

# AGE CONNECTS WALES

England & Wales - Charity number 1173881

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2017-07-20

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Age Connects Wales  
Unit 10  
Bwlch Road  
Fairwater  
Cardiff  
CF5 3EH

**Phone** 07873519738

**Email** [enquiries@ageconnectswales.org.uk](mailto:enquiries@ageconnectswales.org.uk)

**Website** <http://www.ageconnectswales.org.uk/>

## Activities

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**Objects:** TO RELIEVE THE SUFFERING OF OLDER VULNERABLE PEOPLE IN WALES BY WORKING WITH AGE CONNECTS CHARITABLE BODIES, LIAISING WITH CHARITIES, GOVERNMENT AGENCIES AND OTHER GROUPS TO PROVIDE SUCH CHARITABLE SUPPORT AS THE TRUSTEES DEEM FIT.

**Activities:** Age Connects Wales is a social enterprise made up of six local, independent Age Connects organisations with over 40 years' experience supporting older people and their carers in Wales. Together, our member organisations support around 45,00 clients within 11 of the 22 local authority areas in some of the most socially and economically deprived parts of Wales. Visit [www.ageconnectswales.org.uk](http://www.ageconnectswales.org.uk)

## Classification

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- **How:** Acts As An Umbrella Or Resource Body
- **What:** Disability, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Elderly/old People

## Geography

- Throughout Wales

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31		£0	£5,625	-
2024-03-31	£5,000	£5,094	-	-
2023-03-31	£0	£4,423	-	-
2022-03-31	£372,583	£367,912	-	-
2021-03-31	£0	£1,168	-	-

## Trustees

Name	Role	Appointed
<b>DEAN ANTHONY RICHARDS</b>	Chair	2017-07-01
Alison Price		2017-12-06
KAREN MARY CRANE		2017-07-01
Maxine Johnson		2024-02-27

**AGE CONNECTS WALES**

England & Wales - Charity number 1173881

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# Accounts

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**Registered Company Number: CE011355 (England and Wales)**  
**Registered Charity Number: 1173881**

**Age Connects Wales**  
**Unaudited Financial Statements**  
**Year ended 31<sup>st</sup> March 2025**



# Age Connects Wales

## Trustees' Annual Report

Year ended 31 March 2025

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

### Reference and administrative details

**Registered charity name** Age Connects Wales

**Charity registration number** 1173881

**Company registration number** CE011355

**Principal office and registered office** Unit 10  
Sbectrwm.  
Bwlch Road,  
Fairwater,  
Cardiff,  
CF5 3EF

### The Trustees

Mr D A Richards  
Ms A Price  
Ms A Reed  
Ms K Crane  
Ms R Rowlands  
Ms M Johnson

## **Age Connects Wales**

### **Trustees' Annual Report *(continued)***

**Year ended 31 March 2025**

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#### **Structure, governance and management**

Age Connects Wales is a national Charity made up of six local, independent Age Connects organisations, which have over 45 years' experience supporting older people and their Carers in Wales. Age Connects Wales was registered in July 2017. The charity has a legal governing document, to which the Board of Trustees adheres. The Board of Trustees facilitates an annual general meeting and meets at least four times a year, overseeing the governance of the charity, making decisions about the charity's finances, safeguarding, health and safety, project development and activities to ensure they are meeting the charity's aims and objectives.

#### **Recruitment and appointment of board members**

Each appointing body (local/regional Age Connects Organisation) may appoint one Trustee each. Articles 9 to 17 of the constitution of Age Connects Wales set out the procedures for recruitment and appointment to the Board of Trustees. Members are elected to serve for a period of three years, after which term, they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

#### **Induction and training of new trustees**

Age Connects Wales Trustee induction process is underpinned by a Trustee handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. New trustees also meet existing trustees/directors to explore the role and responsibilities in further detail. Given the role has extensive legal responsibilities, new board members may receive additional informal training, based on a trustee/director welcome pack, which includes topics such as Charity Commission guidance and Age Connects Wales portfolio of business plans.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2025

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#### Objectives and activities

##### Age Connects Wales Charitable Objects:

'To relieve the suffering of older vulnerable people in Wales by working with Age Connects charitable bodies, liaising with charities, government agencies and other groups to provide such charitable support as the trustees deem fit'.

##### Corporate Priorities 2022 - 2027

1. **Decision-making** – help ensure that older people can access free, impartial information, advice and advocacy, empowering them to make informed choices and actively participate in decisions about the challenges and opportunities associated with ageing.
2. **Wellbeing and independence** – Provide older people with the resources and support needed to maintain independence, feel connected and supported within their community and improve awareness and access to physical activity, nutrition and healthy lifestyle options.
3. **Housing** – Help older people secure suitable, affordable and accessible housing and related support that meets both their current needs and future aspirations.
4. **Transport** – Ensure older people have access to reliable, sustainable and inclusive transport options, enabling them to reach healthcare services and essential daily needs.
5. **Digital inclusion** – Support older people in gaining access to digital technology (including broadband) and provide the necessary tools and support to use it confidently and effectively.

##### Public Benefit

When planning our activities for the year, we have taken into account the Charity Commission's guidance on public benefit. Our focus remains on delivering a wide range of accessible services that foster social inclusion, encourage healthy and active ageing and support continued independence for older people across Wales. We also work in close partnership with stakeholders to respond to identified needs within local and regional strategies, as well as priorities set by the Welsh Government.

##### Delivery strategy

Through our marketing and outreach strategy, we strive to make our services as accessible as possible for older people across Wales. Data from individual and shared content management systems is cross-referenced and thoroughly analysed, providing a strong foundation for future planning.

We operate in some of Wales's most socially and economically disadvantaged areas, tailoring support to individual needs and regional priorities. This includes everything from providing information and advice via telephone helplines, local information points, websites, social media, events and talks, to delivering comprehensive community-based programmes, specialist dementia support, hospital discharge services, foot care, befriending and ongoing welfare benefits and advocacy casework.

Service users can access support through home visits, one-to-one appointments, drop-in sessions, online platforms, social media, our website or by visiting local community hubs. Throughout this reporting period, we have continued to adapt service delivery to ensure it remains safe, efficient, and responsive to local needs. We are committed to learning from local, regional and national provision and making our services as accessible and user-friendly as possible. Looking ahead, we will maintain robust service delivery and deepen engagement with service users to better understand the challenges they face.

## **Age Connects Wales**

### **Trustees' Annual Report** *(continued)*

**Year ended 31 March 2025**

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#### **Achievements and performance**

##### **Age Alliance Wales**

We are proud members of Age Alliance Wales, a strong coalition of 25 national voluntary organisations working together to shape legislation, policy and resources that enhance the lives of older people in Wales. Through this alliance, we contribute to key objectives:

- Representing the concerns and interests of older people in Wales to policymakers, strategic planners and funders.
- Strengthening each member organisation's ability to promote the wellbeing of older people.
- Collaborating with and for older people by sharing knowledge and expertise across the Age Alliance Wales network.

##### **HOPE (Helping others participate and engage) Advocacy Project**

HOPE is a partnership initiative led by Age Cymru, local Age Cymru partners and Age Connects Wales partners, funded by Welsh Government. It provides independent advocacy for older people (50+) and carers across Wales. The project empowers individuals to engage, participate, access information, understand their rights, make informed choices, share experiences and have their voices heard. HOPE delivers advocacy at a community level through a variety of models, recruiting, training and supporting volunteers to provide early intervention and prevent issues from escalating into crises.

Additionally, HOPE offers a comprehensive training programme to enhance advocates' skills and knowledge, while also delivering workshops and training opportunities for professionals seeking greater awareness of advocacy.

##### **Marketing**

Age Connects Wales has a dedicated marketing group made up of one representative from each of the six regional Age Connects organisations: Cardiff & Vale, Morgannwg, Neath Port Talbot, North Wales Central, North East Wales and Torfaen. The group meets monthly to coordinate marketing and communications activity, which includes:

- Social media messaging
- Website management
- Public relations activity
- National and local campaigns
- Partnership engagement
- Data collection, statistics and reporting

##### **Social Media**

Age Connects Wales run social media channels on Facebook and Twitter. These are used to share activity from the Age Connects regions as well as original campaign messaging and service promotions. In the year 24-25, ACW posts on Facebook and Twitter had a combined reach of over 70,000.

##### **PR**

All Age Connects Wales communications are supported by a dedicated PR initiative. This ensures the shared mission, values and activities of the six regional organisations remain visible to the public. Press releases, case studies, videos and statements are distributed to an extensive media list. The goal is to manage our reputation, strengthen community impact and raise awareness of the issues that matter most to the older people we support.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

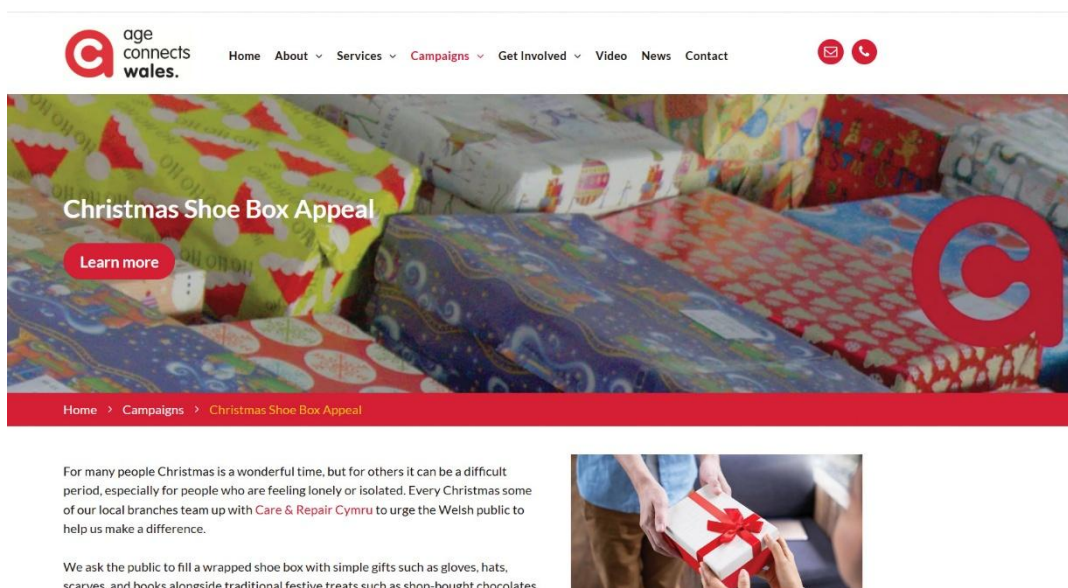
Year ended 31 March 2025

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### Website Management

During the year, we continued to enhance and maintain the Age Connects Wales website, [www.ageconnectswales.com](http://www.ageconnectswales.com), ensuring it remains a central hub for information about the joint services delivered across the Age Connects Wales network. The site is regularly updated with news from each regional branch, highlights from our national campaigns and clear guidance on how older people and their families can access support.

The site has been fully optimised for organic search performance. As a result of this work, we now receive an average of **10 enquiries per week** directly through the website. We have also achieved strong visibility on Google, ranking on the first page for several key search terms, including “**Older People Wales**”, where we currently hold **4th position**. This improved search presence is helping us reach more older people and increase awareness of the services offered across the network.



### Social Media

We manage two primary social media channels for Age Connects Wales:

- Facebook <https://www.facebook.com/AgeConnectsWales>
- X (formerly Twitter) <https://x.com/AgeConnectWales>

These channels play a vital role in amplifying news from our regional branches, driving traffic to our website and delivering national and regional campaigns that support our mission. Throughout the year, we used social media to share key messages, celebrate achievements and engage our audiences in actions that make a practical difference to older people across Wales.

## Campaigns

### **Falls Awareness Week - 16–20 September 2024 - In partnership with Care & Repair Cymru and Age Cymru**

We led a national awareness campaign to challenge the belief that falls are an inevitable part of ageing. Working closely with Care & Repair Cymru and Age Cymru, we created a suite of Age Connects Wales branded graphics that were shared across all regional channels. The campaign focused on promoting practical ways to reduce falls risk and encouraging conversations about home safety. **Campaign reach: 27,300**



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### **International Day of Older Persons - 1 October 2024**

This international observance is an opportunity to recognise the vital contributions of older people and promote positive ageing. Age Connects Wales adopted the UK theme, “**Celebrating the integral role of older people in our communities,**” sharing stories and messages that highlighted the value older people bring to Welsh society. **Campaign reach: 4,650**



# Age Connects Wales Trustees' Annual Report *(continued)* Year ended 31 March 2025

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## Get Online Week

**14–18 October 2024 - National campaign organised by WCVA**

As part of Get Online Week, we helped promote events and guidance designed to support people to build confidence with digital technology. Whether managing finances, improving online safety or learning new digital skills, the campaign signposted people to free support available across Wales and the UK.

**Campaign reach: 6,730**

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## Christmas Shoe Box Appeal

**November–December 2024 - In partnership with Care & Repair Cymru and Age Cymru**

This annual appeal encourages the public to donate shoe boxes filled with small gifts for older people experiencing hardship or loneliness during the festive season. Donations were collected locally and distributed through Age Connects branches to service users most in need. The appeal gained significant traction on social media and in local communities, resulting in over **810 gift boxes** being distributed across Wales.

**Campaign reach: 28,580**

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## Winter Warm

**December 2024 – January 2025**

**Age Connects Wales original campaign**

We developed a series of practical, easy-to-follow tips designed to help older people stay warm over winter and reduce their energy costs. The content was shared nationally and supported by regional branches. **Campaign reach: 6,730**



# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2025

### Partnership Working

During 2024–25, Age Connects Wales has collaborated with a range of national organisations to support shared goals and strengthen our collective voice. Partners included:

- Age Alliance Wales
- Centre for Ageing Better
- Alzheimer’s Society
- Age Cymru
- Care & Repair Cymru
- LEAP
- WCVA

These partnerships enabled us to deliver joint campaigns, share resources, and promote consistent messaging across the sector.

### Reporting and Statistics

Age Connects Wales collects key performance data from each local Age Connects Organisation which is presented to the Age Connects Wales Board on a quarterly basis. This allows the network to monitor progress, identify trends and evaluate the effectiveness of our communications activity.

In addition, headline statistics are shared publicly through our social media channels to demonstrate our national impact and maintain transparency with our supporters and partners.

## How have we helped?



2024-25

[www.ageconnectswales.org.uk](http://www.ageconnectswales.org.uk)



Calls Taken

29,420

28,722

Service Users Supported

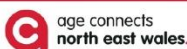


Benefits Claimed

£7,113,714

28,321

Volunteer Hours



# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2025

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### Future Plans

Age Connects Wales (ACW) exists to ensure that our six member organisations work together to champion the rights and wellbeing of older people across Wales. Our mission is clear: to influence and campaign on the issues that matter most, while building sustainable, high-quality services that make a real difference in people's lives.

Collaboration is our strength. By sharing best practice, pooling resources, and improving access to support, we can deliver greater impact for older people and their communities. Looking ahead, we are committed to strengthening this collaborative approach through bold, future-focused initiatives.

This position will play a pivotal role in:

- Unlocking new income streams, particularly unrestricted funding.
- Driving efficiency through shared services across our network.
- Leading the development of a robust, sustainable business plan for ACW.

This investment is essential to ensure ACW remains a strong, united voice for older people and continues to influence policy and practice at the highest level.

### Campaigning and influencing

Welsh Government policy increasingly champions localism - services rooted in and responsive to the communities they serve. Our six organisations already embody this principle, maintaining deep connections with local stakeholders and understanding the unique needs of their communities.

These relationships are the foundation for trust, innovation and effective service delivery. By strengthening these ties and working collaboratively, we can:

- Deliver high-quality, cost-effective services that represent excellent value for charitable and public funds.
- Share resources and expertise to tackle challenges collectively.
- Amplify our influence, locally and nationally through a unified voice.

Together, we can engage strategically with Welsh Government, local authorities and national bodies, ensuring that older people's voices are heard and their needs shape policy. Collaboration within ACW is not just about efficiency, it's about creating a platform for greater impact, securing the sustainability of vital services and driving positive change for older people across Wales.

### Getting our voice heard

There is no doubt that Age Connects Wales (ACW) as a unified consortium can command a significantly stronger and more authoritative voice than any of its individual member organisations could achieve alone. Acting collectively enables ACW to engage with and influence a wide range of key decision-making bodies and stakeholders at both national and local levels. These include:

- **Welsh Parliament (Senedd)** – shaping debates and influencing legislation that affects older people and community services.
- **Welsh Government** – contributing to policy development and ensuring that the needs of older people remain central to strategic priorities.
- **Political structures at Westminster (where appropriate)** – advocating for Wales-specific considerations in UK-wide policy discussions.
- **The Older People's Commissioner for Wales** – collaborating to strengthen advocacy and amplify the voices of older people.
- **NHS Wales and Local Health Boards** – influencing health and social care integration and promoting preventative approaches.
- **Local Government** – ensuring local authorities understand and support community-based services for older people.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2025

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- **Welsh academic institutions** – partnering on research, evidence gathering and innovation in service delivery.
- **Royal Voluntary Service (RVS)** – aligning efforts to enhance volunteer engagement and community resilience.
- **Age Alliance Wales** – contributing to a united sector voice on ageing issues.
- **Campaigning organisations and networks** – joining forces to advocate for rights, dignity and wellbeing of older people.
- **Care and Repair Cymru** – collaborating on housing and home adaptation initiatives.
- **Other age-related bodies** – sharing best practice and coordinating responses to emerging challenges.
- **The media** – leveraging collective credibility to raise awareness and influence public opinion.

By presenting a cohesive, collaborative front, ACW can significantly enhance its ability to influence policy, secure funding and shape public discourse. This unified approach not only strengthens advocacy but also ensures that the voices of local communities are heard at the highest levels of decision-making. It creates opportunities for joint campaigns, shared resources and consistent messaging, all of which amplify impact and reinforce the value of community-based services across Wales.

#### Common Services

- **A stronger proposition to commissioners and funders** - by creating a more effective and flexible structure, ACW can respond dynamically to the external operating environment and the economic pressures currently prevalent in Wales. This adaptability positions ACW as a reliable, innovative partner capable of delivering sustainable solutions that meet both local and national priorities.
- **Greater influence in negotiations, networking and funding developments** - Acting collectively amplifies the voice of the six organisations, enabling ACW to shape discussions on policy, commissioning and funding at a strategic level. This unified approach enhances credibility and ensures that the needs of older people and communities are represented more powerfully.
- **Increased confidence in sharing commercially sensitive information** - A formalised, trusted structure fosters transparency and mutual assurance among members, creating an environment where strategic insights and operational data can be exchanged securely. This openness supports better decision-making and collaborative innovation.
- **Additional resources for research and knowledge development** – Generating resources could allow ACW to invest in the development and delivery of courses, seminars and conferences. This strengthens the consortium's role as a thought leader and knowledge hub, influencing best practice across Wales.
- **Synergy through managerial economies of scale and specialisation** - Consolidating certain functions within ACW could reduce duplication, improve efficiency and free up capacity for members to focus on their areas of expertise. This promotes greater specialisation and service quality while ensuring cost-effectiveness.
- **Potential for geographic diversification** - Working together opens opportunities to expand into areas of Wales where ACW currently has no presence, ensuring equitable access to services and strengthening the network's reach.
- **Development of innovative, high-quality products and services** - Collaboration enables ACW to design and deliver new solutions that respond to emerging needs, leveraging shared expertise and resources to create impactful offerings across Wales.
- **Expansion into other markets where need is identified** - ACW can explore opportunities in adjacent regions or sectors, diversifying income streams and increasing resilience.

- **Sharing and developing complementary skills among members** - A collaborative structure encourages knowledge exchange and capacity building, ensuring that each organisation benefits from the collective expertise within ACW. This strengthens the overall capability of the consortium and enhances service delivery.

The partnership of the six organisations could create a significant opportunity to achieve economies of scale by pooling resources and sharing common back-office functions. This approach not only reduces duplication and operational costs but also enhances consistency and quality across all member organisations. Shared Services could Include:

- **Human Resources (HR):** Centralising HR functions can streamline recruitment, training and compliance processes, ensuring best practice and reducing administrative burden.
- **Marketing:** A unified marketing strategy amplifies the consortium's visibility, strengthens brand identity and enables coordinated campaigns that reach a wider audience.
- **Information Technology (IT):** Shared IT infrastructure and support services improve system reliability, cybersecurity and cost-efficiency, while enabling digital innovation across the consortium.
- **Finance and accounting services:** Centralising financial management strengthens governance, delivers accurate reporting and optimises resource allocation, ensuring transparency and accountability at every level.

In addition, management functions could be considered for a common service approach over time, creating further opportunities for efficiency and strategic alignment. This would allow senior leaders to focus more on service development and stakeholder engagement, while benefiting from streamlined operational support. Ultimately, this shared services model presents an opportunity for ACW to operate more effectively in a challenging economic environment, ensuring sustainability and maximising the impact of charitable and public funds.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2025

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#### Financial review

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to operate in accordance with our aims and objectives and maintain planned service provision.

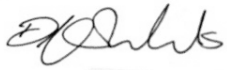
During the financial year the charity reported a deficit of £5,625 (2024: deficit of £94).

The unrestricted reserves on 31 March 2025 were £5,517 (2024: £11,142) and restricted reserves were £0 (2024: £0)

#### Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and established a policy whereby unrestricted funds held by the charity should be between three and six months of the resources expended. The Trustees are also committed to continue to build reserves in future years to enable the Charity to maintain and expand service provision.

The Trustees' annual report was approved on 27<sup>th</sup> January 2026 and signed on behalf of the board of trustees by:



**Mr D A Richards**  
Trustee

**Age Connects Wales**  
**Statement of Financial Activities**  
**Year ended 31 March 2025**

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<b>Statement of Financial Activities</b>	<b><u>2024/25</u></b>	<b><u>2023/24</u></b>
<b>Income and Endowments</b>		
Donations and legacies	0	5,000
<b>Total Income</b>	<b>0</b>	<b>5,000</b>
<b>Expenditure</b>		
Expenditure on raising funds: Costs of raising donations and legacies	0	0
Expenditure on charitable activities: Support Costs	5,625	5,094
<b>Total Expenditure</b>	<b>5,625</b>	<b>5,094</b>
<b>Net income/(expenditure) and net movement in funds</b>	<b>-5,625</b>	<b>-94</b>
<b>Reconciliation of Funds</b>		
Total funds brought forward	<b>11,142</b>	<b>11,236</b>
<b>Total Funds Carried Forward</b>	<b>5,517</b>	<b>11,142</b>

**Age Connects Wales**  
**Statement of Financial Position**  
**Year ended 31 March 2025**

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<b>Statement of Financial Position</b>	<b><u>2024/25</u></b>	<b><u>2023/24</u></b>
<b>Current Assets</b>		
Cash at bank and in hand	5,557	11,814
<b>Creditors: Amounts Falling Due within One Year</b>		
Trade creditors	40	672
Accruals and deferred income	0	0
	<u>672</u>	<u>0</u>
<b>Net Current Assets</b>	5,517	11,142
<b>Total Assets Less Current Liabilities</b>	5,517	11,142
<b>Net Assets</b>	<u><b>5,517</b></u>	<u><b>11,142</b></u>
<b>Funds of the Charity</b>		
Unrestricted funds	<u><b>5,517</b></u>	<u><b>11,142</b></u>

These financial statements were approved by the board of trustees and authorised for issue on 27<sup>th</sup> January 2026, and are signed on behalf of the board by:



**Mr D Richards**  
Trustee



**Mrs K Crane**  
Trustee

## **Age Connects Wales**

### **Notes to the Financial Statements**

**Year ended 31 March 2025**

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#### **1. General information**

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is Unit 10, Sbectrwm, Bwlch Road, Fairwater, Cardiff, CF5 3EF.

#### **2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

#### **3. Accounting policies**

##### **Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity. The financial statements have been prepared on the accruals basis for the year ended 31 March 2025.

##### **Going concern**

There are no material uncertainties about the charity's ability to continue.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitments.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Incoming resources**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- Legacy income is recognised when receipt is probable and entitlement is established.

## Age Connects Wales

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

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#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Financial instruments

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

#### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Staff costs

Age Connects Wales does not directly employ any employees. Any incurred wages or salary costs are from re-charges from other Age Connects charities.

The average head count of employees during the year was Nil (2024: Nil). No employee received employee benefits of more than £60,000 during the year (2024: Nil).

#### 5. Trustee remuneration and expenses

There were no remuneration or other benefits for the year ending 31<sup>st</sup> March 2025.

**AGE CONNECTS WALES**

England & Wales - Charity number 1173881

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# Accounts

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**Registered Company Number: CE011355 (England and Wales)**  
**Registered Charity Number: 1173881**

**Age Connects Wales**  
**Unaudited Financial Statements**  
**Year ended 31<sup>st</sup> March 2024**



# Age Connects Wales

## Trustees' Annual Report

Year ended 31 March 2024

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2024.

### Reference and administrative details

**Registered charity name** Age Connects Wales

**Charity registration number** 1173881

**Company registration number** CE011355

**Principal office and registered office** Unit 10  
Sbectrwm.  
Bwlch Road,  
Fairwater,  
Cardiff,  
CF5 3EF

### The Trustees

Mr D A Richards  
Ms A Price  
Ms A Reed  
Ms K Crane  
Ms R Rowlands  
Ms M Johnson (joined 27.02.24)  
Mr J Hawkins (left 31.03.24)

## **Age Connects Wales**

### **Trustees' Annual Report (*continued*)**

**Year ended 31 March 2024**

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#### **Structure, governance and management**

Age Connects Wales is a national Charity made up of six local, independent Age Connects organisations, which have over 45 years' experience supporting older people and their Carers in Wales. Age Connects Wales was registered in July 2017. The charity has a legal governing document, to which the Board of Trustees adheres. The Board of Trustees facilitates an annual general meeting and meets at least four times a year, overseeing the governance of the charity, making decisions about the charity's finances, safeguarding, health and safety, project development and activities to ensure they are meeting the charity's aims and objectives.

#### **Recruitment and appointment of board members**

Each appointing body (local/regional Age Connects Organisation) may appoint one Trustee each. Articles 9 to 17 of the constitution of Age Connects Wales set out the procedures for recruitment and appointment to the Board of Trustees. Members are elected to serve for a period of three years, after which term, they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

#### **Induction and training of new trustees**

Age Connects Wales Trustee induction process is underpinned by a Trustee handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. New trustees also meet existing trustees/directors to explore the role and responsibilities in further detail. Given the role has extensive legal responsibilities, new board members may receive additional informal training, based on a trustee/director welcome pack, which includes topics such as Charity Commission guidance and Age Connects Wales portfolio of business plans.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Objectives and activities

##### Age Connects Wales Charitable Objects:

'To relieve the suffering of older vulnerable people in Wales by working with Age Connects charitable bodies, liaising with charities, government agencies and other groups to provide such charitable support as the trustees deem fit'.

##### Corporate Priorities 2021 - 2024

1. **Decision making** – Ensure older people have access to free, independent information and advice and independent advocacy to help them make their own decisions and be involved in decision-making around the challenges and opportunities associated with ageing.
2. **Wellbeing and independence** – Ensure older people have the tools and support to maximise independence, feel supported in their community and have increased access to and knowledge of physical activity/exercise, nutrition and lifestyle choices.
3. **Housing** – Assist older people to access appropriate, affordable and accessible housing and housing support that meets their immediate and ongoing needs and aspirations.
4. **Transport** – Support older people to access sustainable and accessible transport to enable increased access to healthcare and basic humanitarian needs.
5. **Digital inclusion** – Assist older people to access digital technology (including broadband) as well as the means and training to utilise it effectively.

#### Public Benefit

When planning our activities for the year, we have considered the Charity Commission's guidance on public benefit and have continued to focus our activities on providing a range of accessible services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for older people across Wales. We also work closely with all our partners to address identified needs within local and regional strategies and those of the Welsh Government.

#### Delivery strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people across Wales. Information from individual and collective content management systems/databases is cross referenced and analysed extensively, providing a firm basis for forward planning.

We operate in some of the most socially and economically deprived areas in Wales and offer differing levels of support according to individual need and regional demands/pressures. This ranges from the provision of information and advice through telephone helplines, neighbourhood information points, websites, social media platforms, special events and talks, through to robust community-based activity programmes, specialist dementia programmes, hospital discharge services, foot care, befriending services and on-going welfare benefits and advocacy casework. Service users can access our services through home visits, one to one appointments, drop-in services, social media platforms, website, online communication platforms and/or by visiting a local community outreach or hub location. Throughout this reporting period, service delivery has continued to be remodelled to ensure that services were delivered safely and efficiently to continue supporting local older people.

We continue to learn from our local, regional and national provision and adapt to ensure it is as accessible and user friendly as possible. Moving forward into next year, we will continue to provide robust services and hope to engage further with service users to understand the challenges faced.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Achievements and performance

##### Age Alliance Wales

We are members of Age Alliance Wales, which is a powerful alliance of 25 national voluntary organisations committed to working together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales. Our involvement within this alliance ensures that we contribute to achieving the following key aims:

- To represent the concerns and further the interests of older people in Wales to policy makers, strategic planners, and funders.
- To maximise the ability of each member organisation to fulfil their role of promoting the well-being of older people.
- To work with, and for older people, through the co-operative use of the knowledge and expertise contained within the membership of Age Alliance Wales.

##### HOPE (Helping others participate and engage) Advocacy Project

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

##### Marketing

Age Connects Wales has a marketing group comprising one representative from each of the six Age Connects regions: Cardiff & Vale, Morgannwg, Neath Port Talbot, North Wales Central, North East Wales, and Torfaen. Through monthly meetings they coordinate marketing and communication activity.

- Social media messaging
- Website management
- PR activity
- National and local campaigns
- Partnership working
- Statistics and reporting

##### Social Media

Age Connects Wales run social media channels on Facebook and Twitter. These are used to share activity from the Age Connects regions as well as original campaign messaging and service promotions. In the year 23-24, ACW posts on Facebook and Twitter had a combined reach of 123,654.

##### PR

All communications from Age Connects Wales are supported by a PR initiative. This ensures the shared mission, values and activities of the six organisations are within the public eye. Press releases, case studies, videos and statements are shared with our extensive media list of 108 contacts. The aim is to manage our reputation, make an impact on the community and raise awareness of the issues that matter to the older people we support.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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### Website Management

In March 2024 Age Connects Wales published a new website at [www.ageconnectswales.com](http://www.ageconnectswales.com) the aim was to highlight the joint services offered across the Age Connects Wales network as well as to provide a central platform for campaigns and news. The new site had been fully optimised to perform well on organic search and maximise site traffic.



### Campaigns

#### Dementia Action Week

May 15<sup>th</sup>-19<sup>th</sup> 2023

National campaign organised by Alzheimer's Society.

Age Connects Wales supported the campaign in two ways. Firstly, we adopted the national campaign messages and shared through our national and local social media pages. Secondly, we used the week to promote dementia services offered by the Age Connects branches. Campaign reach = 16,400.

#### Volunteer's Week

1-7 June 2023

A national campaign organised by Volunteer's Week

Age Connects Wales organised 7 days of activity across all six Age Connects regions. This included celebration events, creation of video content, case studies and social media messaging. The social media activity generated from this activity produced our most engaging campaign of the year.

Campaign reach = 31,300.



## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Pension Awareness Week

11-15 September 2023

National campaign organised by Pension Geeks.

We leveraged the campaign platform to raise awareness of pension issues of interest to older people such as drawdown and pension freedom and promoted our pension review services. Campaign reach = 6,900.

#### Falls Awareness Week

18-23 September 2023

Partnership project with Care & Repair Cymru and Age Cymru.

We partnered with Care & Repair Cymru and Age Cymru to lead a public awareness campaign all about falls and spread the message that falls are not an inevitable part of ageing. Original campaign messaging was produced and shared across all Age Connects regions. Campaign reach = 23,400.



#### International Day of Older Persons

1<sup>st</sup> October 2023

International campaign organised by United Nations.

The International Day of Older Persons is a day for us all to recognise and celebrate the integral role of older people, and to remind us of the importance of ageing well. The Age Connects regions collaborated on a video that celebrated our local service users. Campaign reach = 5,700

#### Welsh Charities Week

13-17 November 2023

National campaign organised by the WCVA.

Age Connects Wales supported [Welsh Charities Week](#) and asked our followers to volunteer, donate or give a shout out to your favourite charity or voluntary group. Campaign reach = 9,700.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Christmas Shoe Box Appeal

November/December 2023

Partnership project with Care & Repair Cymru and Age Cymru.

Working in partnership we appealed to the public for the donation of shoe boxes filled with simple gifts for older people experiencing hardship at Christmas. These were donated at a local level and distributed to qualifying service users by the Age Connects branches. The campaign gained significant traction on social media and resulted in over 730 gift boxes being distributed across Wales. Campaign reach = 23,500



#### Partnership Working

In the year 2023-24, the Age Connects Wales marketing group worked in partnership with the following organisations:

- Age Alliance Wales
- Centre for Aging Better
- Alzheimer's Society
- Age Cymru
- Care & Repair Cymru
- LEAP
- WCVA

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

#### Reporting and Statistics

The marketing group collect key performance statistics from each of the Age Connects regions and present them to the Age Connects Wales board for quarterly review. These statistics are also disseminated to the public via social media to demonstrate our national impact.

## How have we helped?



#### Future Plans

Age Connects Wales was created to maintain the ability of its member organisations to work collaboratively across Wales with those that share their aims and objectives. ACW's primary objective is campaigning and influencing, and its secondary objective is to fund that work through the development and delivery of high-quality services that improve the lives of older people. Working together to share good practice, reduce costs and improve access to support can significantly enhance the support for older people in the community.

To achieve our future plans, we will secure appropriate funding to support a business development role. This role will identify income generation opportunities that are unrestricted, identify efficiency savings ie, through the delivery of shared services between each member organisation and take ownership for the delivery of a sustainable business plan for Age Connects Wales.

#### Campaigning and influencing

Welsh Government strategy and policy is increasingly focused on an agenda of localism. It is important, therefore, that the six organisations maintain the community nature and focus of their current activities and the close, positive relationships they enjoy with a wide range of local stakeholders. In so doing, they can continue to deliver effective, efficient, quality services that represent good value for both charitable and public money. It is recognised that as a consortium, the six organisations in ACW can have a much stronger potential influence across Wales than the individual organisations could have on their own

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Getting our voice heard

There is little doubt that ACW as a whole will have a significantly stronger voice than its individual components with a number of important bodies. These bodies will include:

- Welsh Parliament;
- Welsh Government
- Political structures at Westminster where appropriate;
- The Older Peoples' Commissioner for Wales
- Wales NHS/local health boards;
- Local Government;
- Welsh academic institutions;
- Royal Voluntary Service (RVS);
- Age Alliance Wales;
- Campaigning organisations and networks;
- Care and Repair Cymru;
- Other age related bodies;
- The media;
- The Red Cross;

#### Common Services

- A stronger proposition to commissioners and funders, underpinned by a more effective, flexible structure responding to the external operating environment and the economic pressures prevalent in Wales at the moment.
- More influence in negotiations, networking and funding developments.
- Increased confidence in the mutual exchange of commercially sensitive information.
- Additional resources for research into ageing matters and the development and delivery of courses, seminars and conferences.
- Synergy within the ACW structure via greater managerial economies of scale and the promotion of greater specialisation.
- The potential for further diversification into areas of Wales in which ACW does not currently have a presence.
- The opportunity to develop innovative, quality 'products' and services across Wales.
- Expansion into other geographical markets where there is an identified need.
- The opportunity to develop and share complementary skills amongst ACW members.

The partnership of the six organisations in this consortium also presents the opportunity to achieve economies of scale by sharing the following common back office services:

- HR;
- Marketing;
- IT;
- Finance and accounts;

In addition, the management functions could be considered for a common service approach over time.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2024

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#### Financial review

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to operate in accordance with our aims and objectives and maintain planned service provision. We were also honoured to receive a £5,000 legacy from the estate of the late Menna Wyn Brown, for which we were very grateful.

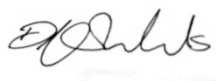
During the financial year the charity reported a deficit of £94 (2023: deficit of £4,423).

The unrestricted reserves on 31 March 2024 were £11,142 (2023: £11,236) and restricted reserves were £0 (2023: £0)

#### Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and established a policy whereby unrestricted funds held by the charity should be between three and six months of the resources expended. The Trustees are also committed to continue to build reserves in future years to enable the Charity to maintain and expand service provision.

The Trustees' annual report was approved on 18<sup>th</sup> December 2024 and signed on behalf of the board of trustees by:



**Mr D A Richards**  
Trustee

**Age Connects Wales**  
**Statement of Financial Activities**  
**Year ended 31 March 2024**

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**Age Connects Wales Annual Accounts 2023/24**

<b>Statement of Financial Activities</b>	<b><u>2023/24</u></b>	<b><u>2022/23</u></b>
<b>Income and Endowments</b>		
Donations and legacies	5,000	0
<b>Total Income</b>	<b>5,000</b>	<b>0</b>
<b>Expenditure</b>		
Expenditure on raising funds: Costs of raising donations and legacies	0	0
Expenditure on charitable activities: Support Costs	5,094	4,423
<b>Total Expenditure</b>	<b>5,094</b>	<b>4,423</b>
<b>Net income/(expenditure) and net movement in funds</b>	<b>-94</b>	<b>-4,423</b>
<b>Reconciliation of Funds</b>		
Total funds brought forward	<b>11,236</b>	<b>15,659</b>
<b>Total Funds Carried Forward</b>	<b>11,142</b>	<b>11,236</b>

**Age Connects Wales**  
**Statement of Financial Position**  
**Year ended 31 March 2023**

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<b>Statement of Financial Position</b>	<b><u>2023/24</u></b>	<b><u>2022/23</u></b>
<b>Current Assets</b>		
Cash at bank and in hand	11,814	11,236
<b>Creditors: Amounts Falling Due within One Year</b>		
Trade creditors	672	0
Accruals and deferred income	<u>0</u>	<u>0</u>
	<u>672</u>	<u>0</u>
<b>Net Current Assets</b>	11,142	11,236
<b>Total Assets Less Current Liabilities</b>	11,142	11,236
<b>Net Assets</b>	<u>11,142</u>	<u>11,236</u>
<b>Funds of the Charity</b>		
Unrestricted funds	<u>11,142</u>	<u>11,236</u>

These financial statements were approved by the board of trustees and authorised for issue on 18<sup>th</sup> December 2024, and are signed on behalf of the board by:



**Mr D Richards**  
Trustee



**Rachel Rowlands**  
Trustee

# Age Connects Wales

## Notes to the Financial Statements

Year ended 31 March 2024

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### 1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is Unit 10, Sbectrwm, Bwlch Road, Fairwater, Cardiff, CF5 3EF.

### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity. The financial statements have been prepared on the accruals basis for the year ended 31 March 2024.

#### Going concern

There are no material uncertainties about the charity's ability to continue.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitments.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

#### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- Legacy income is recognised when receipt is probable and entitlement is established.

# Age Connects Wales

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

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### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

### Financial instruments

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Staff costs

Age Connects Wales does not directly employ any employees. Any incurred wages or salary costs are from re-charges from other Age Connects charities.

The average head count of employees during the year was Nil (2023: Nil). No employee received employee benefits of more than £60,000 during the year (2023: Nil).

#### 5. Trustee remuneration and expenses

There were no remuneration or other benefits for the year ending 31<sup>st</sup> March 2024.

**AGE CONNECTS WALES**

England & Wales - Charity number 1173881

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# Accounts

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**Registered Company Number: CE011355 (England and Wales)**  
**Registered Charity Number: 1173881**

**Age Connects Wales**  
**Unaudited Financial Statements**  
**Year ended 31<sup>st</sup> March 2023**



# Age Connects Wales

## Trustees' Annual Report

Year ended 31 March 2023

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

### Reference and administrative details

**Registered charity name** Age Connects Wales

**Charity registration number** 1173881

**Company registration number** CE011355

**Principal office and registered office** Unit 10  
Sbectrwm.  
Bwlch Road,  
Fairwater,  
Cardiff,  
CF5 3EF

### The Trustees

Mr D A Richards  
Ms A Price  
Ms A Reed  
Ms K Crane  
Ms R Rowlands  
Mr J Hawkins

## **Age Connects Wales**

### **Trustees' Annual Report (*continued*)**

**Year ended 31 March 2023**

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#### **Structure, governance and management**

Age Connects Wales is a national Charity made up of six local, independent Age Connects organisations, which have over 45 years' experience supporting older people and their Carers in Wales. Age Connects Wales was registered in July 2017. The charity has a legal governing document, to which the Board of Trustees adheres. The Board of Trustees facilitates an annual general meeting and meets at least four times a year, overseeing the governance of the charity, making decisions about the charity's finances, safeguarding, health and safety, project development and activities to ensure they are meeting the charity's aims and objectives.

#### **Recruitment and appointment of board members**

Each appointing body (local/regional Age Connects Organisation) may appoint one Trustee each. Articles 9 to 17 of the constitution of Age Connects Wales set out the procedures for recruitment and appointment to the Board of Trustees. Members are elected to serve for a period of three years, after which term, they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

#### **Induction and training of new trustees**

Age Connects Wales Trustee induction process is underpinned by a Trustee handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. New trustees also meet existing trustees/directors to explore the role and responsibilities in further detail. Given the role has extensive legal responsibilities, new board members may receive additional informal training, based on a trustee/director welcome pack, which includes topics such as Charity Commission guidance and Age Connects Wales portfolio of business plans.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2023

---

### Objectives and activities

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5. **Digital inclusion** – Assist older people to access digital technology (including broadband) as well as the means and training to utilise it effectively.

#### Public Benefit

When planning our activities for the year, we have considered the Charity Commission's guidance on public benefit and have continued to focus our activities on providing a range of accessible services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for older people across Wales. We also work closely with all our partners to address identified needs within local and regional strategies and those of the Welsh Government.

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We continue to learn from our local, regional and national provision and adapt to ensure it is as accessible and user friendly as possible. Moving forward into next year, we will continue to provide robust services and hope to engage further with service users to understand the challenges faced through periods of extended isolation and what support is now required to maintain physical and emotional wellbeing.

## **Age Connects Wales**

### **Trustees' Annual Report *(continued)***

**Year ended 31 March 2023**

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#### **Achievements and performance**

##### **HOPE Advocacy Project**

We have continued to work with Age Connects Organisations, Age Cymru and Age Cymru Brand partners to deliver a HOPE advocacy projects across Wales. HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points. This is of particular importance due to the impact that the COVID19 pandemic has had on the lives of older people and the potential need for increased support to reengage with their communities. HOPE continues to establish a training programme which will enable advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

##### **Falls Prevention Partnership**

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

In addition to this campaign, Age Connects Organisations have provided a robust Foot Care and Nail Cutting Service across Wales and delivered and facilitated a range of physical activity sessions to further reduce falls and contribute to the prevention and early intervention agenda.

##### **Age Alliance Wales**

We are members of Age Alliance Wales, which is a powerful alliance of 25 national voluntary organisations committed to working together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales. Our involvement within this alliance ensures that we contribute to achieving the following key aims:

- To represent the concerns and further the interests of older people in Wales to policy makers, strategic planners, and funders.
- To maximise the ability of each member organisation to fulfil their role of promoting the well-being of older people.
- To work with, and for older people, through the co-operative use of the knowledge and expertise contained within the membership of Age Alliance Wales.

## Age Connects Wales

### Trustees' Annual Report *(continued)*

Year ended 31 March 2023

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#### Financial review

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to operate in accordance with our aims and objectives and maintain planned service provision.

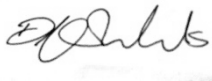
During the financial year the charity reported a deficit of £4,423 (2022: surplus of £4,671).

The unrestricted reserves on 31 March 2023 were £11,236 (2022: £10,741) and restricted reserves were £0 (2022: £4,918)

#### Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and established a policy whereby unrestricted funds held by the charity should be between three and six months of the resources expended. The Trustees are also committed to continue to build reserves in future years to enable the Charity to maintain and expand service provision.

The Trustees' annual report was approved on 18<sup>th</sup> December 2023 and signed on behalf of the board of trustees by:



**Mr D A Richards**  
Trustee

**Age Connects Wales**  
**Statement of Financial Activities**  
**Year ended 31 March 2023**

**Age Connects Wales Annual Accounts 2022/23**

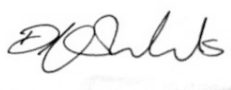
<b>Statement of Financial Activities</b>	<b><u>2022/23</u></b>	<b><u>2021/22</u></b>
<b>Income and Endowments</b>		
Donations and legacies	0	372,583
<b>Total Income</b>	<u>0</u>	<u>372,583</u>
<b>Expenditure</b>		
Expenditure on raising funds: Costs of raising donations and legacies	0	497
Expenditure on charitable activities: Winter Pressures Project	0	362,150
Expenditure on charitable activities: Support Costs	4,423	5,265
<b>Total Expenditure</b>	<u>4,423</u>	<u>367,912</u>
Net income/(expenditure) and net movement in funds	-4,423	4,671
<b>Reconciliation of Funds</b>		
Total funds brought forward	15,659	10,988
<b>Total Funds Carried Forward</b>	<u>11,236</u>	<u>15,659</u>

**Age Connects Wales**  
**Statement of Financial Position**  
**Year ended 31 March 2023**

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<b>Statement of Financial Position</b>	<b><u>2022/23</u></b>	<b><u>2021/22</u></b>
<b>Current Assets</b>		
Cash at bank and in hand	11,236	129,930
<b>Creditors: Amounts Falling Due within One Year</b>		
Trade creditors	0	111,187
Accruals and deferred income	<u>0</u>	<u>3,084</u>
	<u>0</u>	<u>114,271</u>
<b>Net Current Assets</b>	11,236	15,659
<b>Total Assets Less Current Liabilities</b>	11,236	15,659
<b>Net Assets</b>	<u>11,236</u>	<u>15,659</u>
<b>Funds of the Charity</b>		
Unrestricted funds	<u>11,236</u>	<u>15,659</u>

These financial statements were approved by the board of trustees and authorised for issue on 18<sup>th</sup> December 2023, and are signed on behalf of the board by:



**Mr D Richards**  
Trustee



**Rachel Rowlands**  
Trustee

# Age Connects Wales

## Notes to the Financial Statements

Year ended 31 March 2023

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### 1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is Unit 10, Sbectrwm, Bwlch Road, Fairwater, Cardiff, CF5 3EF.

### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity. The financial statements have been prepared on the accruals basis for the year ended 31 March 2023.

#### Going concern

There are no material uncertainties about the charity's ability to continue.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitments.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

#### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- Legacy income is recognised when receipt is probable and entitlement is established.

## Age Connects Wales

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

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#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Financial instruments

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

#### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Staff costs

Age Connects Wales does not directly employ any employees. Any incurred wages or salary costs are from re-charges from other Age Connects charities.

The average head count of employees during the year was Nil (2022: Nil). No employee received employee benefits of more than £60,000 during the year (2022: Nil).

#### 5. Trustee remuneration and expenses

There were no remuneration or other benefits for the year ending 31<sup>st</sup> March 2023.

**AGE CONNECTS WALES**

England & Wales - Charity number 1173881

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# Accounts

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**Age Connects Wales**  
**Unaudited Financial Statements**  
**31 March 2022**

**ELLIS LLOYD JONES AUDIT LIMITED**

Chartered accountants  
11 Park Square  
Newport  
South Wales  
NP20 4EL

# Age Connects Wales

## Financial Statements

Year ended 31 March 2022

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# Age Connects Wales

## Trustees' Annual Report

Year ended 31 March 2022

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

### Reference and administrative details

<b>Registered charity name</b>	Age Connects Wales
<b>Charity registration number</b>	1173881
<b>Principal office</b>	The Maltings East Tyndall Street Cardiff CF24 5EZ
<b>The trustees</b>	Mr D A Richards Ms A Price Ms A Reed Ms K Crane Ms R Rowlands Mr J Hawkins
<b>Independent examiner</b>	Kara Williams BSc BFP FCA Ellis Lloyd Jones Audit Limited 11 Park Square Newport South Wales NP20 4EL

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### **Structure, governance and management**

Age Connects Wales is a national Charity made up of six local, independent Age Connects organisations, which have over 45 years' experience supporting older people and their Carers in Wales. Age Connects Wales was registered in July 2017. The charity has a legal governing document, to which the Board of Trustees adheres. The Board of Trustees facilitates an annual general meeting and meets at least four times a year, overseeing the governance of the charity, making decisions about the charity's finances, safeguarding, health and safety, project development and activities to ensure they are meeting the charity's aims and objectives.

### **Recruitment and appointment of board members**

Each appointing body (local/regional Age Connects Organisation) may appoint one Trustee each. Articles 9 to 17 of the constitution of Age Connects Wales constitution set out the procedures for recruitment and appointment to the Board of Trustees. Members are elected to serve for a period of three years, after which term, they are eligible to seek re-election. We aim to ensure that our Board is both representative of the people and communities with whom we work and has the necessary combined skills and experience to effectively govern the organisation.

### **Induction and training of new trustees**

Age Connects Wales Trustee induction process is underpinned by a Trustee handbook, includes an informal interview, taking up references, and where policy necessitates, a Disclosure and Barring (DBS) check. New trustees also meet existing trustees/directors to explore the role and responsibilities in further detail. Given the role has extensive legal responsibilities, new board members may receive additional informal training, based on a trustee/director welcome pack, which includes topics such as Charity Commission guidance and Age Connects Wales portfolio of business plans.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Objectives and activities

#### Age Connects Wales Charitable Objects:

'To relieve the suffering of older vulnerable people in Wales by working with Age Connects charitable bodies, liaising with charities, government agencies and other groups to provide such charitable support as the trustees deem fit'.

#### Corporate Priorities 2021 - 2024

**1. Decision making** - Ensure older people have access to free, independent information and advice and independent advocacy to help them make their own decisions and be involved in decision-making around the challenges and opportunities associated with ageing.

**2. Wellbeing and independence** - ensure older people have the tools and support to maximise independence, feel supported in their community and have increased access to and knowledge of physical activity/exercise, nutrition and lifestyle choices.

**3. Housing** - Ensure older people have access to appropriate, affordable and accessible housing and housing support that meets their immediate and ongoing needs and aspirations.

**4. Transport** - Ensure older people have access to sustainable and accessible transport to enable increased access to healthcare and basic humanitarian needs

**5. Digital inclusion** - Assist older people to access digital technology (including broadband) as well as the means and training to utilise it effectively.

#### Public Benefit

When planning our activities for the year, we have considered the Charity Commission's guidance on public benefit and have continued to focus our activities on providing a range of accessible services that facilitate social inclusion, while promoting a healthy and active retirement and continuing independence for older people across Wales. We also work closely with all our partners to address identified needs within local and regional strategies and those of the Welsh Government.

#### Delivery strategy

Through our marketing efforts and outreach delivery strategy, we aim to make our services as accessible as possible to older people across Wales. Information from individual and collective content management systems/databases is cross referenced and analysed extensively, providing a firm basis for forward planning.

We operate in some of the most socially and economically deprived areas in Wales and offer differing levels of support according to individual need and regional demands/pressures. This ranges from the provision of information and advice through telephone helplines, neighbourhood information points, websites, social media platforms, special events and talks, through to robust community-based activity programmes, specialist dementia programmes, hospital discharge services, foot care, befriending services and on-going welfare benefits and advocacy casework. Service users can access our services through home visits, one to one appointments, drop-in services, social media platforms, website, online communication platforms and/or by visiting a local community outreach location. Please note that during the previous two years, many of our face-to-face services were suspended in line with government guidelines surrounding the COVID19 Pandemic. Throughout this reporting period, service delivery has continued to be remodelled to ensure that services were delivered safely

# Age Connects Wales

## Trustees' Annual Report *(continued)*

### Year ended 31 March 2022

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and efficiently in order to continue supporting local older people.

#### **COVID19 overview**

The COVID19 pandemic has brought with it extremely uncertain times for the whole population and has had an immediate and longer lasting impact on older people. Throughout this period, Age Connects Wales has delivered and helped local Age Connects Organisations deliver multiple front-line services to directly improve emotional and physical wellbeing, ensuring some of the most vulnerable in the community received appropriate support, whilst also enabling older people to begin making positive steps to resuming pre-covid lifestyles and activity levels.

Whilst this has been an extremely difficult period for our service users, it is also important to note that remodelled services have also contributed to improved confidence, increased social networks, built resilience, increased independence and facilitated a greater ability to maintain choice and control in people's lives, during an extremely challenging period. We continue to learn from our local, regional and national provision and adapt to ensure it is as accessible and user friendly as possible. Moving forward into next year, we will continue to provide robust services and hope to engage further with service users to understand the challenges faced through periods of extended isolation and what support is now required to maintain physical and emotional wellbeing.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Achievements and performance

#### Winter Pressures - Home from Hospital

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

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

- Assistance with transport home from hospital and to vital monitoring appointments
- Assistance with ordering, collecting, delivery and putting away of shopping and essential items
- Escorted shopping
- Prescription collection/delivery
- Preparation of light snacks
- Basic cleaning, tidying and refuse collection
- Laundry and bed linen change
- Companionship/emotional support
- Support to participate in prescribed exercise/physical activity sessions
- Support with pets/dog walking
- Doorstep wellbeing checks
- Telephone befriending to support the most isolated
- Liaison work with health and social care services and family members
- Information around welfare benefits and ongoing support options.
- Support with housing applications
- Support with accessing and securing home adaptations
- Foot care provision - community based and home visiting provision
- Energy/fuel poverty support because of the current energy crisis

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

#### HOPE Advocacy Project

We have continued to work with Age Connects Organisations, Age Cymru and Age Cymru Brand partners to deliver a HOPE advocacy projects across Wales. HOPE delivers advocacy support at a community level through a range of advocacy models by recruiting, training and supporting project volunteers. HOPE supports service users at an early stage in their issues/concerns to help prevent them reaching crisis points. This is of particular importance due to the impact that the COVID19 pandemic has had on the lives of older people and the potential need for increased support to reengage with their communities. HOPE is establishing a training programme which will enable advocates across Wales to further develop their skills and knowledge, whilst also offering training opportunities and workshops to other professionals who would benefit from greater awareness of advocacy.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Older Persons Awards

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

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

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

Given the success of the awards and their ability to raise awareness of vital services for older people across Wales, the Older Persons Awards will be delivered in next year (2022/23).

### Falls Prevention Partnership

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

In addition to this campaign, Age Connects Organisations have provided a robust Foot Care and Nail Cutting Service across Wales to further reduce falls and contribute to the preventative agenda.

### Age Alliance Wales

We are members of Age Alliance Wales, which is a powerful alliance of 25 national voluntary organisations committed to working together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales. Our involvement within this alliance ensures that we contribute to achieving the following key aims:

- to represent the concerns and further the interests of older people in Wales to policy makers, strategic planners, and funders;
- maximise the ability of each member organisation to fulfil their role of promoting the well-being of older people; and
- to work with, and for older people, through the co-operative use of the knowledge and expertise contained within the membership of Age Alliance Wales.

# Age Connects Wales

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Financial review

During the course of the year, we have continued to maintain a tight fiscal policy, which has enabled us to operate in accordance with our aims and objectives and maintain planned service provision. We have been successful in securing significantly increased funding for specific project work with dedicated management costs incorporated into project budgets.

During the financial year the charity reported a surplus of £4,671 (2021: deficit of £1,165).

We are pleased to report that 98.6% of expenditure was utilised directly on charitable activities, with the remainder on governance and income generation.

The unrestricted reserves on 31 March 2022 were £10,741 (2021: £10,988) and restricted reserves were £4,918 (2021: £nil)

### Reserves policy

The board has examined the charity's requirements for reserves in respect of the main risks to the organisation and established a policy whereby unrestricted funds held by the charity should be between three and six months of the resources expended. The Trustees are also committed to continue to build reserves in future years to enable the Charity to maintain and expand service provision.

The trustees' annual report was approved on Nov 24, 2022..... and signed on behalf of the board of trustees by:



**Mr D A Richards**  
Trustee

# Age Connects Wales

## Independent Examiner's Report to the Trustees of Age Connects Wales

Year ended 31 March 2022

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I report to the trustees on my examination of the financial statements of Age Connects Wales ('the charity') for the year ended 31 March 2022.

### Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

*Kara Williams*

Kara Williams (Nov 24, 2022 19:19 GMT)

**Kara Williams BSc BFP FCA  
Independent Examiner**

Ellis Lloyd Jones Audit Limited  
11 Park Square  
Newport  
South Wales  
NP20 4EL

Nov 24, 2022

# Age Connects Wales

## Statement of Financial Activities

Year ended 31 March 2022

		2022		2021	
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	4	<u>250</u>	<u>372,333</u>	<u>372,583</u>	<u>–</u>
<b>Total income</b>		<u>250</u>	<u>372,333</u>	<u>372,583</u>	<u>–</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of raising donations and legacies	5	497	–	497	–
Expenditure on charitable activities	6,7	<u>–</u>	<u>367,415</u>	<u>367,415</u>	<u>1,168</u>
<b>Total expenditure</b>		<u>497</u>	<u>367,415</u>	<u>367,912</u>	<u>1,168</u>
<b>Net income/(expenditure) and net movement in funds</b>					
		<u>(247)</u>	<u>4,918</u>	<u>4,671</u>	<u>(1,168)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>10,988</u>	<u>–</u>	<u>10,988</u>	<u>12,156</u>
<b>Total funds carried forward</b>		<u>10,741</u>	<u>4,918</u>	<u>15,659</u>	<u>10,988</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 11 to 16 form part of these financial statements.

# Age Connects Wales

## Statement of Financial Position

31 March 2022

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	Note	2022 £	2021 £
<b>Current assets</b>			
Cash at bank and in hand		129,930	10,988
<b>Creditors: amounts falling due within one year</b>	<b>11</b>	<u>114,271</u>	<u>–</u>
<b>Net current assets</b>		<u>15,659</u>	<u>10,988</u>
<b>Total assets less current liabilities</b>		<u>15,659</u>	<u>10,988</u>
<b>Net assets</b>		<u>15,659</u>	<u>10,988</u>
<b>Funds of the charity</b>			
Unrestricted funds		<u>15,659</u>	<u>10,988</u>
<b>Total charity funds</b>	<b>13</b>	<u>15,659</u>	<u>10,988</u>

These financial statements were approved by the board of trustees and authorised for issue on ~~Nov 24, 2022~~....., and are signed on behalf of the board by:



**Mr D A Richards**  
Trustee

  
RRowlands (Nov 24, 2022 16:46 GMT)

**Ms R Rowlands**  
Trustee

---

The notes on pages 11 to 16 form part of these financial statements.

# Age Connects Wales

## Notes to the Financial Statements

Year ended 31 March 2022

---

### 1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Maltings, East Tyndall Street, Cardiff, CF24 5EZ.

### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The financial statements have been prepared on the accruals basis for the year ended 31 March 2022. The financial statements for the year ended 31 March 2021 were prepared on the receipts and payments basis. Although this represents a change in accounting policy, it has no been necessary to adjust any of the balances for the year ended 31 March 2021, since there were no fixed assets, debtors or creditors at that date. No adjustment to the brought forward reserves at 1 April 2021 was necessary, as a result of the change in basis of preparation of accounts.

#### Going concern

There are no material uncertainties about the charity's ability to continue.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# Age Connects Wales

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

---

### 3. Accounting policies *(continued)*

#### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.

#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

# Age Connects Wales

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

---

### 3. Accounting policies *(continued)*

#### Financial instruments

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

#### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

### 4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Grants</b>			
Grants receivable	–	372,333	372,333
<b>Sponsorship</b>			
Sponsorship	250	–	250
	<u>250</u>	<u>372,333</u>	<u>372,583</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
<b>Grants</b>			
Grants receivable	–	–	–
<b>Sponsorship</b>			
Sponsorship	–	–	–
	<u>–</u>	<u>–</u>	<u>–</u>

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# Age Connects Wales

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

### 5. Costs of raising donations and legacies

	Unrestricted Funds £	<b>Total Funds 2022 £</b>	Unrestricted Funds £	Total Funds 2021 £
Costs of raising donations and legacies - Sponsorship	497	497	—	—

### 6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2022 £</b>
Winter Pressures Project	—	362,150	362,150
Support costs	—	5,265	5,265
	—	367,415	367,415

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Winter Pressures Project	1,113	—	1,113
Support costs	55	—	55
	1,168	—	1,168

### 7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	<b>Total funds 2022 £</b>	Total fund 2021 £
Winter Pressures Project	6,796	355,354	—	362,150	1,113
Governance costs	—	—	5,265	5,265	55
	6,796	355,354	5,265	367,415	1,168

### 8. Independent examination fees

	<b>2022 £</b>	2021 £
Fees payable to the independent examiner for: Independent examination of the financial statements	2,160	—

# Age Connects Wales

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 9. Staff costs

Age Connects Wales does not directly employ any employees. The charity has incurred wages and salaries costs from re-charges from other Age Connects charities.

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	221,602	–
Social security costs	1,174	–
Employer contributions to pension plans	2,284	–
	<u>225,060</u>	<u>–</u>

The average head count of employees during the year was Nil (2021: Nil).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

### 10. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

### 11. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	111,187	–
Accruals and deferred income	3,084	–
	<u>114,271</u>	<u>–</u>

### 12. Pensions and other post-retirement benefits

#### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £2,284 (2021: £Nil).

# Age Connects Wales

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2022

#### 13. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds	<u>10,988</u>	<u>250</u>	<u>(497)</u>	<u>4,918</u>	<u>15,659</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General funds	<u>12,156</u>	<u>—</u>	<u>(1,168)</u>	<u>—</u>	<u>10,988</u>

##### Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Winter Pressures Project Fund	<u>—</u>	<u>372,333</u>	<u>(367,415)</u>	<u>(4,918)</u>	<u>—</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Winter Pressures Project Fund	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>

The Winter Pressures Project Fund relates to grants received to help relieve winter pressures by providing short term practical, emotional and liaison support to ensure medically fit patients could be discharged from hospital.

#### 14. Analysis of net assets between funds

	Unrestricted Funds	Total Funds 2022
	£	£
Current assets	129,930	129,930
Creditors less than 1 year	(114,271)	(114,271)
<b>Net assets</b>	<u>15,659</u>	<u>15,659</u>

	Unrestricted Funds	Total Funds 2021
	£	£
Current assets	10,988	10,988
Creditors less than 1 year	—	—
<b>Net assets</b>	<u>10,988</u>	<u>10,988</u>

**AGE CONNECTS WALES**

England & Wales - Charity number 1173881

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# Accounts

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## Trustees' Annual Report for the period

From 1<sup>st</sup> April  
Period end date

Period start date To 31st March 2021

Charity name: Age Connects Wales

Charity registration number: 1173881

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To relieve the suffering of older people by working with Age Connects Charities, liaising with charities, government agencies and others to provide such charitable support as the trustees deem fit.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>We have worked with Age Connects organisations, Age Cymru, Age Cymru Brand partners to deliver a HOPE advocacy projects across all Wales.</p> <p>We have working in partnership with Carer and Repair Cymru and age Cymru to deliver a campaign highlighting the needs and support for falls prevention work and we have delivered a nail cutting service across the Age Connects organisations as part of this prevention agenda.</p> <p>We are members of Age Alliance Wales and work in partnership with members to assist in dialogue with government department particularly around the Covid Crisis and winter pressures.</p> <p>We have updated our website again this year. and have taken due regard of the Charity commission guidance relating to public benefit.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	We have taken due regard of the Charity commission guidance relating to public benefit

**Additional information (optional)**

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The Charity does not provide grants
Policy on social investment including program related investment	Para 1.38	The charity does not make any investments
Contribution made by volunteers	Para 1.38	Volunteers are recruited and managed by each member Age Connects organisation and each have individual policies relating to volunteers.
Other		

**Achievements and Performance**

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	The member organisations have delivered support services to thousands of older people through collaborative projects.

**Additional information (optional)**

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<p>We have successfully continued to run an partnership HOPE advocacy project that will continue until 2023.</p> <p>We have been working with Welsh Government and partners to deliver a range of local support services to address the impact of Covid to isolated older people and</p>
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		<p>we will expect to be delivering these services throughout the winter of 2021/2022.</p> <p>We completed a successful falls prevention activity campaign and foot care services throughout the pandemic.</p> <p>In partnership with businesses we delivered the first older people wards programme, looking to promote the valuable contribution older people make to society even in these challenging times</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>We did not require addition funds in this period.</p> <p>We have been working to develop funding for work relating to winter pressures and the impact on older people, we anticipate this being received in 2021/2022.</p>
Investment performance against objectives	Para 1.41	<p>We have achieved our outcomes within the funds we have available.</p>
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The charity has sufficient funds to maintain existing activities for the next 2 years. New initiatives are being developed for 2021/2022.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	We do not currently employ any direct staff and therefore all funds are deployed to meet our planned activities for 2 years ahead.
Amount of reserves held	Para 1.22	£12,156
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	None
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	None

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	From members fees
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Uncertainties of impact relating to Covid on our ability to deliver community services.
Other		

## Structure, Governance and Management

Description of charity's trusts:		Charitable Incorporated Organisations
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Charitable Incorporated Organisation
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appointed by members

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<b>Set out in the constitution</b>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<b>Set out in the constitution</b>
Relationship with any related parties	Para 1.51	<b>N/A</b>
Other		

### Reference and Administrative details

Charity name	Age Connects Wales
Other name the charity uses	None
Registered charity number	1173881
Charity's principal address	The Maltings East Tyndall Street Cardiff CF24 5EA

**Names of the charity trustees who manage the charity**

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dean Richard	Chairman		Age Connects Neath Port Talbot
2	Jeff Hawkins	Company Secretary		Age Connects Cardiff and Vale
3	Rachel Rowlands			Age Connects Morgannwg
4	Angela Reed			Age Connects Torfaen
5	Karen Crane			Age Connects North East Wales
6	Alison Price			Age Connects North Wales Central
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20				

**Corporate trustees – names of the directors at the date the report was approved**

Director name		
N/A		

**Name of trustees holding title to property belonging to the charity**

Trustee name	Dates acted if not for whole year	
N/A		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

#### Name of chief executive or names of senior staff members (Optional information)

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### Exemptions from disclosure

Reason for non-disclosure of key personnel details

N/A
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### Other optional information

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# Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Jeffrey Hawkins	
Position (eg Secretary, Chair, etc)	Secretary – Trustee	
Date	22/12/2021	