services were provided by 3 part-time staff and an active team of 125 volunteer's (88 more volunteered and have now left)

Outcome surveys of both Good Neighbours and Community Support project clients show that:
- 89% strongly agree or agree that the shopping service helped them stay independent & living in their own home.
- 91% agree that befriending services provided helped reduce feeling of isolation.
- 92% agree that the service received from Age Connects has Improved their quality of life.
- 97% volunteers report that they have had a positive volunteering experience.

Community & Care Home Advocacy Service
We provide advocacy services in care homes and community settings.

We are routinely visiting care homes once every quarter. In addition, we respond to individual referrals from either the Advocacy Gateway, Social Services or from other sources such as family or friends. We also visit care homes at the request of the Vale and Cardiff's Joint Quality Monitoring Meetings (JQMM).

We also delivered community home visits across Cardiff and the Vale.

During 2023/24 we made on average **208** care homes visits, this included a few virtual visits and some telephone calls. We supported **80** people with Independent Professional Advocacy (IPA) in Cardiff which included individual care home referrals for both Cardiff and the Vale involving **1,007** interactions. In addition, we supported **144** clients through our community advocacy in the Vale with **698** interactions.

At the end of March, we had notification from the NDTi that we had successfully completed the QPM assessment process and would be re-awarded the Advocacy QPM for a period of three years.

The Vale Welfare Rights Service
The Service provides support to older people aged 60 + to maximise their income through benefit entitlement as well as dealing with general benefit enquiries.

The Service provided support to complete benefit applications over the telephone and home visits where required or if the application was more complex.

In the year 2023/24 the Service received **656** referrals and generated over **£923,130** in extra benefit income (if each benefit awarded is given an 18-month value).

Cardiff Welfare Rights Service - Independent Age
The Charity was successful in its application for a grant from Independent Age. We were one of 50 organisations that received £40,000 from Independent Age, to help those struggling with the cost of living by maximising their income through benefit entitlement and help with completing forms.

The service began in mid-December 2022 and aims to mirror our service in the Vale of Glamorgan by meeting the demand from older people in the Cardiff area. It means we can make a positive difference to people across the two counties.

In the year 2023/24 the Service received **411** referrals and generated over **£848,064** in extra benefit income (if each benefit awarded is given an 18-month value).

Broker Service
The Broker Service works in partnership with Cardiff Community Resource Teams (CRTs), C1 Vale Contact Centre, the Vale Community Resource Service at Barry Hospital and Vale Community Care GP Clusters to support vulnerable individuals, their families, and carers with hospital discharge and to avoid hospital admissions. Referrals are accepted from Health & Social Care professionals.

The Community Liaison Officers are involved in both step up and step-down referrals. In 2023/24 the Service in Cardiff dealt with **354** referrals, provided **301** home visits and **1,061** contacts with Clients, Private and Statutory services ensuring provision of correct support to meet identified need.

The Service in the Vale received **575** enquiries resulting in **507** referrals, an increase in 161 referrals (47%) compared to 346 in the previous year

The Vale Service has an open referral pathway and accepts referrals from Health, Social Care, and the public.

The Discharge Support Service
Discharge Support Officers (DSOs) worked within the Integrated Discharge Service (IDS) in Cardiff and the Vale to assist hospital patients over the age of 60 and their families with discharge planning. This Service was TUPE'd across to the University Health Board on 1st July 2022.

FINANCIAL REVIEW

Financial overview

Total incoming resources were £695,953. Total resources expended were £714,828, leaving net expenditure of £18,875.

Pricing policy for charged services

Our pricing policy for activities includes charges or suggested donations for services and this reflects our aspiration to enable older people, regardless of their means, to take part in our activities.

Nail Cutting Service - The charge for the service has increased to £20 for clinic visits and £30 for home visits due to inflationary pressures. If clients are struggling financially there is the option to receive a £6 discount. The price is set below the current private sector rate of £40 to £50 and was introduced by the Charity as a service to address the real problems older people have in getting access to a quality service at a reasonable price. Additional resources have been accessed and invested and further applications for development support, to allow us to expand the service are being developed.

Shopping Support - Requests for shopping support have decreased since the end of the pandemic and the increased availability of supermarket home delivery options. Age Connects provide shopping support to between 30 and 50 clients on a weekly basis, a small charge of £5 is made to help cover costs of the service.

Wellbeing Centre - Originally set up in 1990 to address the ageing well agenda, the centre charges a reasonable rate for beverages and healthy eating snacks for customers using the facilities. A considerable programme of health and social activities are provided and organised in the community for which an attendance charge is made to cover the costs of tutors and venue/refreshment costs.

Reserves policy

The trustees are of the opinion that free reserves should be in the region of £300,000.

The Charity provides a range of services funded by public sector bodies. During the year the Board decided to withdraw from those contracts that were economically difficult for the charity to deliver given the short contract period, and where the changing employment environment, meant recruitment to staff posts was challenging, resulting in our inability to meet the requirements of the contract., All public sector funding arrangements will be reviewed in the lead-up to April 2025. Given the charity's current reliance on these sources of funding the trustees need to ensure the Charity has sufficient reserves to:

- Cover short to medium term fluctuations in incoming resources.
- Invest in methods to generate alternative sources of funding.
- Cover employment related obligations.
- Cover medium term lease commitments.

The charity reserves as at March 2024 are £488k, of which £474k are unrestricted funds, these are also the free resreves. Our forecast deficit for 2024/25 that was presented to the Board was a deficit of £44k. This was recently revised this to a deficit of £54k because of the 3% wage award and updated LEAP figures. We are trying to get to a break-even position and planning to stem the deficit in future periods. The Board was satisfied that the level of reserves and current operating model means that the Charity can be considered a going concern. The trustees will review the reserves policy in the next financial year.

FUTURE PLANS

The organisation has carried out further reviews and a risk assessment related to longer term funding and the relationship with the public sector. The organisation has achieved the Advocacy Quality performance Mark, which will be held for 3 years. The organisation has achieved the enhanced Workplace Health Award. A new management structure was put in place and a well-being survey was undertaken with all staff.

Our plans include:

- Equality, Diversity & Inclusion Training, and accreditation for the organisation
- Celebrating 50 years of Age Connects Cardiff and the Vale and fundraise on the 50 years theme
- Applying for funding for a Wellbeing Co-ordinator
- Recruit 70 new volunteers
- Increase our income through LEAP
- Increase our income through fundraising initiatives
- Increase income through social enterprises

Marketing and Partnerships

Income generation plans will provide funds towards meeting the requirements of our Volunteering Programme. Significant effort is being made to fully realise the potential of the partnerships and relationships we have and is developing through all forms of communication, including a variety of social media platforms and press activity. The Marketing and Partnership Manager continues to build on raising the charity profile and generating new streams of income. Clear targets have been set for income arising from fundraising, donations, commercial partnerships, and product sales and given the ongoing restrictions and limitations placed on what activities are possible, the team continues to strive to meet this target by finding innovative ways in which fundraising is still viable.

We have invested in social media activity; Marketing Purks are assisting in fulfilling this ambition and results so far are promising. Our website has been updated.

Our online presence plays a pivotal role in our success with a current following of approximately 7k across all social media platforms, which continues to grow. We work hard to expand our reach which includes Facebook (2.8k followers), Instagram (1,126 followers), X (2,051 followers), and LinkedIn (1k followers). This helps us to recruit new volunteers, tell our stories, and raise awareness.

Our fundraising events have been re-established and we are seeking new opportunities for the links we have with businesses and supporters.

One part-time staff member covers the Marketing and Fundraising Function. Given the limited resources, our targets need to be realistic, however, there is still much activity planned for this coming financial year.

We will once again be taking part, for the 5th consecutive year, in the Big Give Match Funding Christmas Challenge. We hope to match our previous year's success with a target of 7.5k to fundraise.

We continue to work well with local businesses and national alike. The larger organisations often have the potential for match funding which allows our fundraising efforts to go further. Through networking and building relationships with such partners, we can recruit participants for fundraisers, promote volunteering opportunities, and spread the word about our work with local older people.

Due to rising costs, we have had to reduce our charity magazine Lifetimes from being mailed to our database from four times per year to just two. This A4 20-page magazine has been in existence for almost 20 years and is well received by our readership of 3,000. We endeavour to make each edition as informative and interesting as possible and continue to receive ongoing support from advertisers and readers alike.

Through our partnership agreement with Acorn Stairlifts, we can earn income when a stairlift referral from ourselves is completed. This is at no extra cost to our clients and has resulted in an additional income stream of over 4k for the charity in the last financial year.

We are still in the early stages of building our partnership as the Cardiff and Vale of Glamorgan LEAP Energy Survey supplier. LEAP provides free energy-saving advice for our clients and also assesses the home, and any electrical white goods that are over 8 years of age, provide certain white goods /energy-saving products can be provided. This will take time to develop and promote but we hope in time that this service will not only help many save on their energy costs but also generate much-needed income.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Connects Cardiff and the Vale Limited is a registered charity no 1137821 and a Company limited by guarantee Company number 7345521. The subscribers to the memorandum of the company are first members of the charity and the trustees of Age Connects Cardiff and the Vale are also trustees of the George Hill Snook Charity for the Aged. Registered Charity number 213285.

Membership

Membership is open to other individuals or organisations who apply to the charity to be members and where the application has been approved by trustees. The full details are set out in the Articles of Association for a Charitable Company.

Recruitment and appointment of new trustees

No one may be appointed or continue as a trustee if he or she would be disqualified from acting under the provisions of clause 36 of the Articles of Association.

The number of trustees shall not be less than three but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

Trustees will be appointed at Annual General Meetings of the Charity, on the recommendation of the trustees. At each Annual General Meeting one third of the trustees or, if their number is not three or a multiple of three, the number nearest to one third must retire from office.

Organisational structure

The Board has the overall responsibility for the governance of the Charity. It meets at least four times a year and is supported by work groups or committees when necessary.

The Chief Executive leads the Management Team in the day to day management of the Charity, working within the financial framework, procedures and policies set down by the board. The Chief Executive has delegated authority for human resource planning, employment, service development and finance.

Induction and training of new trustees

Trustees take an active role in succession planning. Potential trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the charity and the Chief Executive. If candidates are regarded as suitable, and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees and at least one Board meeting. Following satisfactory completion of the recruitment process the Board will recommend appointment as a trustee.

Pay policy for senior staff

The directors and also trustees of the charity give their time freely and no director received remuneration in the year. Details of directors' expenses are disclosed in the notes to the accounts.

The pay of senior managers is considered to be commensurate with posts of a similar nature within the local third sector.

The pay of senior staff (CEO and Managers) and all other staff is reviewed annually in June. The pay policy of the charity is to apply any uplift in salary across the whole organisation. In setting the annual pay rate, the directors take into account the average increase in earnings across the whole economy, the private sector, the public sector, Retail Price Index (RPI) and the Consumer Price Index (CPI) and on the charity's ability to meet such costs.

There was a decision for a 3% wage award in June 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties and co-operations with other organisations

The Charity is an active member of Age Connects Wales. None of the trustees receive remuneration or benefit from their work with the charity. Any connection between a trustee or senior manager of the charity associated with the work of the charity must be disclosed to the full board in the same way as other contractual relationships with related third parties. A register of interests is maintained and at every board meeting Board members are offered the opportunity to declare any conflicts of interest or related party transactions.

The Charity has a close working relationship with Age Connects Wales relating specifically to the work of Chief Executive Officers at a strategic and policy level to support campaigning and influencing work across Wales. Age Connects Wales is owned by the six members Age Connects organisations in Wales, being:

- Age Connects Cardiff and the Vale
- Age Connects Morgannwg
- Age Connects Torfaen
- Age Connects North Wales Central
- Age Connects North East Wales
- Age Connects Neath Port Talbot

The organisation was set up in 2013 and a membership fee was introduced to pump prime the start-up costs.

Risk management

This remains a challenging environment. The outcome of commissioning arrangements for the charity's services remains uncertain beyond 2024. Efforts to diversify income continue to show progress with current reserves demonstrating good financial management and increases in unrestricted income. Furthering this effort remains a key focus for the charity.

The development of specific action plans and a review of the charity's reserves policy means the charity has mitigated the risks that have been identified.

In addition, further consideration has been given to the risks associated with non-public sector activity, including marketing and promotion, income generation, workforce planning, and volunteer sustainability.

Specific plans have been approved to address risk and development opportunities, these include investment in income generation, marketing, and promotion.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07345521 (England and Wales)

Registered Charity number
1137821

Registered office
Unit 10, Sbectrwm
Bwlch Road
Fairwater
Cardiff
CF5 3EF

Trustees

C Harvey	Resigned 20/05/2024
S Young - Chair	
R Bright	
A Carter	
N Jarvis	
G Watts	
J Manley	
F Evans	Appointed 29/01/2024

Chief Executive

M Johnson	Appointed 28/02/2024
J Hawkins	Resigned 28/02/2024

Operational Managers

J Corley	
M Coffin	
G Bohun	Deceased 04/08/2024

Finance & Governance Officer
J Bowling

Marketing & Partnerships Officer
K Fletcher

Company Secretary

M Johnson	Appointed 28/02/2024
J Hawkins	Resigned 28/02/2024

Auditors
MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Solicitors
Dan Dowen
Legal and Commercial Law
Berry Smith Lawyers
Haywood House
Dumfries Place
Cardiff
CF10 3GA

Bankers
Barclays Bank
LEICESTER
LE87 2BB

COIF Bank
LONDON
EC4V 4ET

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of Age Connects Cardiff and the Vale Limited for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 9th Dec 2024 and signed on its behalf by:

S.Young

S W Young - Trustee

Opinion
We have audited the financial statements of Age Connects Cardiff and the Vale Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiries of management, those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business;
- Reviewing minutes of meetings of those charged with governance;
- Evaluating the reasons for any large or unusual transactions;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

J Mort

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of MHA
Statutory Auditor
CARDIFF
CF23 8RS

Date: 12 December 2024

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313)

AGE CONNECTS CARDIFF AND THE VALE LIMITED

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	90,864	-	90,864	87,450
Charitable activities	6				
Community Support		61,053	180,082	241,135	193,580
Information and Advice		127,071	102,205	229,276	214,359
Ageing Well		104,743	8,098	112,841	107,928
Other trading activities	4	4,314	-	4,314	1,113
Investment income	5	17,523	-	17,523	6,923
Total		405,568	290,385	695,953	611,353
EXPENDITURE ON					
Raising funds	7	2	-	2	-
Charitable activities	8				
Community Support		64,019	180,082	244,101	231,149
Information and Advice		65,452	102,205	167,657	168,321
Ageing Well		115,014	8,098	123,112	105,205
Partnership development		179,045	911	179,956	241,000
Total		423,532	291,296	714,828	745,675
NET INCOME/(EXPENDITURE)		(17,964)	(911)	(18,875)	(134,322)
RECONCILIATION OF FUNDS					
Total funds brought forward		491,887	14,536	506,423	640,745
TOTAL FUNDS CARRIED FORWARD		473,923	13,625	487,548	506,423

The notes form part of these financial statements

AGE CONNECTS CARDIFF AND THE VALE LIMITED

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Investments	15	-	-	-	2
CURRENT ASSETS					
Debtors	16	20,714	11,148	31,862	14,484
Cash at bank		477,649	46,054	523,703	548,044
		498,363	57,202	555,565	562,528
CREDITORS					
Amounts falling due within one year	17	(24,440)	(43,577)	(68,017)	(56,107)
NET CURRENT ASSETS		473,923	13,625	487,548	506,421
TOTAL ASSETS LESS CURRENT LIABILITIES		473,923	13,625	487,548	506,423
NET ASSETS		473,923	13,625	487,548	506,423
FUNDS	19				
Unrestricted funds				473,923	491,887
Restricted funds				13,625	14,536
TOTAL FUNDS				487,548	506,423

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 9/12/24 and were signed on its behalf by:

S.Young

S W Young - Trustee

The notes form part of these financial statements

AGE CONNECTS CARDIFF AND THE VALE LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(41,864)	(161,442)
Net cash used in operating activities		(41,864)	(161,442)
Cash flows from investing activities			
Interest received		17,523	6,923
Net cash provided by investing activities		17,523	6,923
Change in cash and cash equivalents in the reporting period		(24,341)	(154,519)
Cash and cash equivalents at the beginning of the reporting period		548,044	702,563
Cash and cash equivalents at the end of the reporting period		523,703	548,044

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(18,875)	(134,322)
Adjustments for:		
Losses on investments	2	-
Interest received	(17,523)	(6,923)
(Increase)/decrease in debtors	(17,378)	2,624
Increase/(decrease) in creditors	11,910	(22,821)
Net cash used in operations	(41,864)	(161,442)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank	548,044	(24,341)	523,703
	548,044	(24,341)	523,703
Total	548,044	(24,341)	523,703

The notes form part of these financial statements

1. STATUTORY INFORMATION

Age Connects Cardiff and The Vale is a company limited by guarantee incorporated in Wales within the United Kingdom. The registered office is Unit 4 Cleeve House, Lambourne Crescent, Llanishen, Cardiff CF14 5GP.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The principal activities and nature of the charity's operations is to support and champion older people who are isolated, vulnerable or in poverty.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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 with the exception of investments which are included at market value.

There have been no material departures from Financial Reporting Standard 102.

Preparation of the accounts on a going concern basis
The financial statements have been prepared on a going concern basis, with the company having confirmation in place from many of its funders up to 31 March 2025 and adequate free reserves to support the organisation. In addition, the charity continues to raise funds from Trusts and individuals, enabling a range of support programmes.

Preparation of consolidated financial statements
The financial statements contain information about Age Connects Cardiff and the Vale Limited as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

This includes capital grants.

Donations and legacies income
Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities
Incoming resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

continued...

2. ACCOUNTING POLICIES - continued

Income
Incoming resources from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income
Investment income is recognised on a receivable basis.

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. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include staff costs, finance costs, general office and premises costs, depreciation and governance costs which support the activities of the charity. These costs have been allocated between charitable activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Direct expenditure is apportioned to each project on an actual basis.

Tangible fixed assets
Fixed assets are initially recorded at cost. Fixed assets costing more than £1,000 are capitalised by the charity.

Depreciation is calculated so as to write off the cost of an asset, less its estimate residual value over the useful economic life of the asset as follows:

Fixtures, fittings and equipment	- 25% per annum of cost
Small items of project equipment	- 100% per annum of cost

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

Fund accounting
Unrestricted funds are available for use at the trustees' discretion for any purpose within the objects of the charity.

Restricted funds have been received with stipulation from the donor as to the purpose for which they may be used.

Designated funds are unrestricted funds earmarked by the board for particular purposes in the future.

Transfers from unrestricted to restricted funds are made when required to support underfunded activities.

continued...

2. ACCOUNTING POLICIES - continued

Financial instruments
The charity 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.

Debtors
Trade debtors and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating leases
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
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.

Termination payments
The charitable company recognises termination benefits as a liability and an expense only when the entity is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations/fundraising	54,164	64,950
Legacies/Trust Funds	13,200	2,500
Grants	23,500	20,000
	90,864	87,450

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

	2024	2023
	£	£
Peoples Postcode Lottery	13,500	10,000
Garfield Weston Foundation	10,000	10,000
	23,500	20,000

continued...

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Trading	4,314	1,113

5. INVESTMENT INCOME

	2024	2023
	£	£
Bank interest	17,523	6,923

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024	2023
		£	£
Grants	Community Support	180,082	146,178
Other	Community Support	13,378	-
Project donations /fundraising	Community Support	5,823	2,083
Fees for the provision of services	Community Support	41,852	45,319
Grants	Information and Advice	102,205	71,551
Project donations /fundraising	Information and Advice	11,218	6,325
Fees for the provision of services	Information and Advice	115,853	136,483
Grants	Ageing Well	8,098	11,475
Other	Ageing Well	74,883	69,624
Project donations /fundraising	Ageing Well	1,262	4,137
Fees for the provision of services	Ageing Well	28,598	22,692
		583,252	515,867

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

	2024	2023
	£	£
Cardiff County Council	65,391	87,697
Vale of Glamorgan Council	117,245	115,558
Henry Smith Foundation	60,000	-
Age Cymru	2,400	2,400
Glamorgan Voluntary Services	10,560	8,363
Groundwork UK - Tesco Bags of Help	375	1,125
Waterloo Foundation	-	5,000
Independent Age	34,414	5,586
National Grid Community Matters	-	3,475
	290,385	229,204

continued...

7. RAISING FUNDS

Other trading activities

	2024	2023
	£	£
Impairment losses	2	-

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9)	Support costs (see note 10)	Totals
	£	£	£
Community Support	203,901	40,200	244,101
Information and Advice	154,120	13,537	167,657
Ageing Well	107,491	15,621	123,112
Partnership development	173,962	5,994	179,956
	639,474	75,352	714,826

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	501,221	543,836
Other costs	138,253	107,169
	639,474	651,005

10. SUPPORT COSTS

	Salaries and expenses	Other support costs	Governance costs	Totals
	£	£	£	£
Community Support	21,151	19,049	-	40,200
Information and Advice	-	13,537	-	13,537
Ageing Well	4,113	11,508	-	15,621
Partnership development	-	-	5,994	5,994
	25,264	44,094	5,994	75,352

Salaries and expenses and office costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Other support costs relate to rent, utilities, insurance, telephone, IT support and systems, payroll etc. Allocation is on the basis of an estimate of usage.

11. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Auditors' remuneration	5,994	5,994

continued...

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 or for the year ended 31 March 2023.

Trustees' expenses

No expenses were paid to trustees for the year ended 31 March 2024 or for year ended 31 March 2023.

13. STAFF COSTS

	2024	2023
	£	£
Salaries	480,885	540,061
Social security	28,243	29,778
Pension contributions	17,357	18,788
	526,485	588,627
Number of employees	27	30
Equivalent full time employees	18	20

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

The total key management personnel remuneration benefits paid during the year was £181,838 (2023: £261,904).

Included within staff costs are termination payments amounting to £1,688 (2023: £40,000).

continued...

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	87,450	-	87,450
Charitable activities			
Community Support	47,402	146,178	193,580
Information and Advice	142,808	71,551	214,359
Ageing Well	96,453	11,475	107,928
Other trading activities	1,113	-	1,113
Investment income	6,923	-	6,923
Total	382,149	229,204	611,353
EXPENDITURE ON			
Charitable activities			
Community Support	39,712	191,437	231,149
Information and Advice	96,770	71,551	168,321
Ageing Well	92,847	12,358	105,205
Partnership development	241,000	-	241,000
Total	470,329	275,346	745,675
NET INCOME/(EXPENDITURE)	(88,180)	(46,142)	(134,322)
Transfers between funds	(843)	843	-
Net movement in funds	(89,023)	(45,299)	(134,322)
RECONCILIATION OF FUNDS			
Total funds brought forward	580,910	59,835	640,745
TOTAL FUNDS CARRIED FORWARD	491,887	14,536	506,423

15. FIXED ASSET INVESTMENTS

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited
Registered office:
Nature of business: Dormant company

Class of share:	% holding
Ordinary	100

Age Connects Cardiff and the Vale Limited held 2 shares in Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited at 31 March 2024. The investment has been impaired due to Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited being dissolved via voluntary strike-off on 11 June 2024.

continued...

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Prepayments and accrued income	31,862	14,484

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	9,336	3,927
Social security and other taxes	10,188	8,386
Other creditors	1,554	1,556
Accruals and deferred income	46,939	42,238
	68,017	56,107

Included within accruals and deferred income above is the following deferred income:

	2024	2023
	£	£
Deferred income brought forward	34,974	47,744
Released to SOFA	(34,974)	(47,744)
Additional income deferred in the year	40,780	34,974
	40,780	34,974

The deferred income relates to funding received in advance of service delivery.

18. LEASING AGREEMENTS

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

	2024	2023
	£	£
Within one year	25,870	9,255
Between one and five years	2,205	-
	28,075	9,255

Operating lease payments recognised as an expense during the year amount to £31,026 (2023: £42,794).

19. MOVEMENT IN FUNDS

	At 1/4/23	Net movement in funds	At 31/3/24
	£	£	£
Unrestricted funds			
General fund	491,887	(17,964)	473,923
Restricted funds			
Pendoylan and Welsh St Donats Recreation Fund (PD)	14,536	(911)	13,625
TOTAL FUNDS	506,423	(18,875)	487,548

continued...

19. 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	405,568	(423,532)	(17,964)
Restricted funds			
Broker Service (CS)	85,000	(85,000)	-
Community Volunteer Support (CS)	62,265	(62,265)	-
Vale Good Neighbours (CS)	32,817	(32,817)	-
Advocacy and residential care (I & A)	65,391	(65,391)	-
Cardiff Welfare Rights (I & A)	34,414	(34,414)	-
Hope Advocacy Project (I & A)	2,400	(2,400)	-
Pendoylan and Welsh St Donats Recreation Fund (PD)	-	(911)	(911)
Stronger Communities (AW)	8,098	(8,098)	-
	290,385	(291,296)	(911)
TOTAL FUNDS	695,953	(714,828)	(18,875)

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	580,910	(88,180)	(843)	491,887
Restricted funds				
Community Volunteer Support (CS)	45,259	(45,259)	-	-
Senior Health Shop (AW)	-	(883)	883	-
Pendoylan and Welsh St Donats Recreation Fund (PD)	14,576	-	(40)	14,536
	59,835	(46,142)	843	14,536
TOTAL FUNDS	640,745	(134,322)	-	506,423

continued...

19. 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	382,149	(470,329)	(88,180)
Restricted funds			
Broker Service (CS)	85,000	(85,000)	-
Community Volunteer Support (CS)	26,839	(72,098)	(45,259)
Vale Good Neighbours (CS)	34,339	(34,339)	-
Advocacy and residential care (I & A)	61,982	(61,982)	-
Cardiff Welfare Rights (I & A)	7,169	(7,169)	-
Hope Advocacy Project (I & A)	2,400	(2,400)	-
Senior Health Shop (AW)	11,475	(12,358)	(883)
	229,204	(275,346)	(46,142)
TOTAL FUNDS	611,353	(745,675)	(134,322)

Restricted funds

Community Support (CS)-	Volunteer befriending and support to older people in the community Support to older people discharged from hospital. Activities to promote community cohesion by addressing the negative stereotypes between generations.
Information and advice (I & A) -	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights. Assisting with claims for benefits and form completion. Assisting older people in moving into residential care.
Ageing Well (AW) -	Programmes to involve older people to promote better health.
Pendoylan & St Donats Trust	Funding received in the year following the winding up of the trust to be used for development in the area.

20. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £17,357 (2023: £18,788). Contributions outstanding at the year end amounted to £nil (2023: £nil.)

21. RELATED PARTY DISCLOSURES

During the year, the charity received donations of £120 (2023: £120) from 1 trustee (2023: 1 trustee).

During the year the charity entered into transactions in the ordinary course of business with related parties as follows:

Name	Nature of transaction	2024 £	2023 £
Other related parties:			
WHQS Ltd	Expenditure paid to	6,624	-
Severn-bay Insurance	Expenditure paid to	1,634	-
Movo Insurance	Expenditure paid to	-	2,436
	Income received from	-	4

continued...

21. RELATED PARTY DISCLOSURES - continued

During the financial year, A Hawkins who is a close family member of the Chief Executive J Hawkins (prior to his resignation) was employed as a member of the nail cutting team. During this period of employment she received £681 (2023: £8,368).

AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales - Charity number 1137821

Accounts

REGISTERED COMPANY NUMBER: 07345521 (England and Wales)
REGISTERED CHARITY NUMBER: 1137821

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

FOR

AGE CONNECTS CARDIFF AND THE VALE LIMITED

MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

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

	Page
Chairman's Report	1
Report of the Trustees	2 to 11
Report of the Independent Auditor	12 to 14
Statement of Financial Activities	15
Balance Sheet	16
Cash Flow Statement	17
Notes to the Cash Flow Statement	18
Notes to the Financial Statements	19 to 28

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

CHAIRMAN'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

During this year the Charity has responded to over 3,000 requests for assistance from vulnerable old people in Cardiff and the Vale. Our work is supported by over 280 volunteers registered at any one time. Over the year, taking account of volunteers that left and those that joined us during the year, 401 volunteers supported the organisation.

The strategic focus for the organisation has been funding, and we have evaluated our activities; the Discharge Support Service was agreed as a Transfer of Undertaking (TUPE) to Cardiff and Vale University Local Health Board.

Continued financial pressures through the year resulted in planned operating losses of £134,322.The end results were better than originally forecast, so we needed to draw down less from our reserves than we had forecast.

The final implementation of the management restructure was completed resulting in the redundancy of 2 senior staff posts.

During the latter part of the year the Charity embarked on a review of the organisations governance arrangements, using Charity Commission Guidance and an action plan has been developed.

Looking forward to next year we have established a commercial development subcommittee, this will explore commercial opportunities to raise income to sustain our vital volunteering programme and our Core infrastructure.

To improve communication and integration we will establish a volunteer panel to seek views on how the organisation develops and communicates its vision.

At Board level, we know how important the support and commitment of the staff and volunteers are to the future success and sustainability of the organisation and we will continue to focus our efforts on governing the organisation to ensure we can continue to make a difference in the lives of older people.

I am delighted to welcome 3 new trustees and I want to thank my trustee colleagues, staff and volunteers for all your hard work and commitment during the year!



Stuart Young
Chairman

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

Our Purpose

To promote the relief of elderly people in any manner which is charitable in and around the City and County of Cardiff and the County of the Vale of Glamorgan.

Our Vision

To live in a society where older people are respected and enabled to meet their aspirations.

The Board of Directors have reviewed the organisation's core values, operational objective, aims and strategies, these are restated as:

Core Values

Professional
Our staff and volunteers pride themselves on their professionalism.

Deliver on Promises
We commit to fulfil all that is promised.

Quality Communications
Promotional coverage and feedback following all joint activities.

Understanding
We take pride in our work, are skilled, knowledgeable and treat people fairly.

Trusted
We have a long-standing reputation in the community.

Person Centred
We put people first.

Operational Objective

To help, support and enable older people to maintain their independence and improve the quality of their lives.

Aims

To recruit and train staff and volunteers to meet our objectives.
To be proactive in seeking partnerships to improve the care and support for older people and deliver products and services.

The five strategies employed to achieve our objective are to:

- Raise the profile of the Charity
- Ensure sustainable volunteering
- Provide information and support services that promote health and wellbeing, independence and empowerment
- Provide a first point of contact for enquiries to the Charity
- Fundraise

Our Activities

The charity provides a range of direct support services to older people including:

- Advocacy in the community, in residential care and advocacy for older people affected by cancer
- Financial Advocacy in the form of welfare rights
- A broker service facilitating community support, working in partnership with the University Local Heath Board and two local councils
- Good neighbour volunteer schemes
- An ageing well programme
- A nail cutting service
- A Community Support Project

We offer thanks to all those organisations listed on pages 21 and 22 and to the following supporting organisations:

- Home Instead
- Bolt Removal
- Telecare and Meals on Wheels Cardiff
- Care UK - Llys Cyncoed
- McGill Brown Solicitors
- Loosemores Solicitors
- Martyn Prowel Solicitors
- Quality Solicitors - JA Hughes
- Wendy Hopkins Family Law
- Jam Kitchens
- Passmores
- JRS Business Services
- BNI Reliance Cardiff
- Penguin Wealth
- MOVO Insurance
- Planet Leasing
- Cardiff Nutrition
- Utility Warehouse - save money with us
- Phoenix HR
- Postcode Lottery
- Henry Smith Charity
- Independent Age
- Acorn Stairlifts
- Burns Pet Nutrition
- Photodrome
- Western Power
- Glamorgan Voluntary Service (GVS)
- Lloyds Bank
- Waterloo Foundation

Charitable Activities - Who Benefits
The trustees confirm that they have paid regard to the Charity Commissions public benefit guidance. The beneficiaries of the Charity's work are demonstrated in this report.

The charity recorded more than 3,000 requests for help during 2022 with our stats showing that:
- 53% of our clients live in the Vale of Glamorgan with a slightly smaller proportion of 47% living in Cardiff.
- 74% of clients were over 70 years of age, with 48% over 80 and 11% being over 90 years of age.
- 61% were female with 39% being male.

To deal with these 3,000 plus requests:
- 28 staff and 401 volunteers supported the charities work over the year.
- More than 29,000 hours of support was provided by Volunteers. Using the minimum wage of £10.42 per hour as a baseline guide, the value of volunteers is estimated at £300,000 a year.
- Whilst 401 volunteers helped overall, on average 280 volunteers were volunteering at any one time with new volunteers joining and leaving each month.

Wellbeing Centre
Our Wellbeing Centre in Barry provides.
- A café for older people to meet & make new friends (38 Holton Rd, Barry).
- Healthy Ageing opportunities which include exercise, craft, & social classes.
- A one stop centre for information with staff & volunteers on hand and clinics provided by partner organisation.
- Volunteering opportunities to get older people involved in the community.
- A team of 13 volunteers and 1 paid member of staff member run the café and the activities.
- Over 100 customers attend weekly with the most popular activities being our Knit and Knatter and Bingo Sessions.
- Typically between 10 and 20 additional clients attend to ask questions or receive help to resolve a problem.
- During the winter the centre provided a free "Warm Welcome" community lunch to anyone who needs help, funding has been secured to continue this lunch into 2023.

Nail Cutting Service
Our Nail Cutting social enterprise will be expanding into new venues in the Vale of Glamorgan during 2023 after receiving a grant from the Vale of Glamorgan Councils Stronger Communities fund. During 2022:

- 1,076 clients accessed the service (a 25% increase over 2021/2022) & 3164 appointments were provided (20% increase over 2021/2022).
- Clients were charged £24 for a home visit (increasing to £26 in 2023) and £17 for a clinic visit (increasing to £18).
- Overall Nail Cutting income reach £60,845 an increase of £11,638 from previous year and 518 new clients joined the service.
- Whilst these were significant increases on the previous year's figures, the service still made a small loss.
- 2023 will be a year of significant challenges for the Nail cutting service with changes in:
    - Appointment Booking systems & Card Payment systems.
    - Recruitment of new staff & establishing new venues.
    - Sourcing a new training provider for low level nail cutting.
    - All of which are needed to turn the service profitable to raise money to support the charities charitable services.

Volunteer Support Schemes (Good Neighbour & Community Support Project)
Our Good Neighbours Scheme in the Vale of Glamorgan provides support to isolated older people without friends or family to help them. The service which is funded by the Vale Council provides:

- Information on what support is available or answers to queries
- A volunteer visitor for company
- Help with transport or an escort to attend appointments
- Regular phone calls for a chat and to check that everything is OK
- Shopping support

In 2023 the service which had 3 staff experienced

- 514 new requests for support
- With 319 clients accessing the scheme

Community Support Project
Our Community Support Project provides similar services in Cardiff. In 2023 whilst the staffing complement shrank from 4 to 3 people demand was still met and the project experienced (funding is now secured for 3 years from the Henry Smith Charity):

- 923 new requests for support
- With 1,008 clients accessing the project
- 214 volunteers supported the Community Support Project with 180 volunteering at the end of the year

Outcome surveys of both Good Neighbours and Community Support project clients show that:

- 91% strongly agree or agree that the shopping service helped them stay independent & living in their own home.
- 81% agree that befriending services provided helped reduce feeling of isolation.
- 83% agree that the service received from Age Connects has Improved their quality of life.
- 97% volunteers report that they have had a positive volunteering experience.

Community & Care Home Advocacy Service
We provide advocacy services in care homes and community settings.

We are routinely visiting care homes once every quarter. In addition, we respond to individual referrals from either the Advocacy Gateway, Social Services or from other sources such as family or friends. We also visit care homes at the request of the Vale and Cardiff's Joint Quality Monitoring Meetings (JQMM).

We also delivered community home visits across Cardiff and the Vale.

During 2022/23 we made on average **208** care homes visits, this included a few virtual visits and some telephone calls. We supported **80** people with Independent Professional Advocacy (IPA) in Cardiff which included individual care home referrals for both Cardiff and the Vale involving **1,007** interactions. In addition, we supported **144** clients through our community advocacy in the Vale with **698** interactions.

At the end of March, we had notification from the NDTi that we had successfully completed the QPM assessment process and would be re-awarded the Advocacy QPM for a period of three years.

The Vale Welfare Rights Service
The Service provides support to older people aged 60 + to maximise their income through benefit entitlement as well as dealing with general benefit enquiries.

The Service provided support to complete benefit applications over the telephone and home visits where required or if the application was more complex.

In the year 2022/23 the Service received 656 referrals and generated over **£923,130** in extra benefit income (if each benefit awarded is given an 18-month value).

Cardiff Welfare Rights Service - Independent Age
The Charity was successful in its application for a grant from Independent Age. We were one of 50 organisations that received £40,000 from Independent Age, to help those struggling with the cost of living by maximising their income through benefit entitlement and help with completing forms.

The service began in mid-December 2022 and aims to mirror our service in the Vale of Glamorgan by meeting the demand from older people in the Cardiff area. It means we can make a positive difference to people across the two counties.

In the first 3 months of service **81** people were supported. The service has generated over **£1,464** in extra benefit income.

Broker Service
The Broker Service works in partnership with Cardiff Community Resource Teams (CRTs), C1 Vale Contact Centre, the Vale Community Resource Service at Barry Hospital and Vale Community Care GP Clusters to support vulnerable individuals, their families, and carers with hospital discharge and to avoid hospital admissions. Referrals are accepted from Health & Social Care professionals.

The Community Liaison Officers are involved in both step up and step-down referrals. In 2022/2023 the Service in Cardiff dealt with **354** referrals, provided **301** home visits and **1,061** contacts with Clients, Private and Statutory services ensuring provision of correct support to meet identified need.

The Service in the Vale received **320** referrals, provided **101** home visits, virtual consultations and concluded **858** contacts with Clients, Statutory and Private services diverting the demand from statutory to 3rd sectors.

The Vale Service has an open referral pathway and accepts referrals from Health, Social Care, and the public.

The Discharge Support Service
Discharge Support Officers (DSOs) worked within the Integrated Discharge Service (IDS) in Cardiff and the Vale to assist hospital patients over the age of 60 and their families with discharge planning. This Service was TUPE'd across to the University Health Board on 1st July 2022.

FINANCIAL REVIEW

Financial overview

Total incoming resources were £611,353. Total resources expended were £745,675, leaving net expenditure of £134,322.

Pricing policy for charged services

Our pricing policy for activities includes charges or suggested donations for services and this reflects our aspiration to enable older people, regardless of their means, to take part in our activities.

Nail Cutting Service - The charge for the service has increased to £18.00 for clinic visits and £25.00 for home visits due to inflationary pressures. If clients are struggling financially there is the option to receive a discount which brings down the charge to £12 and £18. The price is set below the current private sector rate of £30 to £50 and was introduced by the charity as a service to address the real problems older people have in getting access to a quality service at a reasonable price. Additional resources have been accessed and invested and further applications for development support, to allow us to expand the service are being developed.

Shopping Support - Requests for shopping support have decreased since the end of the pandemic and the increased availability of supermarket home delivery options. Age Connects provide shopping support to between 30 and 50 clients on a weekly basis, a small charge of £5.00 is made to help cover costs of the service.

Wellbeing Centre - Originally set up in 1990 to address the ageing well agenda, the centre charges a reasonable rate for beverages and healthy eating snacks for customers using the facilities. A considerable programme of health and social activities are provided and organised in the community for which an attendance charge is made to cover the costs of tutors and venue/refreshment costs.

Reserves policy

The Trustees are of the opinion that free reserves should be in the region of £400,000, to ensure the Charity has sufficient reserves to:

- Cover short to medium term fluctuations in incoming resources.
- Invest in methods to generate alternative sources of funding.
- Cover employment related obligations.
- Cover medium term lease commitments.

The charity reserves as at March 2023 are £506k. The forecast for 2024 identifies a potential deficit of £23k. The Board was satisfied that the level of reserves and current operating model means that the Charity can be considered a going concern. The trustees will review the reserves policy in the next financial year.

FUTURE PLANS

The organisation has carried out further reviews and a risk assessment related to longer term funding and the relationship with the public sector. The unsuccessful application to the Wales Lottery Fund will be taken into account in this financial year.

Our plans include:

- A Legacy Campaign
- Expansion of Nail Cutting Service
- Start on our journey towards raising £88,000/yr commercial profit to support our Volunteer Programme
- Recruit new trustees
- Complete the Actions form the Governance Review
- Recruit 30 new volunteers

Marketing and Partnerships

The Marketing Assistant resigned in March 2023.The Marketing Function is covered with one part time staff member. The realistic outcomes from marketing and fundraising has been reduced to reflect this reduction in resource. However, there is still much planned for the forthcoming financial year.

Plenty of fundraising events have taken place and are planned: Quiz and Curry Nights, Wine Tasting, Gower Hike, Cardiff Half Marathon. These events and others combined aim to raise £10,000.

The organisation will participate, for the 4th year in the Big Give Christmas Challenge and aim to raise between £10,000 and £15,000.

A key goal is to capitalise on match funding opportunities to boost and maximise income from the events. This has already proven highly lucrative through links with Lloyds Bank employees, and it is looking positive that this will continue into this year with Lloyds employees taking part in the Gower Hike. The Gower Hike has also attracted interest from additional match funding organisations (Legal and General and Barclays Bank) so all being well this will further boost fundraising efforts.

Our social media platforms continue to grow and this is strengthening our efforts to promote events, volunteer recruitment and our services, such as nail cutting. Marketing continues to work closely with colleagues to ensure optimum results. The charity Life Times magazine continues to strive to attract additional advertising to help cover it's costs. The magazine is a useful, well received communication tool for Age Connects and provides an opportunity to reach out to clients and showcase the great work we are doing.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Connects Cardiff and the Vale Limited is a registered charity no 1137821 and a Company limited by guarantee Company number 7345521. The subscribers to the memorandum of the company are first members of the charity and the trustees of Age Concern Cardiff and the Vale of Glamorgan are also trustees of the George Hill Snook Charity for the Aged. Registered Charity number 213285.

Membership

Membership is open to other individuals or organisations who apply to the charity to be members and where the application has been approved by trustees. The full details are set out in the Articles of Association for a Charitable Company.

Recruitment and appointment of new trustees

No one may be appointed or continue as a trustee if he or she would be disqualified from acting under the provisions of clause 36 of the Articles of Association.

The number of trustees shall not be less than three but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

Trustees will be appointed at Annual General Meetings of the Charity, on the recommendation of the trustees. At each Annual General Meeting one third of the trustees or, if their number is not three or a multiple of three, the number nearest to one third must retire from office.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board has the overall responsibility for the governance of the Charity. It meets at least four times a year and is supported by work groups or committees when necessary.

The Chief Executive leads the Management Team in the day to day management of the Charity, working within the financial framework, procedures and policies set down by the board. The Chief Executive has delegated authority for human resource planning, employment, service development and finance.

Induction and training of new trustees

Trustees take an active role in succession planning. Potential trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the charity and the Chief Executive. If candidates are regarded as suitable, and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees and at least one Board meeting. Following satisfactory completion of the recruitment process the Board will recommend appointment as a trustee.

Pay policy for senior staff

The directors and also trustees of the charity give their time freely and no director received remuneration in the year. Details of directors' expenses are disclosed in the notes to the accounts.

The pay of senior managers is considered to be commensurate with posts of a similar nature within the local third sector.

The pay of senior staff (CEO and Managers) and all other staff is reviewed annually in June. The pay policy of the charity is to apply any uplift in salary across the whole organisation. In setting the annual pay rate, the directors take into account the average increase in earnings across the whole economy, the private sector, the public sector, Retail Price Index (RPI) and the Consumer Price Index (CPI) and on the charity's ability to meet such costs.

Following the review, a 5% increase in pay was applied in June 2022.

Related parties and co-operations with other organisations

The Charity is an active member of Age Connects Wales. None of the trustees receive remuneration or benefit from their work with the charity. Any connection between a trustee or senior manager of the charity associated with the work of the charity must be disclosed to the full board in the same way as other contractual relationships with related third parties. A register of interests is maintained and at every board meeting Board members are offered the opportunity to declare any conflicts of interest or related party transactions.

The Charity has a close working relationship with Age Connects Wales relating specifically to the work of Chief Executive Officers at a strategic and policy level to support campaigning and influencing work across Wales. Age Connects Wales is owned by the six members Age Connects organisations in Wales, being:

- Age Connects Cardiff and the Vale
- Age Connects Morgannwg
- Age Connects Torfaen
- Age Connects North Wales Central
- Age Connects North East Wales
- Age Connects Neath Port Talbot

The organisation was set up in 2013 and a membership fee was introduced to pump prime the start-up costs.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The charity's risk management is based on 'A Practical Guide 2015' published by the UK200 Group, England & Wales, Andy Malpass BA FCA, Partner with Wittingham Riddle LLP.

The risk assessment has focussed on Charity's financial health and the future of its funded public sector services. This remains a challenging environment. The outcome of commissioning arrangements for the charity's services remains uncertain beyond 2023. Efforts to diversify income continue to show progress with current reserves demonstrating good financial management and increases in unrestricted income. Furthering this effort remains a key focus for the charity over the next 3 years.

The development of specific action plans and a review of the charity's reserves policy means the charity has mitigated the risks that have been identified, this included the successful recruitment of new Trustees, restructuring of the management team, resulting in redundancies, further reductions in operating costs and an increase in the number of successful application to other charitable funding organisations.

In addition, further consideration has been given to the risks associated with non-public sector activity, including marketing and promotion, income generation, workforce planning and volunteer sustainability.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07345521 (England and Wales)

Registered Charity number
1137821

Registered office
Unit 10, Sbectrwm
Bwlch Road
Fairwater
Cardiff
CF5 3EF

Trustees

C Harvey	
S Young	Chair
R Bright	
A Carter	
N Jarvis	Appointed 24 January 2023
G Watts	Appointed 24 January 2023
J Manley	Appointed 24 January 2023
G Hajgato	Resigned 23 August 2022

Chief Executive
J N Hawkins

Operational Managers

T P Power	Until 31 March 2023
E M Davies	Until 31 March 2023
K Fletcher	
M Coffin	

Company Secretary
J N Hawkins

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors
MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
CF23 8RS

Solicitors
Dan Dowen
Legal and Commercial Law
Berry Smith Lawyers
Haywood House
Dumfries Place
CARDIFF
CF10 3GA

Bankers
Barclays Bank
LEICESTER
LE87 2BB

COIF Bank
LONDON
EC4V 4ET

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Connects Cardiff and the Vale Limited for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued
AUDITOR

On 30 June 2023 as a result of a recent merger, Watts Gregory LLP resigned as auditor in accordance with Section 516 of the Companies Act 2006 and re-engaged its services as MHA.

Approved by order of the Board of Trustees on 25 August 2023 and signed on its behalf by:

S W Young - Trustee

Opinion

We have audited the financial statements of Age Connects Cardiff and the Vale Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102, *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditor thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees, which included the Directors' Report, prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Report of the Trustees.

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

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

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inaccurate journals. We addressed these risks by carrying out specifically targeted procedures, which included:

- Enquiries of management, those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and evaluating the business rationale of significant transactions outside the normal course of business;
- Reviewing minutes of meetings of those charged with governance;
- Evaluating the reasons for any large or unusual transactions;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.to underlying supporting documentation.

Because of the inherent limitations of an audit there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of MHA Statutory Auditor
CARDIFF, United Kingdom

Date: 6 September 2023

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313)

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

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	87,450	-	87,450	63,460
Charitable activities	6				
Community Support		47,402	146,178	193,580	345,970
Information and Advice		142,808	71,551	214,359	389,598
Ageing Well		96,453	11,475	107,928	128,545
Other trading activities	4	1,113	-	1,113	4,823
Investment income	5	6,923	-	6,923	268
Total		382,149	229,204	611,353	932,664
EXPENDITURE ON					
Charitable activities	7				
Community Support		39,712	191,437	231,149	287,877
Information and Advice		96,770	71,551	168,321	305,136
Ageing Well		92,847	12,358	105,205	84,631
Partnership development		241,000	-	241,000	166,051
Total		470,329	275,346	745,675	843,695
NET INCOME/(EXPENDITURE)		(88,180)	(46,142)	(134,322)	88,969
Transfers between funds	18	(843)	843	-	-
Net movement in funds		(89,023)	(45,299)	(134,322)	88,969
RECONCILIATION OF FUNDS					
Total funds brought forward		580,910	59,835	640,745	551,776
TOTAL FUNDS CARRIED FORWARD		491,887	14,536	506,423	640,745

The notes form part of these financial statements

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Investments	14	2	-	2	2
CURRENT ASSETS					
Debtors	15	5,049	9,435	14,484	17,108
Cash at bank		515,186	32,858	548,044	702,563
		520,235	42,293	562,528	719,671
CREDITORS					
Amounts falling due within one year	16	(28,350)	(27,757)	(56,107)	(78,928)
NET CURRENT ASSETS		491,885	14,536	506,421	640,743
TOTAL ASSETS LESS CURRENT LIABILITIES		491,887	14,536	506,423	640,745
NET ASSETS		491,887	14,536	506,423	640,745
FUNDS	18				
Unrestricted funds				491,887	580,910
Restricted funds				14,536	59,835
TOTAL FUNDS				506,423	640,745

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 25 August 2023 and were signed on its behalf by:

S W Young - Trustee

The notes form part of these financial statements

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(161,442)	29,220
Net cash (used in)/provided by operating activities		(161,442)	29,220
Cash flows from investing activities			
Interest received		6,923	268
Net cash provided by investing activities		6,923	268
Change in cash and cash equivalents in the reporting period		(154,519)	29,488
Cash and cash equivalents at the beginning of the reporting period		702,563	673,075
Cash and cash equivalents at the end of the reporting period		548,044	702,563

The notes form part of these financial statements

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

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(134,322)	88,969
Adjustments for:		
Interest received	(6,923)	(268)
Decrease/(increase) in debtors	2,624	(143)
Decrease in creditors	(22,821)	(59,338)
Net cash (used in)/provided by operations	(161,442)	29,220

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank	702,563	(154,519)	548,044
	702,563	(154,519)	548,044
Total	702,563	(154,519)	548,044

The notes form part of these financial statements

1. STATUTORY INFORMATION

Age Connects Cardiff and The Vale is a company limited by guarantee incorporated in Wales within the United Kingdom. The registered office is Unit 4 Cleeve House, Lambourne Crescent, Llanishen, Cardiff CF14 5GP.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The principal activities and nature of the charity's operations is to support and champion older people who are isolated, vulnerable or in poverty.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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 with the exception of investments which are included at market value.

There have been no material departures from Financial Reporting Standard 102.

Preparation of the accounts on a going concern basis
The financial statements have been prepared on a going concern basis, with the company having confirmation in place from many of its funders up to 31 March 2024 and adequate free reserves to support the organisation. In addition, the charity continues to raise funds from Trusts and individuals, enabling a range of support programmes.

Preparation of consolidated financial statements
The financial statements contain information about Age Connects Cardiff and the Vale Limited as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received, and the amount can be measured reliably. This includes capital grants.

Donations and legacies income
Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities
Incoming resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Other trading activities income
Incoming resources from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

continued...

2. ACCOUNTING POLICIES - continued

Income
Investment income
Investment income is recognised on a receivable basis.

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. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include staff costs, finance costs, general office and premises costs, depreciation and governance costs which support the activities of the charity. These costs have been allocated between charitable activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Direct expenditure is apportioned to each project on an actual basis.

Tangible fixed assets
Fixed assets are initially recorded at cost. Fixed assets costing more than £1,000 are capitalised by the charity.

Depreciation is calculated so as to write off the cost of an asset, less its estimate residual value over the useful economic life of the asset as follows:

Fixtures, fittings and equipment	- 25% per annum of cost
Small items of project equipment	- 100% per annum of cost

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

Fund accounting
Unrestricted funds are available for use at the trustees' discretion for any purpose within the objects of the charity.

Restricted funds have been received with stipulation from the donor as to the purpose for which they may be used.

Designated funds are unrestricted funds earmarked by the board for particular purposes in the future.

Transfers from unrestricted to restricted funds are made when required to support underfunded activities.

continued...

2. ACCOUNTING POLICIES - continued

Financial instruments
The charity 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.

Debtors
Trade debtors and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating leases
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
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.

Termination payments
The charitable company recognises termination benefits as a liability and an expense only when the entity is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations/fundraising	64,950	43,709
Legacies/Trust Funds	2,500	175
Grants	20,000	19,576
	87,450	63,460

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

	2023	2022
	£	£
Peoples Postcode Lottery	10,000	5,000
Pendoylan and Welsh St Donats Recreation Fund	-	14,576
Garfield Weston Foundation	10,000	-
	20,000	19,576

continued...

4. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Trading	1,113	4,823

5. INVESTMENT INCOME

	2023	2022
	£	£
Bank interest	6,923	268

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
Grants	Community Support	146,178	283,304
Project donations /fundraising	Community Support	2,083	4,450
Fees for the provision of services	Community Support	45,319	58,216
Grants	Information and Advice	71,551	60,831
Project donations /fundraising	Information and Advice	6,325	4,750
Fees for the provision of services	Information and Advice	136,483	324,017
Grants	Ageing Well	11,475	49,721
Other	Ageing Well	69,624	56,167
Project donations /fundraising	Ageing Well	4,137	695
Fees for the provision of services	Ageing Well	22,692	21,962
		515,867	864,113

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

	2023	2022
	£	£
Cardiff County Council	87,697	115,677
Vale of Glamorgan Council	115,558	124,230
Age Cymru	2,400	2,400
Jane Hodge Foundation	-	68,000
Glamorgan Voluntary Services	8,363	3,976
Groundwork UK - Tesco Bags of Help	1,125	-
National Lottery Funding	-	26,634
Welsh Government - Early Intervention and Prevention Activity	-	44,555
Million Dollar Round Table Foundation	-	2,485
Waterloo Foundation	5,000	5,000
Home Instead	-	750
Wales Co-op Centre	-	149
Independent Age	5,586	-
National Grid Community Matters	3,475	-
	229,204	393,856

continued...

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Community Support	183,448	47,701	231,149
Information and Advice	138,024	30,297	168,321
Ageing Well	94,527	10,678	105,205
Partnership development	235,006	5,994	241,000
	651,005	94,670	745,675

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	543,836	649,346
Other costs	107,169	82,844
	651,005	732,190

9. SUPPORT COSTS

	Salaries and expenses	Technical support	Governance costs	Totals
	£	£	£	£
Community Support	25,662	22,039	-	47,701
Information and Advice	16,385	13,912	-	30,297
Ageing Well	2,744	7,934	-	10,678
Partnership development	-	-	5,994	5,994
	44,791	43,885	5,994	94,670

Salaries and expenses and office costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Technical support relates to the information database. Allocation is on the basis of an estimate of usage

10. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Auditors' remuneration	5,994	5,994

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 or for the year ended 31 March 2022.

Trustees' expenses

No expenses were paid to trustees for the year ended 31 March 2023 or for year ended 31 March 2022.

continued...

12. STAFF COSTS

	2023	2022
	£	£
Salaries	540,061	639,211
Social security	29,778	40,407
Pension contributions	18,788	23,813
	588,627	703,431
Number of employees	30	38
Equivalent full time employees	20	26

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

The total key management personnel remuneration benefits paid during the year was £215,381 (2022: £168,003).

Included within staff costs are termination payments amounting to £40,000 (2022: £nil).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	48,884	14,576	63,460
Charitable activities			
Community Support	62,667	283,303	345,970
Information and Advice	328,767	60,831	389,598
Ageing Well	78,824	49,721	128,545
Other trading activities	4,823	-	4,823
Investment income	268	-	268
Total	524,233	408,431	932,664
EXPENDITURE ON			
Charitable activities			
Community Support	43,622	244,255	287,877
Information and Advice	244,305	60,831	305,136
Ageing Well	34,910	49,721	84,631
Partnership development	166,051	-	166,051
Total	488,888	354,807	843,695
NET INCOME	35,345	53,624	88,969
RECONCILIATION OF FUNDS			
Total funds brought forward	545,565	6,211	551,776
TOTAL FUNDS CARRIED FORWARD	580,910	59,835	640,745

continued...

14. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2022 and 31 March 2023	2
NET BOOK VALUE	
At 31 March 2023	2
At 31 March 2022	2

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited
Registered office:
Nature of business: Dormant company

Class of share:	% holding
Ordinary	100

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Prepayments and accrued income	14,484	17,108

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	3,927	4,719
Social security and other taxes	8,386	10,267
Other creditors	1,556	1,555
Accruals and deferred income	42,238	62,387
	56,107	78,928

Included within accruals and deferred income above is the following deferred income:

	2023 £	2022 £
Deferred income brought forward	47,744	97,119
Released to SOFA	(47,744)	(97,119)
Additional income deferred in the year	34,974	47,744
	34,974	47,744

The deferred income relates to funding received in advance of service delivery.

continued...

17. LEASING AGREEMENTS

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

	2023	2022
	£	£
Within one year	9,255	13,549

Operating lease payments recognised as an expense during the year amount to £42,794 (2022: £39,119).

18. MOVEMENT IN FUNDS

	At 1/4/22	Net movement in funds	Transfers between funds	At 31/3/23
	£	£	£	£
Unrestricted funds				
General fund	580,910	(88,180)	(843)	491,887
Restricted funds				
Community Volunteer Support (CS)	45,259	(45,259)	-	-
Senior Health Shop (AW)	-	(883)	883	-
Pendoylan & St Donats Trust	14,576	-	(40)	14,536
	59,835	(46,142)	843	14,536
TOTAL FUNDS	640,745	(134,322)	-	506,423

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	382,149	(470,329)	(88,180)
Restricted funds			
Community Volunteer Support (CS)	26,839	(72,098)	(45,259)
Vale Good Neighbours (CS)	34,339	(34,339)	-
Advocacy and residential care (I & A)	61,982	(61,982)	-
Senior Health Shop (AW)	11,475	(12,358)	(883)
Hope Advocacy Project (I & A)	2,400	(2,400)	-
Broker Service (CS)	85,000	(85,000)	-
Cardiff Welfare Rights (I & A)	7,169	(7,169)	-
	229,204	(275,346)	(46,142)
TOTAL FUNDS	611,353	(745,675)	(134,322)

continued...

18. 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	465,065	35,345	80,500	580,910
Designated fund - Property Dilapidations	5,500	-	(5,500)	-
Designated fund - Community Volunteer Support	75,000	-	(75,000)	-
	545,565	35,345	-	580,910
Restricted funds				
Community Volunteer Support (CS)	-	45,259	-	45,259
National Lottery Funding - Engage project	6,211	(6,211)	-	-
Pendoylan and Welsh St Donats Recreation Fund	-	14,576	-	14,576
	6,211	53,624	-	59,835
TOTAL FUNDS	551,776	88,969	-	640,745

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	524,233	(488,888)	35,345
Restricted funds			
Hospital Discharge Service (CS)	85,000	(85,000)	-
Community Volunteer Support (CS)	130,489	(85,230)	45,259
Vale Good Neighbours (CS)	24,147	(24,147)	-
Advocacy and residential care (I & A)	57,391	(57,391)	-
Welfare Rights (I & A)	1,040	(1,040)	-
Senior Health Shop (AW)	6,735	(6,735)	-
Nail Cutting Development Grant (AW)	42,986	(42,986)	-
Vale Shopping Service (CS)	17,033	(17,033)	-
National Lottery Funding - Engage project	26,634	(32,845)	(6,211)
Hope Advocacy Project (I & A)	2,400	(2,400)	-
Pendoylan & St Donats Trust	14,576	-	14,576
	408,431	(354,807)	53,624
TOTAL FUNDS	932,664	(843,695)	88,969

Designated funds
Prior year
Designated funds are set up by the trustees to meet the organisations plans for the future.

Property dilapidations -	This fund was set aside to provide for property dilapidation costs that may be payable in the future. As final settlement of costs were paid in the 2021/22 year, the fund was no longer needed.
Community Volunteer Support	These funds were set aside to cover the projected costs in 2021/22 on the Community Volunteer Support service. The trustees did not feel a designated fund was needed for this service going forward.

continued...

18. MOVEMENT IN FUNDS - continued

Restricted funds

Community Support (CS)-	Volunteer befriending and support to older people in the community Support to older people discharged from hospital. Activities to promote community cohesion by addressing the negative stereotypes between generations.
Information and advice (I & A) -	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights. Assisting with claims for benefits and form completion. Assisting older people in moving into residential care.
Ageing Well (AW) -	Programmes to involve older people to promote better health.
Pendoylan and Welsh St Donats Recreation Fund	Funding received in the year following the winding up of the trust to be used for development in the area.

Transfers between funds
During the year the following transfers between funds took place:

Transfers of £40 were made between the Pendoylan and Welsh St Donats Recreation Fund and the general fund to reflect the transfer of nail subsidies for Vale customers to nail income.

Transfers of £883 were made between the Senior Health Shop fund and general fund in agreement with GVS to reflect the transfer of unspent grant income from the funder following the TUPE of the Discharge Support Service to the Cardiff and Vale University Local Health Board. .

Prior year
Transfers of £5,500 were made to the general fund from the Property Dilapidations Designated fund. These were funds held in anticipation of further dilapidation works following the move from the old office premises which were not needed.

Transfers of £75,000 were made to the general fund from the Community Volunteer Support Designated fund. These were funds that were set aside to cover the projected costs in 2021/22 on the Community Volunteer Support Service. Do to additional funding received in the year they were no longer needed.

19. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £18,788 (2022: £23,813). Contributions outstanding at the year end amounted to £nil (2022: £nil.)

20. RELATED PARTY DISCLOSURES

During the year, the charity received donations of £120 (2022: £120) from 1 trustee (2022: 1 trustee).

Former trustee, G Hajgato has significant influence over Movo Glamorgan Limited, the following transactions occurred with Movo Glamorgan Limited in the current financial year befoe his resignation as a trustee:

	£
Insurance purchased	2,436
Insurance commission received	4

No balances remained outstanding at year end.

During the 22/23 financial year, A Hawkins who is a close family member of the Chief Executive, J Hawkins, was employed as a member of the nail cutting team. During this period of employment she received £8,368.

AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales - Charity number 1137821

Accounts

REGISTERED COMPANY NUMBER: 7345521 (England and Wales)
REGISTERED CHARITY NUMBER: 1137821

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

FOR

AGE CONNECTS CARDIFF AND THE VALE LIMITED

Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

	Page
Chairman's Report	1
Report of the Trustees	2 to 11
Report of the Independent Auditors	12 to 14
Statement of Financial Activities	15
Balance Sheet	16
Cash Flow Statement	17
Notes to the Cash Flow Statement	18
Notes to the Financial Statements	19 to 29
Detailed Statement of Financial Activities	30

AGE CONNECTS CARDIFF AND THE VALE LIMITED

CHAIRMAN'S REPORT FOR THE YEAR ENDED 31 MARCH 2022

The work of the Charity during the year was still hampered by the ongoing effects of the pandemic and starting to adjust to whatever the new normal was going to look like.

Homeworking had been a necessity during the periods of "Lockdown" and the Charity like most organisations recognised the advantages of retaining that option for our staff members.

We also moved out of our offices at Cleeve House and the office in Llantwit Major and we have moved to a serviced office option in The Maltings and a partnership arrangement at the new 3rd sector Hub in Llantwit Major.

During the year we reviewed the salary banding through an external benchmarking process.

We had the disappointing news that our application for funding form the Wales Lottery Fund was unsuccessful. The Board will be looking at the longer-term impact of this and the future sustainability of the charity's volunteering programme.

The year ahead will see the Charity facing considerable financial challenges as we try to address the identified funding gap.

I would like to personally thank all our staff and volunteers for their vital work during the pandemic and now as services try to get back to normal.

Stuart Young

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 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

Our Purpose
To promote the relief of elderly people in any manner which is charitable in and around the City and County of Cardiff and the County of the Vale of Glamorgan.

Our Vision
To live in a society where older people are respected and enabled to meet their aspirations.

The Board of Directors have reviewed the organisation's core values, operational objective, aims and strategies, these are restated as:

Core Values

Professional
Our staff and volunteers pride themselves on their professionalism.

Deliver on Promises
We commit to fulfil all that is promised.

Quality Communications
Promotional coverage and feedback following all joint activities.

Understanding
We take pride in our work, are skilled, knowledgeable and treat people fairly.

Trusted
We have a long-standing reputation in the community.

Person Centred
We put people first.

Operational Objective
To help, support and enable older people to maintain their independence and improve the quality of their lives.

Aims
To recruit and train staff and volunteers to meet our objectives.
To be proactive in seeking partnerships to improve the care and support for older people and deliver products and services.

The five strategies employed to achieve our objective are to:
- Raise the profile of the Charity
- Ensure sustainable volunteering
- Provide information and support services that promote health and wellbeing, independence and empowerment
- Provide a first point of contact for enquiries to the Charity
- Fundraise

Our Activities
The charity provides a range of direct support services to older people including:
- Advocacy in the community, in residential care and advocacy for older people affected by cancer
- Financial Advocacy in the form of welfare rights
- A Discharge Support Service for elderly people coming out of hospital and a broker service facilitating community support, working in partnership with the University Local Heath Board and two local councils
- Good neighbour volunteer schemes
- An ageing well programme
- A nail cutting service
- A Community Support Project

We offer thanks to all those organisations listed on pages 21 and 22 and to the following supporting organisations:

- Jane Hodge Foundation
- Home Instead
- Bolt Removal
- Telecare and Meals on Wheels Cardiff
- Sunrise Senior Living
- McGill Brown Solicitors
- Loosemores Solicitors
- Martyn Prowel Solicitors
- Quality Solicitors - JA Hughes
- Wendy Hopkins Family Law
- Berry Smith Solicitors
- Passmores
- Snowdrop Independent Living
- BNI Reliance Cardiff
- Penguin Wealth
- MOVO Insurance
- Planet Leasing
- Cardiff Nutrition
- Utility Warehouse - save money with us
- Phoenix HR
- Golden Charter
- Confused.com
- Admiral
- Acorn Stairlifts
- Burns Pet Nutrition
- Photodrome
- Western Power
- Glamorgan Voluntary Service (GVS)
- WCVA
- Big Lottery Fund Wales

Charitable Activities - Who Benefits
The trustees confirm that they have paid regard to the Charity Commissions public benefit guidance. The beneficiaries of the Charity's work are demonstrated in this report.

The Impact of Coronavirus
We reported in previous years on the impact of the Coronavirus on the Charity. We carried out further consultations with over 300 older people that had received support from the charity through the Covid period.
People have told us: because:

- Having someone to talk to helps them feel they are not alone when making decisions.
- They are able to access information and services to make informed choices that helps them maintain their independence.
- Help with small practical tasks can make life so much easier.
- Having the friendship of a volunteer helps them feel someone cares and a connection with their community. For some their volunteer may be the only person they see all week.

We used the finding from our consultation to inform an application to the Wales Lottery Fund, Unfortunately the application was not successful. We have continued to work within a challenging environment. The impact of Covid is still affecting older people, who tell us they are experiencing anxiety, a loss of personal confidence and a lack of engagement with organisations, finding it difficult to access services and to get back to activities that they did prior to Covid, with some service still not fully operational and other having closed down permanently.

Our services have reopened and are largely back to normal activity levels, however we are still adjusting to the impact of Covid for example our Aging Well Centre is not seeing the same numbers of attendances at the moment and our Nail cutting service is now delivering 55% of appointments in our clinic's, prior to Covid it was 95%, we now offer 45% of appointments to people in their own homes,

Income generation from our events programme has begun to see improvements, having completely ceased throughout Covid. We were very fortunate to receive financial support directly from, Welsh Government through our Age Connects Wales Charity Partnership and Welsh Government programmes delivered directly through Glamorgan Voluntary Council, m Vale and Cardiff Council. We are also grateful to the charitable trust that provided much needed short term grant support and to the businesses through BNi Reliance in South Wales and other companies in our supporter programme.

National Lottery Fund Wales
We were not successful in our grant application for funding over 3 years, this will impact our volunteer programme and the Board is looking at how to address the funding gap

Vale Shopping Service (Lles Community Support Project)
The Lles Community Support Project was established in Feb 2020 as a social enterprise to provide a paid for shopping service to clients in the vale and generate income for the charity. Funding for this service has ended and whilst we were not able to make the service sustainable it has proved an invaluable source of support to vulnerable older clients during its lifetime.

For the service to have been sustainable it would have needed to generate an income of over £20,000, however during 21/22 we only achieved an income of £5,272 from shopping fees and a total of 91 clients received shopping support. There is still a need to provide shopping support so in future any request for shopping support from clients will be provided by the Good Neighbours Scheme.

Wellbeing Centre (formerly the Senior Health Shop)
During 2021 the pandemic once again had a significant impact on our Wellbeing Centre with periods of closure and reduced service impacting attendance and the income generated from café sales. This would have jeopardised the service without the support of grants from the Waterloo Foundation, Home instead and GVS.

Our Wellbeing centre when open provides.
- A cafe for older people to meet & make new friends (38 Holton Rd, Barry)
- Healthy Ageing opportunities which include exercise, craft, & social classes.
- A one stop centre for information with staff & volunteers on hand and clinics provided by partner organisation.
- Volunteering opportunities to get older people involved in the community.

Nona Hexter, the Wellbeing Centre's coordinator for more than 25 years, retired at the end of the year - a new coordinator has been recruited with her focus being increasing the centres opening hours and generating more income from the Café.

Nail Cutting Service
Our Nail Cutting social enterprise experienced its 2nd difficult year due to the pandemic, with covid restricting the venues the service could be provided from and causing staff shortages. The service managed to increase its KPI's in 2021 but was still down on pre pandemic levels.

In 2021 the service had 4 staff (3 Nail Technicians, 1 Coordinator) and clients were charged £22 for a service at home or £15 at a clinic.
- 855 clients accessing the service (49% increase over the previous year)
- 2,634 appointments provided (91% increase over the previous year)
- £49,207 income generated (87% increase over the previous year)

These were significant increases on the previous year's figures, but the service would still have made a small loss without the support of a grant from the Jane Hodge Foundation.

The Nail Cutting service experienced increased demand towards the end of the year with COVID restrictions being lifted and NHS Podiatry experiencing reductions in its ability to support Diabetic patients. In 2021 we did not have the capacity to meet the increased demand so there are plans to expand the service in 2022 with new venues and staff in the works.

Vale Good Neighbour Schemes (GNS)
Our Good Neighbours Scheme in the Vale of Glamorgan provides support to isolated older people without friends or family to help them. The service which is funded by the Vale Council provides

- Information on what support is available or answers to queries
- A volunteer visitor for company
- Help with transport or an escort to attend appointments
- Regular phone calls for a chat and to check that everything is OK
- Shopping support (now that the Vale Shopping Service has closed)

In 2021 the service which had 3 staff experienced

- 286 new referrals for support
- 393 clients accessing the service
- Of which 96% were either satisfied or very satisfied with their support
- 112 active volunteers

Community Support Project
Our Community Support Project is like the Good Neighbours scheme and provides similar services in Cardiff.

- Information on what support is available or answers to queries
- A volunteer visitor for company
- Help with transport or an escort to attend appointments
- Regular phone calls for a chat and to check that everything is OK
- Shopping support

In 2021 the service which has 4 staff was funded by mixture of grants from the Jane Hodge Foundation, Integrated Care Fund and charitable donations experienced

- 622 new referrals for support
- 682 clients accessing the service
- Of which 97% were either satisfied or very satisfied with their support
- 179 active volunteers

Winter Pressures
During the Winter both the Good Neighbours Scheme and the Community Support service received funding from the Welsh Government to assist the NHS with speedy discharges from Hospital. More than 60 Clients received up to 4 weeks support with

- Light cleaning
- Picking up medication
- Light meal prep
- Shopping support

Community & Care Home Advocacy Service
We provide advocacy services in care homes, hospitals and community settings.

Most visits to care homes were undertaken on referral only basis during 2021/22 but we gradually began to resume routine care home visits as COVID restrictions eased. All visits were made in line with Welsh Government guidance and the approval of care homes themselves.

Organisational protocols were also adhered too, and all Advocates undertook a lateral flow test prior to visits.

We were able to provide virtual visits and attend residents' meetings remotely and support individual residents via telephone, and via WhatsApp or Zoom, a service we instigated in the early months of the pandemic in 2020.

We also delivered community home visits across Cardiff and the Vale, again all in line with national guidance and our own protocols.

During 2021/22 we made **83** in person visits to care homes as well as **16** 'virtual' visits and had **53** telephone contacts. We received **118** Independent Professional Advocacy (IPA) referrals in Cardiff which included individual care home referrals for both Cardiff and the Vale involving **1,280** interactions. In addition, we supported **192** community referrals in the Vale with **792** interactions.

The Vale Welfare Rights Service
The service provides support to older people aged 60 + to maximise their income through benefit entitlement as well as dealing with general benefit enquiries.

The service provided support to complete benefit applications over the telephone and home visits where required or if the application was more complex. Home visits were all undertaken in line with national guidance and our own protocols.

In the year 2021/22 the service received **497** referrals and generated over **£1,551,510** in extra benefit income (if each benefit awarded is given an 18-month value).

Broker Service
The Broker Service works in partnership with Cardiff Community Resource Teams (CRTs), C1 Vale Contact Centre, and the Vale Community Resource Service at Barry Hospital to support vulnerable individuals, their families, and carers with hospital discharge and to avoid hospital admissions. Delivery of this service has continued throughout the pandemic through home visits and telephone contact. The Service has been delivered in line with the Regulations and local health protocols as well as Age Connects operational protocols.

The Community Liaison Officers are involved in both step up and step-down referrals. In 2021/22 the service in Cardiff received **375** referrals and the Vale Broker has had **197** referrals.

The Discharge Support Service
Discharge Support Officers (DSOs) work within the Integrated Discharge Service (IDS) in Cardiff and the Vale to assist hospital patients over the age of 60 and their families with discharge planning.

The team have continued to work flexibly during the last year. Where it was possible, DSOs visited hospital wards to participate in Board rounds and visiting patients and relatives all in line with Government guidance, risk assessment, and local health protocols as well as Age Connects operational protocols.

We have also resumed hospital advocacy in the last year making visits to see patients on hospital wards again in line with Government guidance and Age Connects protocols.

In 2021/22 the DSOs attended **820** board rounds across all sites, inputting information gathered from speaking to many new patients and their families about their wishes on discharge. **1,101** patients had DSO support during their hospital stay. A further 68 self-funding patients needing help with a care home placement were provided with DSO support.

FINANCIAL REVIEW

Investment policy and objectives

The trustees believe that they require access to funds on a regular basis and have therefore approved the transfer of funds, when appropriate, to the Charities Official Deposit Investment Fund (CODIF). This fund pays interest with immediate access to the capital, however along with other financial institution, the interest has been minimal. The trustees have continued to review their investment strategy during the year.

Financial overview

Total incoming resources were £932,664. Total resources expended were £843,695, leaving a net surplus of £88,969.

Pricing policy for charged services

Our pricing policy for activities includes charges or suggested donations for services and this reflects our aspiration to enable older people, regardless of their means, to take part in our activities.

Nail Cutting Service - The charge for the service has remained at £15.00 for clinic visits and £22.00 for home visits. Due to the fact that we are seeing more people at home rather than clinic and to address the rising costs of fuel, we plan to introduce a price rise from October 2022. A clinic visit will rise to £17.00 and home visits to £25.00. Comparisons with similar service offered by the private sector are in the region of £30 to £50. The price is set below the current private sector rate for social nail cutting and was introduced by the charity as a service to address the real problems older people have in getting access to a quality service at a reasonable price. The Service was designed to address, in part, the health and well-being aspects of some older people's lives to ensure older people have access to a quality service at an affordable competitive price. Additional resources have been accessed and invested and further applications for development support, to allow us to expand the service are being developed.

Senior Health Shop - This has been rebranded as the Ageing Well Centre, originally set up in 1990 to address the ageing well agenda, the shop charges a reasonable rate for beverages and healthy eating snacks for customers using the Shop facilities. A considerable programme of health and social activities are provided and organised in the community for which an attendance charge is made to cover the costs of tutors and venue/refreshment costs.

Reserves policy

The Charity provides a range of services funded by public sector bodies. During the year the Board took the decision to withdraw from those contracts that were economically difficult for the charity to deliver given the short contract period, and where the changing employment environment, meant recruitment to staff posts were challenging, resulting in our inability to meet the requirements of the contract., All public sector funding arrangements will be reviewed in the lead up to April 2023. Given the charity's current reliance on these sources of funding the trustees need to ensure the Charity has sufficient reserves to:

- cover short to medium term fluctuations in incoming resources
- invest in methods to generate alternative sources of funding
- cover employment related obligations
- cover medium term lease commitments

The charity reserves as at March 2022 are £641,000. The forecast for 2023 identifies a potential deficit of £167,000. The trustees are of the opinion that free reserves should be in the region of £400,000.

The Board was satisfied that the level of reserves and current operating model means that the Charity can be considered a going concern. The trustees will review the reserves policy in the next financial year.

FUTURE PLANS

The organisation has carried out further reviews and a risk assessment related to longer term funding and the relationship with the public sector. The unsuccessful application to the Wales lottery Fund will be taken into account in this financial year.

The Board has agreed to invest around sufficient funds to cover a potential deficit of £167,000. However, actions have already been taken to look at other funding opportunities for this final year and the Board is considering other organisational design changes to further reduce costs.

Our plans include:

- A Legacy Campaign
- Expand of Nail Cutting Service
- Raise £80,000 to support our Volunteer Programme
- Recruit new Trustees
- Encourage 5 new businesses to adopt us as their charity for the year
- Recruit 30 new volunteers

Marketing and Partnerships

Income generation plans will provide funds towards meeting the requirements of our Volunteering Programme. Significant effort is being made to fully realise the potential of the partnerships and relationships we have and are developing through all forms of communication, including a variety of social media platforms and press activity. The Marketing and Partnership Manager and Marketing Assistant continue to build on raising the charity profile and generating new streams of income. Clear targets have been set for income arising from fundraising, donations, commercial partnerships and products sales and given the ongoing restrictions and limitations placed on what activities are possible, the team continue to strive to meet this target by finding innovative ways in which fundraising is still viable.

We have invested in social media activity; a new Marketing Agency (Marketing Purks) has been recruited to assist in fulfilling this ambition and results so far are promising. Our website has been updated.

Our fundraising events have been re-established and we are seeking new opportunities for the links we have with business and supporters.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Connects Cardiff and the Vale Limited is a registered charity no 1137821 and a Company limited by guarantee Company number 7345521. The subscribers to the memorandum of the company are first members of the charity and the trustees of Age Concern Cardiff and the Vale of Glamorgan are also trustees of the George Hill Snook Charity for the Aged. Registered Charity number 213285.

Membership

Membership is open to other individuals or organisations who apply to the charity to be members and where the application has been approved by trustees. The full details are set out in the Articles of Association for a Charitable Company.

Recruitment and appointment of new trustees

No one may be appointed or continue as a trustee if he or she would be disqualified from acting under the provisions of clause 36 of the Articles of Association.

The number of trustees shall not be less than three but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

Trustees will be appointed at Annual General Meetings of the Charity, on the recommendation of the trustees.

At each Annual General Meeting one third of the trustees or, if their number is not three or a multiple of three, the number nearest to one third must retire from office.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board has the overall responsibility for the governance of the Charity. It meets at least four times a year and is supported by work groups or committees when necessary.

The Chief Executive leads the Management Team in the day to day management of the Charity, working within the financial framework, procedures and policies set down by the board. The Chief Executive has delegated authority for human resource planning, employment, service development and finance.

Induction and training of new trustees

Trustees take an active role in succession planning. Potential trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the charity and the Chief Executive. If candidates are regarded as suitable, and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees and at least one Board meeting. Following satisfactory completion of the recruitment process the Board will recommend appointment as a trustee.

Pay policy for senior staff

The directors and also trustees of the charity give their time freely and no director received remuneration in the year. Details of directors' expenses are disclosed in the notes to the accounts.

The pay of senior managers is considered to be commensurate with posts of a similar nature within the local third sector.

The pay of senior staff (CEO and Managers) and all other staff is reviewed annually in June. The pay policy of the charity is to apply any uplift in salary across the whole organisation. In setting the annual pay rate, the directors take into account the average increase in earnings across the whole economy, the private sector, the public sector, Retail Price Index (RPI) and the Consumer Price Index (CPI) and on the charity's ability to meet such costs.

Related parties and co-operations with other organisations

The Charity is an active member of Age Connects Wales. None of the trustees receive remuneration or benefit from their work with the charity. Any connection between a trustee or senior manager of the charity associated with the work of the charity must be disclosed to the full board in the same way as other contractual relationships with related third parties. A register of interests is maintained and at every board meeting, Board members are offered the opportunity to declare any conflicts of interest or related party transactions.

The Charity has a close working relationship with Age Connects Wales relating specifically to the work of Chief Executive Officers at a strategic and policy level to support campaigning and influencing work across Wales. Age Connects Wales is owned by the six members Age Connects organisations in Wales, being:

- Age Connects Cardiff and the Vale
- Age Connects Morgannwg
- Age Connects Torfaen
- Age Connects North Wales Central
- Age Connects North East Wales
- Age Connects Neath Port Talbot

The organisation was set up in 2013 and a membership fee was introduced to pump prime the start-up costs.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The charity's risk management process was reviewed in 2016 and was adapted from 'A Practical Guide 2015' published by the UK200 Group, England & Wales, Andy Malpass BA FCA, Partner with Wittingham Riddle LLP.

The risk assessment has focussed on Charity's financial health and the future of its funded public sector services. This remains a challenging environment. The outcome of commissioning arrangements for the charity's services remains uncertain beyond 2022. Efforts to diversify income continue to show progress with current reserves demonstrating good financial management and increases in unrestricted income. Furthering this effort remains a key focus for the charity over the next 3 years.

The development of specific action plans and a review of the charity's reserves policy means the charity has mitigated the risks that have been identified.

In addition, further consideration has been given to the risks associated with non-public sector activity, including marketing and promotion, income generation, management structure review, workforce planning and volunteer sustainability.

Specific plans have been approved to address risk and development opportunities, these include investment in income generation, marketing and promotion.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
7345521 (England and Wales)

Registered Charity number
1137821

Registered office
The Maltings
East Tyndall Street
CARDIFF
CF24 5EA

Trustees
C Harvey
S Young — Chair
R Bright
A Carter
G Hajgato

Chief Executive
J N Hawkins

Operational Managers
T P Power
E M Davies
K Steele
M Coffin

Company Secretary
J N Hawkins

Auditors
Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors
Dan Dowen
Legal and Commercial Law
Berry Smith Lawyers
Haywood House
Dumfries Place
Cardiff
CF10 3GA

Pension Scheme Advisers
Maskell, Moss & Co Ltd
Castleton House
Cardiff Gate Business Park
CARDIFF
CF23 8RS

Bankers
Barclays Bank
LEICESTER
LE87 2BB

COIF Bank
LONDON
EC4V 4ET

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Connects Cardiff and the Vale Limited for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 24/08/2022 and signed on its behalf by:

S W Young - Trustee

Opinion
We have audited the financial statements of Age Connects Cardiff and the Vale Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern in exceptional or unforeseen circumstances.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements which result from such irregularities. Based on our understanding of both the company and industry, we identified the principal risks of non-compliance with laws and regulations, including those related to UK tax legislation and considered the extent to which any non-compliance might have on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and ensured that all those involved in the audit undergo regular update training, including on how to identify or recognise fraud and non-compliance with laws and regulations.

We have evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inaccurate journals. We addressed these risks by carrying out specifically targeted procedures, which included:

- discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations and/or fraud;
- considering the appropriateness of journal entries and other adjustments;
- evaluating the reasons for any large or unusual transactions;
- reviewing disclosures in the financial statements to underlying supporting documentation;
- reading minutes of meetings of those charged with governance.

As outlined above, reasonable assurance is a high level of assurance, but is not a guarantee that a material misstatement may always be detected. The extent to which our procedures are capable of detecting material misstatements or irregularities, including fraud, is therefore subject to the inherent limitations of an audit. There is therefore, an unavoidable risk that a material misstatement may not come to light, in particular, where non-compliance with laws and regulations are remote from events and transactions reflected in the financial statements or where fraud or errors arise due to intentional misrepresentation, forgery, concealment, management override and/or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Date: .....

AGE CONNECTS CARDIFF AND THE VALE LIMITED

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	48,884	14,576	63,460	152,684
Charitable activities	6				
Community Support		62,667	283,303	345,970	287,365
Information and Advice		328,767	60,831	389,598	408,583
Ageing Well		78,824	49,721	128,545	58,830
Other trading activities	4	4,823	-	4,823	3,275
Investment income	5	268	-	268	420
Total		524,233	408,431	932,664	911,157
EXPENDITURE ON					
Charitable activities	7				
Community Support		43,622	244,255	287,877	293,594
Information and Advice		244,305	60,831	305,136	404,780
Ageing Well		34,910	49,721	84,631	78,347
Partnership development		166,051	-	166,051	119,693
Total		488,888	354,807	843,695	896,414
NET INCOME		35,345	53,624	88,969	14,743
RECONCILIATION OF FUNDS					
Total funds brought forward		545,565	6,211	551,776	537,033
TOTAL FUNDS CARRIED FORWARD		580,910	59,835	640,745	551,776

The notes form part of these financial statements

AGE CONNECTS CARDIFF AND THE VALE LIMITED

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Investments	15	2	-	2	2
CURRENT ASSETS					
Debtors	16	2,538	14,570	17,108	16,965
Cash at bank		609,512	93,051	702,563	673,075
		612,050	107,621	719,671	690,040
CREDITORS					
Amounts falling due within one year	17	(31,142)	(47,786)	(78,928)	(119,766)
NET CURRENT ASSETS		580,908	59,835	640,743	570,274
TOTAL ASSETS LESS CURRENT LIABILITIES		580,910	59,835	640,745	570,276
PROVISIONS FOR LIABILITIES	19	-	-	-	(18,500)
NET ASSETS		580,910	59,835	640,745	551,776
FUNDS	20				
Unrestricted funds				580,910	545,565
Restricted funds				59,835	6,211
TOTAL FUNDS				640,745	551,776

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 24/08/2022 and were signed on its behalf by:

S W Young - Trustee

The notes form part of these financial statements

AGE CONNECTS CARDIFF AND THE VALE LIMITED

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	29,220	169,543
Net cash provided by operating activities		29,220	169,543
Cash flows from investing activities			
Interest received		268	420
Net cash provided by investing activities		268	420
Change in cash and cash equivalents in the reporting period		29,488	169,963
Cash and cash equivalents at the beginning of the reporting period		673,075	503,112
Cash and cash equivalents at the end of the reporting period		702,563	673,075

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	88,969	14,743
Adjustments for:		
Depreciation charges	-	2,298
Interest received	(268)	(420)
(Increase)/decrease in debtors	(143)	38,155
(Decrease)/increase in creditors	(59,338)	114,767
Net cash provided by operations	29,220	169,543

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank	673,075	29,488	702,563
	673,075	29,488	702,563
Total	673,075	29,488	702,563

The notes form part of these financial statements

1. STATUTORY INFORMATION

Age Connects Cardiff and The Vale is a company limited by guarantee incorporated in Wales within the United Kingdom. The registered office is Unit 4 Cleeve House, Lambourne Crescent, Llanishen, Cardiff CF14 5GP.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The principal activities and nature of the charity's operations is to support and champion older people who are isolated, vulnerable or in poverty.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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 with the exception of investments which are included at market value.

There have been no material departures from Financial Reporting Standard 102.

Preparation of the accounts on a going concern basis
The financial statements have been prepared on a going concern basis, with the company having confirmation in place from many of its funders up to 31 March 2023 and adequate free reserves to support the organisation. In addition, the charity continues to raise funds from Trusts and individuals, enabling a range of support programmes.

Preparation of consolidated financial statements
The financial statements contain information about Age Connects Cardiff and the Vale Limited as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received, and the amount can be measured reliably.

This includes capital grants.

Donations and legacies income
Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities
Incoming resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

continued...

2. ACCOUNTING POLICIES - continued

Income
Other trading activities income
Incoming resources from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income
Investment income is recognised on a receivable basis.

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. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include staff costs, finance costs, general office and premises costs, depreciation and governance costs which support the activities of the charity. These costs have been allocated between charitable activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Direct expenditure is apportioned to each project on an actual basis.

Tangible fixed assets
Fixed assets are initially recorded at cost. Fixed assets costing more than £1,000 are capitalised by the charity.

Depreciation is calculated so as to write off the cost of an asset, less its estimate residual value over the useful economic life of the asset as follows:

Fixtures, fittings and equipment	- 25% per annum of cost
Small items of project equipment	- 100% per annum of cost

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

Fund accounting
Unrestricted funds are available for use at the trustees' discretion for any purpose within the objects of the charity.

Restricted funds have been received with stipulation from the donor as to the purpose for which they may be used.

Designated funds are unrestricted funds earmarked by the board for particular purposes in the future.

Transfers from unrestricted to restricted funds are made when required to support underfunded activities.

continued...

2. ACCOUNTING POLICIES - continued

Financial instruments
The charity 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.

Debtors
Trade debtors and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating leases
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
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.

Termination payments
The charitable company recognises termination benefits as a liability and an expense only when the entity is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations/fundraising	43,709	44,184
Legacies/Trust Funds	175	65,491
Grants	19,576	43,009
	63,460	152,684

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

	2022	2021
	£	£
People's Postcode Lottery	5,000	-
Glamorgan Voluntary Services	-	13,000
Welsh Government Grant - Job Retention Scheme	-	5,066
Wales Council for Voluntary Action	-	14,943
Western Power	-	10,000
Pendoylan and Welsh St Donats Recreation Fund	14,576	-
	19,576	43,009

continued...

4. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Trading	4,823	3,275

5. INVESTMENT INCOME

	2022	2021
	£	£
Bank interest	268	420

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022	2021
		£	£
Grants	Community Support	283,304	240,988
Project donations /fundraising	Community Support	4,450	3,352
Fees for the provision of services	Community Support	58,216	43,025
Grants	Information and Advice	60,831	84,306
Project donations /fundraising	Information and Advice	4,750	4,100
Fees for the provision of services	Information and Advice	324,017	320,177
Grants	Ageing Well	49,721	5,800
Other	Ageing Well	56,167	26,548
Project donations /fundraising	Ageing Well	695	4,920
Fees for the provision of services	Ageing Well	21,962	21,562
		864,113	754,778

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

	2022	2021
	£	£
Cardiff County Council	115,677	80,266
Vale of Glamorgan Council	124,230	155,469
Age Cymru	2,400	9,900
Jane Hodge Foundation	68,000	50,000
Glamorgan Voluntary Services	3,976	9,473
Bacta Charitable Trust	-	1,000
Carers Trust	-	5,961
The National Lottery Community Fund 'People and Places 3'	26,634	19,025
Welsh Government - Early Intervention and Prevention Activity	44,555	-
Million Dollar Round Table Foundation	2,485	-
Waterloo Foundation	5,000	-
Home Instead	750	-
Wales Co-op Centre	149	-
	393,856	331,094

continued...

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Community Support	232,474	55,403	287,877
Information and Advice	261,939	43,197	305,136
Ageing Well	77,720	6,911	84,631
Partnership development	160,057	5,994	166,051
	732,190	111,505	843,695

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022	2021
	£	£
Staff costs	649,346	621,712
Other costs	82,844	157,828
	732,190	779,540

9. SUPPORT COSTS

	Salaries and expenses	Technical support	Governance costs	Totals
	£	£	£	£
Community Support	32,720	22,683	-	55,403
Information and Advice	21,365	21,832	-	43,197
Ageing Well	-	6,911	-	6,911
Partnership development	-	-	5,994	5,994
	54,085	51,426	5,994	111,505

Salaries and expenses and office costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Technical support relates to the information database. Allocation is on the basis of an estimate of usage

10. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Auditors' remuneration	5,994	4,944
Depreciation - owned assets	-	2,298

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 or for the year ended 31 March 2021.

Trustees' expenses

No expenses were paid to trustees for the year ended 31 March 2022 or for year ended 31 March 2021.

continued...

12. STAFF COSTS

	2022	2021
	£	£
Salaries	639,211	663,792
Social security	40,407	40,250
Pension contributions	23,813	24,850
	703,431	728,892
Number of employees	38	40
Equivalent full time employees	26	25

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

The total key management personnel remuneration benefits paid during the year was £168,003 (2021: £166,184).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	152,684	-	152,684
Charitable activities			
Community Support	46,377	240,988	287,365
Information and Advice	324,277	84,306	408,583
Ageing Well	52,786	6,044	58,830
Other trading activities	3,275	-	3,275
Investment income	420	-	420
Total	579,819	331,338	911,157
EXPENDITURE ON			
Charitable activities			
Community Support	58,396	235,198	293,594
Information and Advice	320,474	84,306	404,780
Ageing Well	72,303	6,044	78,347
Partnership development	119,693	-	119,693
Total	570,866	325,548	896,414
NET INCOME	8,953	5,790	14,743
RECONCILIATION OF FUNDS			
Total funds brought forward	536,612	421	537,033
TOTAL FUNDS CARRIED FORWARD	545,565	6,211	551,776

continued...

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2021	14,875
Disposals	(14,875)
At 31 March 2022	-
DEPRECIATION	
At 1 April 2021	14,875
Eliminated on disposal	(14,875)
At 31 March 2022	-
NET BOOK VALUE	
At 31 March 2022	-
At 31 March 2021	-

15. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2021 and 31 March 2022	2
NET BOOK VALUE	
At 31 March 2022	2
At 31 March 2021	2

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited
Registered office:
Nature of business: Dormant company

Class of share:	% holding
Ordinary	100

continued...

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Prepayments and accrued income	17,108	16,965

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	4,719	2,497
Social security and other taxes	10,267	11,317
Other creditors	1,555	1,555
Accruals and deferred income	62,387	104,397
	78,928	119,766

Included within accruals and deferred income above is the following deferred income:

	2022	2021
	£	£
Deferred income brought forward	97,119	59
Released to SOFA	-97,119	-59
Additional income deferred in the year	47,744	97,119
	47,744	97,119

The deferred income relates to funding received in advance of service delivery.

18. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	13,549	8,799

Operating lease payments recognised as an expense during the year amount to £39,119 (2021: £34,956).

19. PROVISIONS FOR LIABILITIES

	2022	2021
	£	£
Dilapidation provision	-	18,500

continued...

20. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	465,065	35,345	80,500	580,910
Designated fund - Property Dilapidations	5,500	-	(5,500)	-
Designated fund - Community Volunteer Support	75,000	-	(75,000)	-
	545,565	35,345	-	580,910
Restricted funds				
Community Volunteer Support (CS)	-	45,259	-	45,259
National Lottery Funding - Engage project	6,211	(6,211)	-	-
Pendoylan and Welsh St Donats Recreation Fund	-	14,576	-	14,576
	6,211	53,624	-	59,835
TOTAL FUNDS	551,776	88,969	-	640,745

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	524,233	(488,888)	35,345
Restricted funds			
Hospital Discharge Service (CS)	85,000	(85,000)	-
Community Volunteer Support (CS)	130,489	(85,230)	45,259
Vale Good Neighbours (CS)	24,147	(24,147)	-
Advocacy and residential care (I & A)	57,391	(57,391)	-
Welfare Rights (I & A)	1,040	(1,040)	-
Senior Health Shop (AW)	6,735	(6,735)	-
Nail Cutting Development Grant (AW)	42,986	(42,986)	-
Vale Shopping Service (CS)	17,033	(17,033)	-
National Lottery Funding - Engage project (CS)	26,634	(32,845)	(6,211)
Hope Advocacy Project (I & A)	2,400	(2,400)	-
Pendoylan and Welsh St Donats Recreation Fund	14,576	-	14,576
	408,431	(354,807)	53,624
TOTAL FUNDS	932,664	(843,695)	88,969

continued...

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	466,612	27,453	(29,000)	465,065
Designated fund - Property Dilapidations	20,000	(18,500)	4,000	5,500
Designated fund - Community Volunteer Support	50,000	-	25,000	75,000
	536,612	8,953	-	545,565
Restricted funds				
Vale Shopping Service (CS)	421	(421)	-	-
National Lottery Funding - Engage project	-	6,211	-	6,211
	421	5,790	-	6,211
TOTAL FUNDS	537,033	14,743	-	551,776

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	579,819	(552,366)	27,453
Designated fund - Property Dilapidations	-	(18,500)	(18,500)
	579,819	(570,866)	8,953
Restricted funds			
Hospital Discharge Service (CS)	90,822	(90,822)	-
Community Volunteer Support (CS)	79,961	(79,961)	-
Vale Good Neighbours (CS)	24,147	(24,147)	-
Advocacy and residential care (I & A)	56,266	(56,266)	-
Discharge Support Service (I & A)	18,140	(18,140)	-
Senior Health Shop (AW)	1,244	(1,244)	-
Nail Cutting Development Grant (AW)	4,800	(4,800)	-
Vale Shopping Service (CS)	27,033	(27,454)	(421)
National Lottery Funding - Engage project	19,025	(12,814)	6,211
Hope Advocacy Project	9,900	(9,900)	-
	331,338	(325,548)	5,790
TOTAL FUNDS	911,157	(896,414)	14,743

Designated funds
Designated funds are set up by the trustees to meet the organisations plans for the future.

Property dilapidations -	This fund was set aside to provide for property dilapidation costs that may be payable in the future. As final settlement of costs was paid in the year, the fund is no longer needed.
Community Volunteer Support	These funds were set aside to cover the projected costs in 2021/22 on the Community Volunteer Support service. The trustees do not feel a designated fund is needed for this service going forward.

continued...

20. MOVEMENT IN FUNDS - continued

Restricted funds

Community Support (CS)-	Volunteer befriending and support to older people in the community Support to older people discharged from hospital. Activities to promote community cohesion by addressing the negative stereotypes between generations.
Information and advice (I & A) -	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights. Assisting with claims for benefits and form completion. Assisting older people in moving into residential care.
Ageing Well (AW) -	Programmes to involve older people to promote better health.
Pendoylan and Welsh St Donats Recreation Fund	Funding received in the year following the winding up of the trust to be used for development in the area.

Transfers between funds

During the year the following transfers between funds took place:

Transfers of £5,500 were made to the general fund from the Property Dilapidations Designated fund. These were funds held in anticipation of further dilapidation works following the move from the old office premises which were not needed.

Transfers of £75,000 were made to the general fund from the Community Volunteer Support Designated fund. These were funds that were set aside to cover the projected costs in 2021/22 on the Community Volunteer Support Service. Due to additional funding received in the year they were no longer needed.

21. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £23,813 (2021: £24,850). Contributions outstanding at the year end amounted to £nil (2021: £nil.)

22. RELATED PARTY DISCLOSURES

During the year, the charity received donations of £120 (2021: £620) from 1 trustee (2021: 3 trustees).

Trustee, G Hajgato has significant influence over Movo Glamorgan Limited, the following transactions occurred with Movo Glamorgan Limited in the current financial year:

	£
Insurance purchased	2,110
Insurance commission received	31

No balances remained outstanding at year end.

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations/fundraising	43,709	44,184
Legacies/Trust Funds	175	65,491
Grants	19,576	43,009
	63,460	152,684
Other trading activities		
Trading	4,823	3,275
Investment income		
Bank interest	268	420
Charitable activities		
Grants	393,856	331,094
Other	56,167	26,548
Project donations /fundraising	9,895	12,372
Fees for the provision of services	404,195	384,764
	864,113	754,778
Total incoming resources	932,664	911,157
EXPENDITURE		
Charitable activities		
Salaries & expenses	649,346	621,712
Other costs	82,844	157,828
	732,190	779,540
Support costs		
Salaries and expenses		
Salaries & expenses	54,085	107,180
Technical support		
Technical support	51,426	4,750
Governance costs		
Auditors' remuneration	5,994	4,944
Total resources expended	843,695	896,414
Net income	88,969	14,743

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors
Dan Dowen
Legal and Commercial Law
Berry Smith Lawyers
Haywood House
Dumfries Place
Cardiff
CF10 3GA

Pension Scheme Advisers
Maskell, Moss & Co Ltd
Castleton House
Cardiff Gate Business Park
CARDIFF
CF23 8RS

Bankers
Barclays Bank
LEICESTER
LE87 2BB

COIF Bank
LONDON
EC4V 4ET

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Connects Cardiff and the Vale Limited for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on ..... and signed on its behalf by:

.....
S W Young - Trustee

AGE CONNECTS CARDIFF AND THE VALE LTD

England & Wales - Charity number 1137821

Accounts

REGISTERED COMPANY NUMBER: 7345521 (England and Wales)
REGISTERED CHARITY NUMBER: 1137821

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 FOR

AGE CONNECTS CARDIFF AND THE VALE LIMITED

Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Page
Chairman's Report	1
Report of the Trustees	2 to 11
Report of the Independent Auditors	12 to 14
Statement of Financial Activities	15
Balance Sheet	16
Cash Flow Statement	17
Notes to the Cash Flow Statement	18
Notes to the Financial Statements	19 to 29

CHAIRMAN'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The year was dominated by the COVID-19 (Coronavirus), services were suspended, staff placed on furlough and the whole country in "Lockdown".

During the pandemic the charity has continued to operate, with committed staff group and volunteers working from home, telephone interviews and the online Zoom meetings being used to replace face to face Board meetings, staff meetings and supervision sessions.

I am sad to report the death of Gerald Powel, one of our trustees, after many years of incredible service, and the retirement of Audrey Males. Their support and commitment to the charity will be missed.

While our traditional income generation sources have been closed to us for most of the year Age Connects in line with other third sector organisations we have benefitted from Welsh Government, National Lottery, Local Authority and Health Board grants which have enabled us to continue to support vulnerable older people.

We now look forward to whatever the new "normal" will look like, with a more agile organisation, a move to a new office base at The Maltings in Cardiff and hybrid working for some staff and home working for others.

We will continue to review our position and work to use the aftermath of the pandemic as an opportunity to work smarter and improve the efficiency of the organisation to deliver against purpose, values and aims in helping vulnerable older people.

I would like to personally thank all our staff and volunteers for their commitment and work during this very difficult year and look forward the future with optimism.

Stuart Young

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

Our Purpose
To promote the relief of elderly people in any manner which is charitable in and around the City and County of Cardiff and the County of the Vale of Glamorgan.

Our Vision
To live in a society where older people are respected and enabled to meet their aspirations.

The Board of Directors have reviewed the organisation's core values, operational objective, aims and strategies, these are restated as:

Core Values

Professional
Our staff and volunteers pride themselves on their professionalism.

Deliver on Promises
We commit to fulfil all that is promised.

Quality Communications
Promotional coverage and feedback following all joint activities.

Understanding
We take pride in our work, are skilled, knowledgeable and treat people fairly.

Trusted
We have a long-standing reputation in the community.

Person Centred
We put people first.

Operational Objective
To help, support and enable older people to maintain their independence and improve the quality of their lives.

Aims
To recruit and train staff and volunteers to meet our objectives.
To be proactive in seeking partnerships to improve the care and support for older people and deliver products and services.

The five strategies employed to achieve our objective are to:
- Raise the profile of the Charity
- Ensure sustainable volunteering
- Provide information and support services that promote health and wellbeing, independence and empowerment
- Provide a first point of contact for enquiries to the Charity
- Fundraise

Our Activities
The charity provides a range of direct support services to older people including:
- Advocacy in the community, in residential care and advocacy for older people affected by cancer
- Financial Advocacy in the form of welfare rights
- A Discharge Support Service for elderly people coming out of hospital and a broker service facilitating community support, working in partnership with the University Local Heath Board and two local councils
- Good neighbour volunteer schemes
- An ageing well programme
- A nail cutting service
- A Community Support Project and
- An engagement project

OBJECTIVES AND ACTIVITIES

We offer thanks to all those organisations listed within the notes to the financial statements and to the following supporting organisations:

- Jane Hodge Foundation
- Home Instead
- Bolt Removal
- Telecare and Meals on Wheels Cardiff
- Sunrise Senior Living
- McGill Brown Solicitors
- Loosemores Solicitors
- Martyn Prowel Solicitors
- Quality Solicitors - JA Hughes
- Wendy Hopkins Family Law
- Berry Smith Solicitors
- Passmores
- Snowdrop Independent Living
- BNI Reliance Cardiff
- Penguin Wealth
- MOVO Insurance
- Planet Leasing
- Cardiff Nutrition
- Utility Warehouse - save money with us
- Phoenix HR
- Golden Charter
- Confused.com
- Admiral
- Acorn Stairlifts
- Burns Pet Nutrition
- Photodrome
- Western Power
- Glamorgan Voluntary Service (GVS)
- WCVA
- Big Lottery Fund Wales

Charitable Activities - Who Benefits

The trustees confirm that they have paid regard to the Charity Commissions public benefit guidance. The beneficiaries of the Charity's work are demonstrated in this report.

The Impact of Coronavirus

We reported last years on the impact of the virus. We have continued to work within a challenging environment, even though some restrictions were lifted, much of our work continued to be affected due to the nature of the 1-2-1 relationships that form the basis of our support to older people. Some services remained closed or were partially opened, offering a limited service based on risk assessments. Services like Good Neighbours Scheme and the Community Support Project offered some face to face contact, where this was necessary and within agreed risk parameters. In addition, other services like Advocacy Care Home our Welfare Rights service altered their provision and many staff moved to support the delivery of food and prescriptions to isolated older people without other means of support.

Income generation from our events programme completely ceased throughout the year. We were very fortunate to receive financial support from, Welsh Government programmes delivered through Councils for Voluntary Service WCVA, and local authorities. We are also grateful to the charitable trust that provided much needed short tern grant support and to the businesses through BNi Reliance in South Wales and other companies for their generosity.

National Lottery Fund Wales

We were successful in receiving a grant from the fund to further our work in relation to the impact of Covid.

During the COVID 19 outbreak the primary need presenting to our Volunteer Programme has been support for shopping and paying for purchases. We see this need continuing for some time into the future.

We were aware from the previous engagement undertaken that those who are ageing without children, who have little or no family support are disproportionally affected by the challenges isolated people face.

We wish to take this opportunity to position Age Connects Cardiff and the Vale to listen to the concerns of older people and working with them seek solutions interventions to the day to day challenges that they face.

OBJECTIVES AND ACTIVITIES

The Purpose of the Project grant was:

To continue to deliver the current Volunteer Programme and the services it provides to support isolated, lonely older people whilst gathering evidence of the additional day to day support needed and working with individuals and other agencies to seek sustainable solutions to the challenges they face.

To engage with current clients to understand the impact and challenges they face through isolation and lack of family support and social networks.

To harness the commitment and support of volunteers already engaged with the project to continue to meet demand and to consider other skills and support they may have to offer the project in the longer term.

To develop a portfolio of solutions to enable older people to have greater choice and control over their lives and to build their resilience and independence moving forward.

Vale Shopping Service (Lles Community Support Project)

The Lles Community Support Project was established in Feb 2021 as a social enterprise to provide a paid for shopping service to clients in the vale and generate income for the charity. The pandemic impacted the launch of this project, but it has proved an invaluable lifeline to vulnerable older clients living in the vale, particularly for those without family support or whose family live some distance away. Originally the project would have charged £5 per shop, however the decision was taken to waive this fee at the start of the pandemic to support as many people as possible. On the 1st of September, the project reinstated this fee.

Anyone can make a referral to the service. Once the referral is made, the client is contacted and if they are happy to go ahead then our pool of volunteers is contacted for help. The allocated volunteer then helps the client make a list, carries out the shopping and supports the client to put the shopping away (due to restrictions of pandemic, this last step has not been possible). Payment is made either in cash if the client can access it or the volunteer has paid for the shopping, been reimbursed by the organisation and a card payment is taken from the client over the telephone. Clients have also been able to pay by cheque.

During the financial year 20/21 a total of 114 referrals were received by the project, 138 clients accessed the service and there were 118 volunteers supporting the service. The income generated by the fee for the service generated £2,488.93 (fees charged from 1st September 2020). This income figure includes some travel costs where clients ask for a specific shop for their goods

Wellbeing Centre (formerly the Senior Health Shop)

The pandemic closed our Wellbeing Centre for practically the entire year and in the few weeks where it could open only 300 clients attended compared to 10,000+ the previous year. Closure reduced income from Café Sales and would have put the service in jeopardy without successfully sourcing alternative income from Covid grants.

Our Wellbeing centre when open provides.

- A cafe for older people to meet & make new friends (38 Holton Rd, Barry)
- Healthy Ageing opportunities which include exercise, craft, & social classes.
- A one stop centre for information with staff & volunteers on hand, trained as dementia friends and clinics provided by partner organisation.
- Volunteering opportunities to get older people involved in the community.

With many aspects of the project being closed staff and volunteers switched to help other areas of the charity. It should be said that without this support those services would have struggled to cope with demands caused by the Pandemic.

- Shopping support - 5 times the previous year's figures
- Volunteer Recruitment - 3 times as many volunteers were recruited.
- Information provision - more than double the previous year figures.

Nail Cutting Service

The Nail Cutting service had a difficult year and was significantly impacted by the pandemic with, multiple periods of closure, staff being furloughed and many of the services venues being closed for the whole year. To cope with the impact, the service developed and expanded its home visiting service, and prices were raised to £15 for clinic visit and £22-part way through the year to cover increased costs and reduced capacity caused by Covid health and safety procedures. This year the service was greatly reduced with:

- 572 clients accessing the service (42% decrease over the previous year)
- 1,382 appointments provided (70% decrease over the previous year)
- A loss of £9,990 vs a profit a £7,935 in the previous year.

OBJECTIVES AND ACTIVITIES

Nail Cutting Service

To help mitigate this loss and the potential impact of the pandemic next year cost cutting measures have been made and an £18,000 grant from the Jane Hodge Foundation was sourced to secure the future of the service whilst it moves back into profit.

Vale Good Neighbour Schemes (GNS)

The two schemes which are funded by the Vale Council provides the kind of practical support that you would hope is available from family, friends and neighbours, e.g., having a chat, providing a friendly ear, helping deal with a problem, providing transport to an appointment. Regrettably all too often this is not the case. Demand for this type of support significantly increased due to the pandemic with clients having to isolate This led to a 300% increase in referrals and over the year 693 clients received support.

Our two Good Neighbours schemes deliver their services with the help of a team of volunteers, 212 volunteers were involved at the pandemic's peak dropping to back down to 120 at the end of the year.

Community Support Project

Our Community Support project is supported by Jane Hodge Foundation, Integrated Care Fund and charitable donations. It is the equivalent of the Good Neighbours Scheme but operates in Cardiff. During the year there were 589 referrals to the service with clients receiving multiple types of support from befriending, practical help, shopping or help with paperwork. Due to the pandemic, there was a shift to providing support over the phone rather than home visits although shopping was still provided to client's doorstep. In a normal year the number one request is for befriending support however during the pandemic support with shopping quickly became the top request due to the need to self-isolate by our older clients.

The Community Support project experienced a reduction in staffing this year from 5 to 4 part time staff but saw an increase in volunteers involved in the project and supporting clients.

Community & Care Home Advocacy Service

We provide advocacy services in care homes, hospitals and community settings. We are pleased to report that over the last few months, in line with the easing of restrictions and Wales now being at Alert Level 2, we have been able to restart care home visits in line with Welsh Government guidance and the approval of care homes themselves. Most visits are undertaken on a referral only basis but we have, where circumstances allowed, been able to visit small groups of residents in day rooms or lounge areas.

Strict protocols are adhered too, and all Advocates undertake a Lateral Flow test prior to their visit.

We also continue to provide virtual visits and attend residents' meetings remotely and support individual residents via telephone, and via WhatsApp or Zoom, a service we instigated in the early months of the pandemic and during subsequent lockdowns.

We have also restarted community home and garden visits, again all in line with national Guidance and our own protocols.

During 2020/21 we have made **102** 'virtual' visits to care homes and dealt with **53** care home referrals and made **739** interactions. In addition, we have supported **152** community referrals in the Vale and **664** interactions. We have also supported a small number of community referrals in Cardiff.

The Vale Welfare Rights Service

The Service provides support to older people aged 60 + to maximise their income through benefit entitlement as well as dealing with general benefit enquiries.

The Service will continue to complete benefit applications over the telephone where possible as this has proved highly effective during the pandemic with approximately 80% of applications being completed this way.

We have also restarted community home visits where needed, all in line with national Guidance and our own protocols.

In the year 2020/21 the Service received **285** referrals and generated over £904,448 in extra benefit income (if each benefit awarded is given an 18-month value).

OBJECTIVES AND ACTIVITIES

Broker Service

Our Broker Service works in partnership with Cardiff Community Resource Teams, C1 Vale Contact Centre, and the Vale Community Resource Service at Ty Jenner to support vulnerable individuals, their families, and carers with hospital discharge and to avoid hospital admissions. Delivery of this service has continued during the COVID-19 pandemic through home visits and virtual contact, in line with the Regulations and local health protocols as well as Age Connects operational protocols.

Staff currently undertake twice weekly Lateral Flow Tests in accordance with Cardiff and Vale UHB & Government protocols.

They are involved in both step up and step-down referrals. Cardiff Broker Service received **321** referrals during 2020/21. In the Vale of Glamorgan, the Broker role dealt with **148** referrals.

The Discharge Support Service

Our Discharge Support Officers (DSOs) work within the Integrated Discharge Service (IDS) in Cardiff and the Vale to assist hospital patients over the age of 60 and their families with discharge planning.

The team have been incredibly flexible during the last year and from May 2020 were supported with a phased return to the hospital setting and eventually ward visiting to participate in Board rounds and then visiting patients all in line with Government guidance, risk assessment, discussion with Health partners, consultation with staff and agreed operational protocols.

It has been difficult to offer hospital advocacy during this period but again we have kept in touch with Social Workers and others to inform them that advocacy provision is still available if we can do it virtually or by telephone.

In 2020/21 DSOs attended **824** board rounds across all sites, inputting information gathered from speaking to many new patients and their families about their wishes on discharge. There were **1113** initial patient contacts made over the year. A further **110** self-funding patients needing help with a care home placement were provided with DSO support.

FINANCIAL REVIEW

Investment policy and objectives

The trustees believe that they require access to funds on a regular basis and have therefore approved the transfer of funds, when appropriate, to the Charities Official Deposit Investment Fund (CODIF). This fund pays interest with immediate access to the capital, however along with other financial institution, the interest has been minimal. The trustees have continued to review their investment strategy during the year.

Total incoming resources were £911,157. Total resources expended were £896,414, leaving a net surplus of £14,743.

Pricing policy for charged services

Our pricing policy for activities includes charges or suggested donations for services and this reflects our aspiration to enable older people, regardless of their means, to take part in our activities.

Nail Cutting Service - The charge was reviewed in the year due to the pandemic, the charges were increase in January 2021 to £15.00 for clinic visits and £22.00 for home visits, through the year. The price is set below the current private sector rate for social nail cutting and was introduced by the charity as a service to address the real problems older people have in getting access to a quality service at a reasonable price. The Service was designed to address, in part, the health and well-being aspects of some older people's lives to ensure older people have access to a quality service at an affordable competitive price. Additional resources have been accessed and invested and further applications for development support, to allow us to expand to provide a home based service have been submitted. As a result of the Coronavirus the service suspended its activities towards the end of the financial year. As the service relies on fee income, being a social enterprise, staff were put on furlough, post year end in the second week of May 2020.

Shopping - Whilst we do not provide an advertised shopping service, requests for shopping can be accommodated from time to time through a volunteer. We make a charge of £5.00 to cover travel costs, but if the customer requires shopping from a particular store, that is a greater distance than locally available, the charge will be based on HMRC rate for fuel costs. In late 2019 we were awarded a grant from the Vale of Glamorgan Council to set up a pilot paid for shopping service **(Lles Community Support Project).**

FINANCIAL REVIEW

Senior Health Shop - set up in 1990 to address the ageing well agenda, the shop charges a reasonable rate for beverages and healthy eating snacks for customers using the Shop facilities. A considerable programme of health and social activities are provided and organised in the community for which an attendance charge is made to cover the costs of tutors and venue/refreshment costs. The Shop is currently closed due to the Coronavirus.

Reserves policy

The Charity provides a wide range of services principally funded by public sector bodies - Cardiff and the Vale Local Authorities and the Local Health Board. Whilst there is no indication at the present time that funding from the public sector will be withdrawn, all funding arrangements will be reviewed in the lead up to April 2022. Given the charity's current reliance on these sources of funding the trustees need to ensure the Charity has sufficient reserves to:

- cover short to medium term fluctuations in incoming resources
- invest in methods to generate alternative sources of funding
- cover employment related obligations
- cover medium term lease commitments

The trustees are of the opinion that free reserves should be in the region of £300,000. Free reserves, after the allocation of designated funds, stand at £465,065 as at 31 March 2021.

The trustees have designated £88,500 as funds to meet the organisations plans for the future, to include:

Community Volunteering Support	£75,000
Property dilapidations	£5,500

The Board was satisfied that the level of reserves and current operating model means that the Charity can be considered a going concern. The trustees will review the reserves policy in the next financial year.

FUTURE PLANS

The organisation has carried out further reviews and a risk assessment related to longer term funding and the relationship with the public sector.

The Board has agreed to invest around £50,000 in 2021/2022 to support Community Support Project and has a designated fund to cover potential future under funding. Additional funding from the Jane Hodge Foundation of £50,000 for the Community Support service in 2021, coupled with the funds allocated by the charity means the service is secured whilst a more substantial funding application is developed with the National Lottery Fund to build on the service and offer improved outcomes beyond 2022. Long term volunteering across the charity remains the priority for sustainability and with the support of Lottery Funding we have set up a significant engagement programme with older people to inform the future development of the organisations. This work will be completed by the autumn of 2021 with a lottery application expected to be submitted before the end of the year.

The recent Coronavirus crisis shows what this organisation is capable off and why sustaining support for volunteering is so vital. The responses from staff and volunteers to react to the needs of the community and individuals and the fantastic support from new volunteers joining the charity was overwhelming. We will do all we can to sustain and develop the support for volunteering.

Marketing and Partnerships

Income generation plans will provide funds towards meeting the requirements of our Community Support Volunteering Project. Significant effort is being made to fully realise the potential of the partnerships and relationships we have and are developing through all forms of communication, including a variety of social media platforms and press activity. The Marketing and Partnership Manager and Marketing Assistant continue to build on raising the charity profile and generating new streams of income. Clear targets have been set for income arising from fundraising, donations, commercial partnerships and products sales and given the ongoing restrictions and limitations placed on what activities are possible, the team continue to strive to meet this target by finding innovative ways in which fundraising is still viable.

We have invested in social media activity, a new Marketing Agency (Marketing Purks) has been recruited to assist in fulfilling this ambition and results so far are promising. A new, modern website has been produced to reflect the charity's brand and mission moving forward.

However, traditional indoor fundraising events and some outdoor are still being postponed and cancelled and the full impact of this could mean a reduction in fundraising and donations. The rest of the year remains a challenge.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Connects Cardiff and the Vale Limited is a registered charity no 1137821 and a Company limited by guarantee Company number 7345521. The subscribers to the memorandum of the company are first members of the charity and the trustees of Age Concern Cardiff and the Vale of Glamorgan are also trustees of the George Hill Snook Charity for the Aged. Registered Charity number 213285.

Membership

Membership is open to other individuals or organisations who apply to the charity to be members and where the application has been approved by trustees. The full details are set out in the Articles of Association for a Charitable Company.

Recruitment and appointment of new trustees

No one may be appointed or continue as a trustee if he or she would be disqualified from acting under the provisions of clause 36 of the Articles of Association.

The number of trustees shall not be less than three but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

Trustees will be appointed at Annual General Meetings of the Charity, on the recommendation of the trustees.

At each Annual General Meeting one third of the trustees or, if their number is not three or a multiple of three, the number nearest to one third must retire from office.

Organisational structure

The Board has the overall responsibility for the governance of the Charity. It meets at least four times a year and is supported by work groups or committees when necessary.

The Chief Executive leads the Management Team in the day to day management of the Charity, working within the financial framework, procedures and policies set down by the board. The Chief Executive has delegated authority for human resource planning, employment, service development and finance.

Induction and training of new trustees

Trustees take an active role in succession planning. Potential trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the charity and the Chief Executive. If candidates are regarded as suitable, and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees and at least one Board meeting. Following satisfactory completion of the recruitment process the Board will recommend appointment as a trustee.

Pay policy for senior staff

The directors and also trustees of the charity give their time freely and no director received remuneration in the year. Details of directors' expenses are disclosed in the notes to the accounts.

The pay of senior managers is considered to be commensurate with posts of a similar nature within the local third sector.

The pay of senior staff (CEO and Managers) and all other staff is reviewed annually in June. The pay policy of the charity is to apply any uplift in salary across the whole organisation. In setting the annual pay rate, the directors take into account the average increase in earnings across the whole economy, the private sector, the public sector, Retail Price Index (RPI) and the Consumer Price Index (CPI) and on the charity's ability to meet such costs.

Following the review, a 1% increase in pay was applied in October 2020.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties and co-operations with other organisations
The Charity is an active member of Age Connects Wales. None of the trustees receive remuneration or benefit from their work with the charity. Any connection between a trustee or senior manager of the charity associated with the work of the charity must be disclosed to the full board in the same way as other contractual relationships with related third parties. A register of interests is maintained and at every board meeting Board members are offered the opportunity to declare any conflicts of interest or related party transactions.

The Charity has a close working relationship with Age Connects Wales relating specifically to the work of Chief Executive Officers at a strategic and policy level to support campaigning and influencing work across Wales. Age Connects Wales is owned by the six members Age Connects organisations in Wales, being:

- Age Connects Cardiff and the Vale
- Age Connects Morgannwg
- Age Connects Torfaen
- Age Connects North Wales Central
- Age Connects North East Wales
- Age Connects Neath Port Talbot

The organisation was set up in 2013 and a membership fee was introduced to pump prime the start-up costs.

Risk management
The charity's risk management process was reviewed in 2016 and was adapted from 'A Practical Guide 2015' published by the UK200 Group, England & Wales, Andy Malpass BA FCA, Partner with Wittingham Riddle LLP.

The risk assessment has focussed on Charity's financial health and the future of its funded public sector services. This remains a challenging environment. The outcome of commissioning arrangements for the charity's services remains uncertain beyond 2022. Efforts to diversify income continue to show progress with current reserves demonstrating good financial management and increases in unrestricted income. Furthering this effort remains a key focus for the charity over the next 3 years.

The development of specific action plans and a review of the charity's reserves policy means the charity has mitigated the risks that have been identified.

In addition, further consideration has been given to the risks associated with non-public sector activity, including marketing and promotion, income generation, management structure review, workforce planning and volunteer sustainability.

Specific plans have been approved to address risk and development opportunities, these include investment in income generation, marketing and promotion.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
7345521 (England and Wales)

Registered Charity number
1137821

Registered office
The Maltings
East Tyndall Street
CARDIFF
CF24 5EA

Trustees

C Harvey	
S Young	Chair
A V Males OBE	Resigned 10 August 2020
G Powell	Deceased February 2021
R Bright	
A Carter	
G Hajgato	

Chief Executive
J N Hawkins

Operational Managers
T P Power
E M Davies
K Steele
M Coffin

Company Secretary
J N Hawkins

Auditors
Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Solicitors
Dan Dowen
Legal and Commercial Law
Berry Smith Lawyers
Haywood House
Dumfries Place
Cardiff
CF10 3GA

REFERENCE AND ADMINISTRATIVE DETAILS

Pension Scheme Advisers
Maskell, Moss & Co Ltd
Castleton House
Cardiff Gate Business Park
CARDIFF
CF23 8RS

Bankers
Barclays Bank
LEICESTER
LE87 2BB

COIF Bank
LONDON
EC4V 4ET

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Age Connects Cardiff and the Vale Limited for the purposes of company law) are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 16 August 2021 and signed on its behalf by:

S.Young

S Young - Chair

Opinion
We have audited the financial statements of Age Connects Cardiff and the Vale Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees
As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of both the company and industry, we identified the principal risks of non-compliance with laws and regulations, including those related to UK tax legislation and considered the extent to which any non-compliance might have on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and ensured that all those involved in the audit undergo regular update training, including on how to identify or recognise fraud and non-compliance with laws and regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inaccurate journals and management bias in accounting estimates. We addressed these risks by carrying out specifically targeted procedures, which included:

- discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations and/or fraud;
- reading minutes of meetings of those charged with governance;
- the appropriateness of journal entries and other adjustments;
- challenging management in relation to significant accounting estimates;
- evaluating the reasons for any large or unusual transactions;
- reviewing disclosures in the financial statements to underlying supporting documentation

As outlined above, reasonable assurance is a high level of assurance, but is not a guarantee that a material misstatement may always be detected. The extent to which our procedures are capable of detecting material misstatements or irregularities, including fraud, is therefore subject to the inherent limitations of an audit. There is therefore, an unavoidable risk that a material misstatement may not come to light, in particular, where non-compliance with laws and regulations are remote from events and transactions reflected in the financial statements or where fraud or errors arise due to intentional misrepresentation, forgery, concealment, management override and/or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Julia Mortimer FCCA (Senior Statutory Auditor)
for and on behalf of Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

19 August 2021

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

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	152,684	-	152,684	44,121
Charitable activities	6				
Community Support		46,377	240,988	287,365	314,906
Information and Advice		324,277	84,306	408,583	378,923
Ageing Well		52,786	6,044	58,830	95,960
Other trading activities	4	3,275	-	3,275	789
Investment income	5	420	-	420	3,191
Total		579,819	331,338	911,157	837,890
EXPENDITURE ON					
Charitable activities	7				
Community Support		58,396	235,198	293,594	397,817
Information and Advice		320,474	84,306	404,780	352,880
Ageing Well		72,303	6,044	78,347	94,792
Partnership development		119,693	-	119,693	188,043
Total		570,866	325,548	896,414	1,033,532
NET INCOME/(EXPENDITURE)		8,953	5,790	14,743	(195,642)
RECONCILIATION OF FUNDS					
Total funds brought forward		536,612	421	537,033	732,675
TOTAL FUNDS CARRIED FORWARD		545,565	6,211	551,776	537,033

The notes form part of these financial statements

AGE CONNECTS CARDIFF AND THE VALE LIMITED

BALANCE SHEET AT 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	14	-	-	-	2,298
Investments	15	2	-	2	2
		2	-	2	2,300
CURRENT ASSETS					
Debtors	16	6,777	10,188	16,965	55,120
Cash at bank		577,080	95,995	673,075	503,112
		583,857	106,183	690,040	558,232
CREDITORS					
Amounts falling due within one year	17	(19,794)	(99,972)	(119,766)	(23,499)
NET CURRENT ASSETS		564,063	6,211	570,274	534,733
TOTAL ASSETS LESS CURRENT LIABILITIES		564,065	6,211	570,276	537,033
PROVISION FOR LIABILITIES	19	(18,500)	-	(18,500)	-
NET ASSETS		545,565	6,211	551,776	537,033
FUNDS	20				
Unrestricted funds				545,565	536,612
Restricted funds				6,211	421
TOTAL FUNDS				551,776	537,033

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 and authorised for issue by the Board of Trustees on 16 August 2021 and were signed on its behalf by:

S Young - Chair

The notes form part of these financial statements

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Cash generated from operations	1	169,543	(168,570)
Net cash provided by (used in) operating activities		169,543	(168,570)
Cash flows from investing activities:			
Interest received		420	3,191
Net cash provided by (used in) investing activities		420	3,191
Change in cash and cash equivalents in the reporting period		169,963	(165,379)
Cash and cash equivalents at the beginning of the reporting period		503,112	668,491
Cash and cash equivalents at the end of the reporting period		673,075	503,112

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	14,743	(195,642)
Adjustments for:		
Depreciation charges	2,298	3,922
Interest received	(420)	(3,191)
Dilapidation provision	18,500	-
Decrease in debtors	38,155	57,771
Increase/(decrease) in creditors	96,267	(31,430)
Net cash provided by (used in) operating activities	169,543	(168,570)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20	Cash flow	At 31/3/21
	£	£	£
Net cash			
Cash at bank	503,112	169,963	673,075
Total	503,112	169,963	673,075

1. STATUTORY INFORMATION

Age Connects Cardiff and The Vale is a company limited by guarantee incorporated in Wales within the United Kingdom. The registered office is The Maltings, East Tyndall Street, Cardiff, CF24 5EA.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The principal activities and nature of the charity's operations is to support and champion older people who are isolated, vulnerable or in poverty.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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 with the exception of investments which are included at market value.

There have been no material departures from Financial Reporting Standard 102.

Preparation of the accounts on a going concern basis
The financial statements have been prepared on a going concern basis, with the company having confirmation in place from many of its funders up to 31 March 2022 and adequate free reserves to support the organisation. In addition, the charity continues to raise funds from Trusts and individuals, enabling a range of support programmes.

Preparation of consolidated financial statements
The financial statements contain information about Age Connects Cardiff and the Vale Limited as an individual charity and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

2. ACCOUNTING POLICIES - continued

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

This includes capital grants.

Donations and legacies income
Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities
Incoming resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Other trading activities income
Incoming resources from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income
Investment income is recognised on a receivable basis.

It is not the policy of the charity to show incoming resources net of expenditure.

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. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include staff costs, finance costs, general office and premises costs, depreciation and governance costs which support the activities of the charity. These costs have been allocated between charitable activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Direct expenditure is apportioned to each project on an actual basis.

2. ACCOUNTING POLICIES - continued

Tangible fixed assets
Fixed assets are initially recorded at cost. Fixed assets costing more than £1,000 are capitalised by the charity.

Depreciation is calculated so as to write off the cost of an asset, less its estimate residual value over the useful economic life of the asset as follows:

Fixtures, fittings and equipment	- 25% per annum of cost
Small items of project equipment	- 100% per annum of cost

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

Fund accounting
Unrestricted funds are available for use at the trustees' discretion for any purpose within the objects of the charity.

Restricted funds have been received with stipulation from the donor as to the purpose for which they may be used.

Designated funds are unrestricted funds earmarked by the board for particular purposes in the future.

Transfers from unrestricted to restricted funds are made when required to support under funded activities.

Financial instruments
The charity 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.

Debtors
Trade debtors and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Operating leases
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
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.

Termination payments
The charitable company recognises termination benefits as a liability and an expense only when the entity is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations/fundraising	44,184	35,796
Legacies/Trust Funds	65,491	2,000
Grants	43,009	2,575
Other	-	3,750
	152,684	44,121

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

	2021	2020
	£	£
Glamorgan Voluntary Services	13,000	-
Groundwork UK - Tesco Bags of Help	-	1,575
The Sir Jules Thorn Charitable Trust	-	1,000
Welsh Government Grant - Job Retention Scheme	5,066	-
Wales Council for Voluntary Action	14,943	-
Western Power	10,000	-
	43,009	2,575

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Trading	3,275	789

5. INVESTMENT INCOME

	2021	2020
	£	£
Bank interest	420	3,191

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021	2020
		£	£
Grants	Community Support	240,988	199,951
Other	Community Support	-	1,272
Project donations /fundraising	Community Support	3,352	3,905
Fees for the provision of services	Community Support	43,025	109,778
Grants	Information and Advice	84,306	55,163
Other	Information and Advice	-	1,168
Project donations /fundraising	Information and Advice	4,100	5,023
Fees for the provision of services	Information and Advice	320,177	317,569
Grants	Ageing Well	5,800	6,513
Other	Ageing Well	26,548	66,005
Project donations /fundraising	Ageing Well	4,920	2,172
Fees for the provision of services	Ageing Well	21,562	21,270
		754,778	789,789

6. INCOME FROM CHARITABLE ACTIVITIES - continued

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

	2021	2020
	£	£
Cardiff County Council	80,266	79,163
Vale of Glamorgan Council	155,469	125,951
Age Cymru	9,900	-
Jane Hodge Foundation	50,000	50,000
Glamorgan Voluntary Services	9,473	3,570
Hau Third Sector	-	2,943
Bacta Charitable Trust	1,000	-
Carers Trust	5,961	-
The National Lottery Community Fund 'People and Places 3'	19,025	-
	331,094	261,627

7. CHARITABLE ACTIVITIES COSTS

	Direct costs (See note 8)	Support costs (See note 9)	Totals
	£	£	£
Community Support	276,736	16,858	293,594
Information and Advice	312,249	92,531	404,780
Ageing Well	75,806	2,541	78,347
Partnership development	114,749	4,944	119,693
	779,540	116,874	896,414

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Staff costs	621,712	733,813
Other costs	157,828	231,595
	779,540	965,408

9. SUPPORT COSTS

	Salaries and expenses	Technical support	Governance costs	Totals
	£	£	£	£
Community Support	16,108	750	-	16,858
Information and Advice	89,031	3,500	-	92,531
Ageing Well	2,041	500	-	2,541
Partnership development	-	-	4,944	4,944
	107,180	4,750	4,944	116,874

Salaries and expenses and office costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Technical support relates to the information database. Allocation is on the basis of an estimate of usage

10. NET INCOME/(EXPENDITURE) – continued

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

	2021	2020
	£	£
Auditors' remuneration	4,944	4,944
Depreciation - owned assets	2,298	3,922

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 or for the year ended 31 March 2020.

Trustees' expenses
No expenses were paid to trustees for the year ended 31 March 2021 or for year ended 31 March 2020.

12. STAFF COSTS

	2021	2020
	£	£
Salaries	663,792	717,864
Social security	40,250	45,630
Pension contributions	24,850	27,249
	728,892	790,743
Number of employees	40	44
Equivalent full time employees	25	33

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

The total key management personnel remuneration benefits paid during the year was £166,184 (2020: £162,871).

Included within staff costs are termination payments amounting to £nil during the year (2020: £55,120).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 31 MARCH 2020

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	44,121	-	44,121
Charitable activities			
Community Support	113,683	201,223	314,906
Information and Advice	322,592	56,331	378,923
Ageing Well	78,838	17,122	95,960
Other trading activities	789	-	789
Investment income	3,191	-	3,191
Total	563,214	274,676	837,890

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Community Support	143,203	254,614	397,817
Information and Advice	188,272	164,608	352,880
Ageing Well	77,670	17,122	94,792
Partnership development	188,043	-	188,043
Total	597,188	436,344	1,033,532
NET INCOME/(EXPENDITURE)	(33,974)	(161,668)	(195,642)
RECONCILIATION OF FUNDS			
Total funds brought forward	570,586	162,089	732,675
TOTAL FUNDS CARRIED FORWARD	536,612	421	537,033

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020 and 31 March 2021	14,875
DEPRECIATION	
At 1 April 2020	12,577
Charge for year	2,298
At 31 March 2021	14,875
NET BOOK VALUE	
At 31 March 2021	-
At 31 March 2020	2,298

15. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2020 and 31 March 2021	2
NET BOOK VALUE	
At 31 March 2021	2
At 31 March 2020	2

There were no investment assets outside the UK.

15. FIXED ASSET INVESTMENTS - continued

The company's investments at the balance sheet date in the share capital of companies include the following:

Age Concern Cardiff and the Vale of Glamorgan Enterprises Limited
Nature of business: Dormant company

Class of share:	% holding
Ordinary	100

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Prepayments and accrued income	16,965	55,120

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	2,497	2,161
Social security and other taxes	11,317	11,807
Other creditors	1,555	1,555
Accruals and deferred income	104,397	7,976
	119,766	23,499

Included within accruals and deferred income above is the following deferred income:

	2021	2020
	£	£
Deferred income brought forward	59	-
Released to SOFA	-59	-
Additional income deferred in the year	97,119	59
	97,119	59

The deferred income relates to funding received in advance of service delivery.

18. LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	8,799	20,100
Between one and five years	-	7,449
	8,799	27,549

Operating lease payments recognised as an expense during the year amount to £34,956 (2020: £38,725).

19. PROVISIONS FOR LIABILITIES

	2021	2020
	£	£
Dilapidation provision	18,500	-
	18,500	-

20. MOVEMENT IN FUNDS

	At 1/4/20	Net movement in funds	Transfers between funds	At 31/3/21
	£	£	£	£
Unrestricted funds				
General fund	466,612	27,453	(29,000)	465,065
Designated fund - Property Dilapidations	20,000	(18,500)	4,000	5,500
Designated fund - Community Volunteer Support	50,000	-	25,000	75,000
	536,612	8,953	-	545,565
Restricted funds				
Vale Shopping Service (CS)	421	(421)	-	-
The National Lottery Community Fund 'People and Places 3' (I & A)	-	6,211	-	6,211
	421	5,790	-	6,211
TOTAL FUNDS	537,033	14,743	-	551,776

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	579,819	(552,366)	27,453
Designated fund – Property Dilapidations	-	(18,500)	(18,500)
Restricted funds			
Hospital Discharge Service (CS)	90,822	(90,822)	-
Community Volunteer Support (CS)	79,961	(79,961)	-
Vale Good Neighbours (CS)	24,147	(24,147)	-
Advocacy and residential care (I & A)	56,266	(56,266)	-
Discharge Support Service (I & A)	18,140	(18,140)	-
Senior Health Shop (AW)	1,244	(1,244)	-
Nail Cutting Development Grant (AW)	4,800	(4,800)	-
Vale Shopping Service (CS)	27,033	(27,454)	(421)
the National Lottery Community Fund 'People and Places 3' (I & A)	19,025	(12,814)	6,211
Hope Advocacy Project (CS)	9,900	(9,900)	-
	331,338	(325,548)	5,790
TOTAL FUNDS	911,157	(896,414)	14,743

20. 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	492,035	(33,974)	8,551	466,612
Designated fund - Property Dilapidations	20,000	-	-	20,000
Designated fund - Property Fund	40,000	-	(40,000)	-
Designated fund - Welfare Rights	18,551	-	(18,551)	-
Designated fund - Community Volunteer Support	-	-	50,000	50,000
	570,586	(33,974)	-	536,612
Restricted Funds				
Community Volunteer Support (CS)	36,489	(43,606)	7,117	-
Vale Good Neighbours (CS)	10,206	(10,206)	-	-
Advocacy and residential care (I & A)	18,506	(18,506)	-	-
Discharge Support Service (I & A)	88,939	(88,939)	-	-
Welfare Rights (I & A)	832	(832)	-	-
Care Home Advocacy project (I & A)	7,117	-	(7,117)	-
Vale Shopping Service (CS)	-	421	-	421
	162,089	(161,668)	-	421
TOTAL FUNDS	732,675	(195,642)	-	537,033

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	563,214	(597,188)	(33,974)
Restricted funds			
Hospital Discharge Service (CS)	97,419	(97,419)	-
Community Volunteer Support (CS)	74,000	(117,606)	(43,606)
Vale Good Neighbours (CS)	25,419	(35,625)	(10,206)
Advocacy and residential care (I & A)	56,331	(74,837)	(18,506)
Discharge Support Service (I & A)	-	(88,939)	(88,939)
Welfare Rights (I & A)	-	(832)	(832)
Senior Health Shop (AW)	13,427	(13,427)	-
Nail Cutting Development Grant (AW)	3,695	(3,695)	-
Vale Shopping Service (CS)	4,385	(3,964)	421
	274,676	(436,344)	(161,668)
TOTAL FUNDS	837,890	(1,033,532)	(195,642)

20. MOVEMENT IN FUNDS - continued

Designated funds
Designated funds are set up by the trustees to meet the organisations plans for the future.

Property dilapidations -	The fund has been set aside to provide for property dilapidation costs that may be payable in the future.
Community Volunteer Support	These funds have been set aside to cover the projected costs in 2021/22 on the Community Volunteer Support service.

Restricted funds

Community Support (CS)-	Volunteer befriending and support to older people in the community Support to older people discharged from hospital. Activities to promote community cohesion by addressing the negative stereotypes between generations.
Information and advice (I & A) -	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights. Assisting with claims for benefits and form completion. Assisting older people in moving into residential care.
Ageing Well (AW) -	Programmes to involve older people to promote better health.

Transfers between funds
During the year the following transfers between funds took place:

Transfers of £4,000 were made to the Property Dilapidations Designated fund from the general fund.

Transfers of £25,000 were made to the Community Volunteer Support Designated fund from the general fund.

21. PENSION COMMITMENTS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £24,850 (2020: £27,249). Contributions outstanding at the year end amounted to £nil (2020: £nil.)

22. RELATED PARTY DISCLOSURES

During the year, the charity received donations of £620 (2020: £90) from 3 trustees (2020: 1 trustee).

Trustee, G Hajgato has significant influence over Movo Glamorgan Limited, the following transactions occurred with Movo Glamorgan Limited in the current financial year:

	£
Insurance purchased	2,783
Insurance commission received	21

No balances remained outstanding at year end.