

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

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**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

**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**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 Health 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
-

**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 term 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 disproportionately 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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

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.
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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 to, 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).

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

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).

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

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.

**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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
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County of Cardiff
CF23 8RS

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

**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 - Chair

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONNECTS CARDIFF AND THE VALE LIMITED

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

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

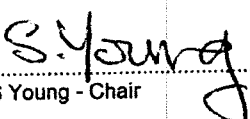
**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**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	<u>2</u>	<u>-</u>	<u>2</u>	<u>2</u>
		2	-	2	2,300
CURRENT ASSETS					
Debtors	16	6,777	10,188	16,965	55,120
Cash at bank		<u>577,080</u>	<u>95,995</u>	<u>673,075</u>	<u>503,112</u>
		583,857	106,183	690,040	558,232
CREDITORS					
Amounts falling due within one year	17	<u>(19,794)</u>	<u>(99,972)</u>	<u>(119,766)</u>	<u>(23,499)</u>
NET CURRENT ASSETS		<u>564,063</u>	<u>6,211</u>	<u>570,274</u>	<u>534,733</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		564,065	6,211	570,276	537,033
PROVISION FOR LIABILITIES	19	<u>(18,500)</u>	<u>-</u>	<u>(18,500)</u>	<u>-</u>
NET ASSETS		<u>545,565</u>	<u>6,211</u>	<u>551,776</u>	<u>537,033</u>
FUNDS	20				
Unrestricted funds				545,565	536,612
Restricted funds				<u>6,211</u>	<u>421</u>
TOTAL FUNDS				<u>551,776</u>	<u>537,033</u>

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	<u>169,543</u>	<u>(168,570)</u>
Net cash provided by (used in) operating activities		<u>169,543</u>	<u>(168,570)</u>
Cash flows from investing activities:			
Interest received		<u>420</u>	<u>3,191</u>
Net cash provided by (used in) investing activities		<u>420</u>	<u>3,191</u>
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		<u>503,112</u>	<u>668,491</u>
Cash and cash equivalents at the end of the reporting period		<u>673,075</u>	<u>503,112</u>

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	<u>96,267</u>	<u>(31,430)</u>
Net cash provided by (used in) operating activities	<u>169,543</u>	<u>(168,570)</u>

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
	<u>503,112</u>	<u>169,963</u>	<u>673,075</u>
Total	<u>503,112</u>	<u>169,963</u>	<u>673,075</u>

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.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

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.

**AGE CONNECTS CARDIFF
AND THE VALE LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021**

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
	<u>152,684</u>	<u>44,121</u>

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	-
	<u>43,009</u>	<u>2,575</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Trading	<u>3,275</u>	<u>789</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Bank interest	<u>420</u>	<u>3,191</u>

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
		<u>754,778</u>	<u>789,789</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

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	-
	<u>331,094</u>	<u>261,627</u>

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
	<u>779,540</u>	<u>116,874</u>	<u>896,414</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Staff costs	621,712	733,813
Other costs	157,828	231,595
	<u>779,540</u>	<u>965,408</u>

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
	<u>107,180</u>	<u>4,750</u>	<u>4,944</u>	<u>116,874</u>

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

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

10. NET INCOME/(EXPENDITURE) – continued

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

	2021	2020
	£	£
Auditors' remuneration	4,944	4,944
Depreciation - owned assets	<u>2,298</u>	<u>3,922</u>

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	<u>24,850</u>	<u>27,249</u>
	<u>728,892</u>	<u>790,743</u>

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	<u>3,191</u>	<u>-</u>	<u>3,191</u>
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	<u>188,043</u>	<u>-</u>	<u>188,043</u>
Total	<u>597,188</u>	<u>436,344</u>	<u>1,033,532</u>
NET INCOME/(EXPENDITURE)	(33,974)	(161,668)	(195,642)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>570,586</u>	<u>162,089</u>	<u>732,675</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>536,612</u></u>	<u><u>421</u></u>	<u><u>537,033</u></u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020 and 31 March 2021	<u>14,875</u>
DEPRECIATION	
At 1 April 2020	12,577
Charge for year	<u>2,298</u>
At 31 March 2021	<u>14,875</u>
NET BOOK VALUE	
At 31 March 2021	<u>-</u>
At 31 March 2020	<u>2,298</u>

15. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2020 and 31 March 2021	<u>2</u>
NET BOOK VALUE	
At 31 March 2021	<u>2</u>
At 31 March 2020	<u>2</u>

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:	%
Ordinary	holding 100

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	<u>16,965</u>	<u>55,120</u>

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	<u>104,397</u>	<u>7,976</u>
	<u>119,766</u>	<u>23,499</u>

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	<u>97,119</u>	<u>59</u>
	<u>97,119</u>	<u>59</u>

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	<u>-</u>	<u>7,449</u>
	<u>8,799</u>	<u>27,549</u>

Operating lease payments recognised as an expense during the year amount to £34,956 (2020: £38,725).

AGE CONNECTS CARDIFF
AND THE VALE LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

19. PROVISIONS FOR LIABILITIES

	2021 £	2020 £
Dilapidation provision	<u>18,500</u>	-
	<u>18,500</u>	-

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	<u>50,000</u>	-	<u>25,000</u>	<u>75,000</u>
	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
	<u>421</u>	<u>5,790</u>	<u>-</u>	<u>6,211</u>
TOTAL FUNDS	<u>537,033</u>	<u>14,743</u>	<u>-</u>	<u>551,776</u>

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)	<u>9,900</u>	<u>(9,900)</u>	-
	331,338	(325,548)	5,790
TOTAL FUNDS	<u>911,157</u>	<u>(896,414)</u>	<u>14,743</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

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	<u>732,675</u>	<u>(195,642)</u>	<u>-</u>	<u>537,033</u>

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	<u>837,890</u>	<u>(1,033,532)</u>	<u>(195,642)</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

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.
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Community Volunteer Support	These funds have been set aside to cover the projected costs in 2021/22 on the Community Volunteer Support service.
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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.
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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.
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Ageing Well (AW) -	Programmes to involve older people to promote better health.
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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	£
Insurance commission received	2,783
	21

No balances remained outstanding at year end.