

# Annual Report 2024-25



# Welcome

by Brian Jones, Chair of Trustees

It is my privilege to present the 2024-25 Annual Report for Carers Outreach Service - my first as Chair.

The past year has once again demonstrated the extraordinary strength, compassion, and resilience of unpaid carers across our community. Every day, they give their time and energy to support family members, friends, and neighbours, often with little recognition or respite. Our role remains clear: to ensure they feel supported, valued, and never alone.

Despite the ongoing challenges faced by carers, from financial pressures and health inequalities to emotional strain, our organisation has continued to grow, adapt, and make a tangible difference. This report will demonstrate the difference we made to unpaid carers in this time frame.

Behind every statistic and project in this report is a story of real impact, a carer who felt heard, a family who found support, or a staff member who went above and beyond to make a real difference to a carer's life. These stories remind us why our mission matters.

I would like to offer my thanks to our Head of Service, senior management team, all the staff and volunteers, trustees, and partners for their tireless commitment. Their passion and professionalism ensures we remain a trusted voice for carers in North West Wales.

I also extend sincere thanks to our funders, Anglesey County Council, Gwynedd Council, Conwy County Borough Council and Betsi Cadwaladr Health Board whose funding enables us to continue this vital work.

As we look ahead, our focus will be on extending our reach, strengthening our partnerships, and ensuring that unpaid carers are recognised as an essential cornerstone of our care system. Together, we will continue to advocate for change, deliver high-quality support, and celebrate the often-unseen contribution of unpaid carers in every community.

Thank you to everyone who has been and continues to be part of this journey.

# Head of Service Report

by Linda Kinani

This last year has been one of stability and consolidation. We improved our offer to carers by upskilling our staff and reviewing our assessment documentation to reflect the holistic assessment we complete with carers.

We were fortunate that our core funding remained the same and we were successful in our applications to both the Amser “Short Breaks” fund and the Carers Support Fund Wales (cost-of-living). Amser has enabled us to offer carers a much-needed funded short break that is bespoke to them.

Carers have enjoyed breaks including overnight stays, holistic therapies, and equipment to support hobbies and recreational activities. The grant also allows us to provide subsidised short breaks for carers at our two caravans in Hafan Y Mor Pwllheli.

In May 2024 we successfully tendered to continue to provide support to carers on Ynys Môn. Having a three-year contract provides sustainability and an ability to forward plan.

In April 2024 we were invited by Carers Trust to be part of a UK wide project funded by the four Gas distribution networks. Along with Carers Trust Bridgend we were the only two Carers Support organisation in Wales that were asked to take part. The project “Carer Money Matters” will run until April 2026

with the possibility of extending further. This has proven to be an innovative, exciting project. Its aim is to maximise carers’ incomes by ensuring they receive their benefits and entitlements. Our officer can provide advice and assistance with reducing outgoings by exploring schemes and reductions that the household is eligible for, such as, Council Tax discounts or the WaterSure tariff. The project officer has developed a relationship with other organisations such as Warm Wales who provide advice on energy efficiency and debts.

The Carer Money Matters project also looks at safety around the home and we can provide carbon monoxide alarms and make referrals for locking cooker valves. This project has enhanced our existing Benefits support to carers and has contributed to us having gained £1,286,478 in benefits for carers, providing them with increased independence and more choice in financial matters.

We are immensely grateful to our board of trustees for giving us their time and expertise in this period.

Finally, I would like to thank our amazing staff who with diligence and care have supported many carers in the last year. Their dedication to carers and to Carers Outreach Service is greatly appreciated.

# Objectives and activities

**Helping unpaid carers in North West Wales to find services, solutions and support.**

## **Our vision**

**A society in which unpaid carers are valued and supported by the government and the community, enabling them to conduct their caring role as effectively as possible.**

Carers Outreach Service provides information and support to unpaid adult carers in North West Wales. We are the first point of contact for carers and are here to help with their queries and concerns. We are a Charitable Incorporated Organisation (CIO) reporting to the Charity Commission, governed in accordance with the constitution by the board of trustees. We have bases in Bangor and Colwyn Bay and operate from several outreach locations including hospitals and community hubs.

It is important to remember that behind the services we provide, there are unpaid carers often at breaking point. We continue to see an increase in the level of need by those who contact us for support and we are acutely aware of the impact this is having on carers' own health, finances, employment and overall wellbeing.

# Summary of Services

**“A carer is someone who provides unpaid care to a relative or friend who is ill, disabled, or frail. They may help with day-to-day practical tasks, personal care or financial matters.”**

At Carers Outreach Service we understand the challenges of caring. Carers can contact us for information and support on any aspect of their caring role. We support all adult carers regardless of the age or disability of the person they care for. Our experienced team has a wide ranging span of knowledge.

Our Benefits Officer can help carers with more in-depth benefits issues as well as helping them to apply for benefits such as Attendance Allowance and PIP.

Our Forward Thinking Forward Planning Officer helps carers in Anglesey to plan ahead and make informed choices about their future.

In Anglesey and Gwynedd we have staff who work exclusively with parent carers.

Our inhouse counsellor and our Mental Health Carers Support Officer provide a bespoke service to carers who need more specific emotional support.

We have several Carers Support Officers who provide support to carers at local main and community hospitals.

We can refer or signpost carers on to other agencies, help them to apply for grants and entitlements, such as Blue Badge, Council Tax Discount etc. and provide emotional support.

We administrate internal grants including Amser Brêc Bach (short breaks), Carers Support Fund Wales (cost of living support), Gwynedd Carers Wellbeing fund and Anglesey Parents Helping Out fund.

We have 2 caravans in Hafan Y Môr, Pwllheli where carers can stay at a subsidised rate.

Our aim is to provide a holistic, wraparound service to local unpaid carers. We want carers to have ‘voice, choice and control’ throughout their caring journey.

**This Annual Report will showcase our work with unpaid adult carers during this year and highlight some of our achievements throughout 2024-5.**



# Financial Outcomes

## Benefit Income:

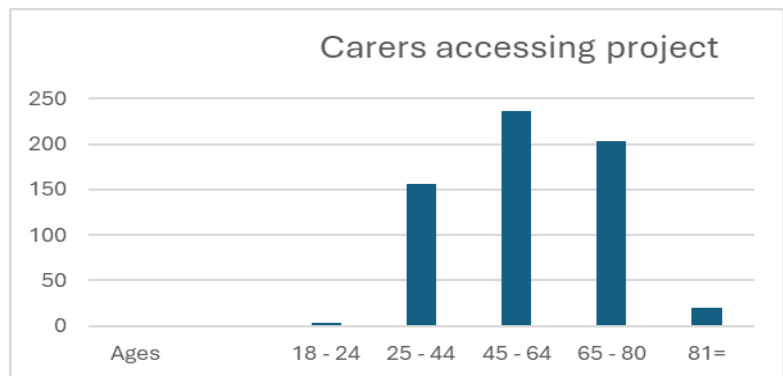
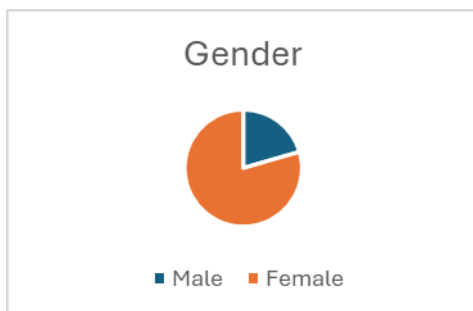
Combined total benefit income achieved for carers 2024/25

**£1,286,478**

## Carers Money Matters Project

619 accessed the project during the first year of the two year project.

546 of these had support to ensure they were accessing correct benefits.



### Carers Support Fund

**£75,000**

Supporting  
**287 carers** with  
cost of living

**£193,500 of grants  
awarded to support  
846 carers**

### AMSER Brêc Bach

**£56,000**

**342 carers**  
supported to have  
a short break

**104**  
individual  
grants

**143**  
overnight  
breaks

**42**  
grants for  
days out

### Gwynedd Wellbeing Fund

**£40,000**

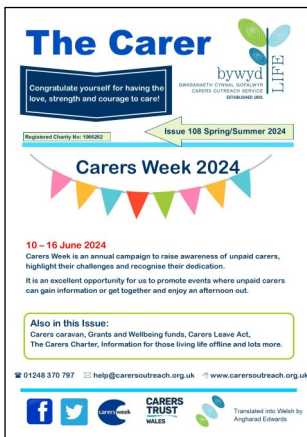
Supporting  
**143**  
carers

### Anglesey Parents Helping Out Fund

**£22,500**

Supporting  
**74**  
parent carers

# During this year



We sent out over **12,500** newsletters via post and email to unpaid carers.



**4,356** carers were supported via phone, email, online, or face-to-face. Ages ranged from 18 to 99.

**855** parents/carers of children with additional needs received support.

**1%** of carers supported identified themselves as part of the LGBTQIA+ communities (**43 carers**)



Over **88** carers and their families enjoyed breaks of 3 or 4 nights at our Carers Caravans in Hafan Y Môr, Pwllheli.



We organised and facilitated **90** support groups for unpaid carers.



Our Facebook page has over **1,600** followers



Our Instagram account has **176** followers

# Support at the hospital

## Support by our Carers Support Officer at a Community Hospital

When our officer met a carer and his wife at the hospital, it was evident that the carer was struggling to care for his wife and that home care should have been considered some time ago.

However, neither had any previous contact with Social Services. Furthermore, they were not aware of their rights to assessments. Nor were they aware of the third sector support they could have accessed over the past decade. The cared-for (a stroke survivor) had not been referred to the Stroke Association. In short, both appeared to be totally unaware of the support they could have accessed.

The carer was also suffering from poor health. Upon discussion it was found that he was not receiving any benefits that he would probably have qualified for at least 5 years ago.

The cared-for had a history of minor strokes spanning back over 10 years and had very minimal mobility. However, she had never applied for any benefits.

Both were under the impression that all benefits were means tested. They had not applied because they believed they were not eligible.

Accessing their benefits entitlements could have enabled the carer to pay for

home carers to ease the pressure he was under.

The couple were referred internally to our Benefits Officer. Subsequently an application for Attendance Allowance for the cared-for was successful and a back payment of £700 was also included. An application for Attendance Allowance on behalf of the carer is currently outcome pending.

The carer said that he had a wonderful surprise when he checked the bank statement and saw the Attendance Allowance back payment. He said,

“I never knew we could get things like this, and we were just plodding along on a state pension. I used to work 80 hours a week to pay our mortgage, and the wife worked part-time in the evenings. It's been thanks to you (Carers Outreach Service) really that we could get these things. Please pass on my thanks to the Carers Outreach Benefits Officer.”

By working in partnership with hospital staff we can provide a wraparound package of support for carers and patients. This in turn can help them to access rights and entitlements so they can continue to live independently at home with relevant support in place, hopefully minimising hospital readmissions.



# Group support

\*Identity has been changed

When I first met Jan, she was shy and withdrawn and reluctant to engage but, over time, she relaxed and gained confidence. She now enjoys attending the carers support group and enjoys the various outings that we arrange.

Jan is neurodiverse and suffers with depression and anxiety. She has a demanding caring role looking after her mother who is bedbound.

Jan was disappointed that she was unable to attend the last group activity as it was on a day that she did not receive a sitting service. The group agreed that going forward we would try to arrange outings on the days that the sitting service was in place.

I was arranging an activity day during Carers Week, and unfortunately the only date available was a day that Jan did not have a sitting service. She asked if there was anything I could do to help as she really wanted to attend.

I suggested that Jan applied for an Amser Brec Bach grant through Carers Outreach. If successful, the money could be used to pay for a one-off sitting service to allow her to attend the activity day. I conducted a home visit to complete the grant application with her.

The grants panel agreed that this would give Jan a break from her heavy caring role and improve her wellbeing.

To facilitate continuity of care I arranged for their current home carers to provide a sitting service on the day of the event.

Jan attended the Carers Week activity day where she thoroughly enjoyed spending time with the other carers. She stated that she had a brilliant time at the event. She enjoyed meeting new people and taking part in fun activities; she said she especially enjoyed the food as she struggles with cooking at home.

It is immensely rewarding to see how far Jan has come in terms of confidence and engagement from when I first met her. It was wonderful to see her thoroughly enjoying herself at the Carers Week event and having a well earned break from her caring role.

Our Brêc Bach grant is flexible to ensure that carers are awarded funding for a break that is bespoke and meaningful to them.

# Carer Feedback



*Thank you so very much for sending me The Carer magazine. Sadly Geoff, my husband, passed away in June of this year. I cared for my him for over 14 years and for the last 5/6 years his illness - Parkinson's with mental health issues and dementia- meant he needed intense, chronic and many times acute care.*

*I am eternally grateful to Dr Sally Jones and her Parkinson's Nurses, Ysbyty Cefni Mental Health Services- Dr Nicola Weatherall, Clinical psychologist, Twm Jones, CPN, Alan Jones, Mental Health Support Worker, Jill, speech therapist, Sharon & Jackie at Bryngwran Day Care Centre and Einir Roberts, Social Worker, for their continual support, care and understanding. I was extremely fortunate in receiving expert help and treatment for Geoff and myself, resulting in weekly therapy sessions in HAFAN Dewi Sant, over many months, a weeks respite in St David's Hospice last October and a placement for Geoff as a full-time resident in Plas Penmon Nursing Home last December, where his standard of care was beyond wonderful.*

*I tell all of this to demonstrate that excellent treatment, care and expertise is available, but carers often need guidance and help to access it. It takes immense effort and perseverance to access and succeed.*

*Please carry on your good work. It is desperately needed and you are to be applauded for your achievements, especially 'signposting' in the fullest sense of the word.*

*With very best wishes for your good work to continue to flourish and grow.*

*Thank you,*

*Kathryn*



# Grant support

\*Identities have been changed

## A boost to a carer's wellbeing

Our Dementia Carers Support Officer was supporting a carer and his wife at the hospital. The couple had been married for over 40 years and the carer felt guilty because he was no longer able to care for his wife at home.

Our officer asked the carer about his interests and what would constitute a meaningful break to him. He said he goes to a local bingo/older persons club every week. He said he did not go anywhere else and would not know what to do for a break. The carer admitted that he did not enjoy cooking for one. We spoke about an afternoon tea hamper, and he said he would like to apply for one. He was awarded funding for delivery of an afternoon tea hamper that included a gift voucher for a further hamper.

It was nice for the carer to have something to look forward to which he could enjoy at home. This was a boost for his wellbeing after the difficult acknowledgement that he is no longer able to care for his wife at home. He said he is looking forward to using the extra voucher to order another afternoon tea hamper in the future.

During a follow up call the carer said, "I want to thank you for the afternoon tea. I did mean to phone you and say thank you. It was a lovely treat - Diolch yn fawr!"

## Cost of living support - a carer's account

"Having just reached pension age I was struggling financially. My Carers Allowance had stopped, and my pension had not yet kicked in. This meant I would have 4 weeks without any income of my own.

I was in a difficult position as I was caring for my partner Sam who had dementia and mobility problems following a stroke. Unfortunately, dementia had made Sam quite controlling and unreasonable around financial issues.

I attended a carers' drop-in session and spoke to a Carers Officer who suggested I apply to the Cost of Living fund for something to tide us over until the pension kicked in. I had been offered help from Carers Outreach several times before but had always refused as I was too proud to ask for help.

But this time I was genuinely concerned about how I was going to feed us both for 4 weeks. So, I swallowed my pride and applied. I was so grateful to receive a shopping voucher which bridged the gap until my pension came in."

# Staff list as at 31 March 2025

Linda Kinani	Head of Service
Helen Parry	Operations Manager
Sue Bennett	Finance Officer
Julie Oatey	Administration Officer
Gwyneth Roberts	Parent Carers Support
Ella Simpson	Parent Carers Support
Delyth Kerr	Carers Support Officer
Suzanne Griffiths	Carers Support Officer (Mental Health)
Mair Roberts	Carers Support Officer Conwy
Ceinwen Williams	Benefits Officer
Janice Jones	Forward Thinking Officer Anglesey
Sarah Cook	Finance Assistant, Wellbeing Funds Officer
Llinos Brightman	Carers Support Officer
Jackie Claydon	Carers Support Officer (Conwy Community Hospitals)
Lorraine Morgan	Carers Support Officer Ysbyty Glan Clwyd / In-house counsellor
Helen Evans	Carers Support Officer Ysbyty Gwynedd and Wellbeing grants
Catherine Jones	Carers Support Officer
Colleen Turner	Carers Support Officer Ysbyty Glan Clwyd (Dementia)
Iola Roberts	Carers Support Officer Ysbyty Gwynedd and Community Hospitals
Richard Rowlands	Carers Support Officer and Gwynedd Community Hospitals
Lester Bath	Carers Support Officer (Gwynedd Community Hospitals)
Anita Williams	Carers Support Officer
Tina Round	Carers Support Officer Ysbyty Gwynedd (Dementia)

## Contact details

**Main office:** Unit G1, Intec, Parc Menai, Bangor, LL57 4FG

We also have offices in Colwyn Bay and Llangefni.

**Telephone:** 01248 370797

**Email:** [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

**Website:** [www.carersoutreach.org.uk](http://www.carersoutreach.org.uk)



Profound thanks must go to our dedicated Board of Trustees who have overseen the organisation throughout another challenging and vibrant year!

## Board of Trustees

**Brian Jones** Chairperson  
**Margaret Tüzüner** Vice Chairperson  
**Marianne Jackson**  
**Joan Wynne**  
**Mair Jones**  
**Delyth Murphy**  
**Ann Pari Williams**

New trustees are recruited by advertising with our networks and by personal request to be appointed. The organisation appoints suitable trustees following receipt of an up-to-date Curriculum Vitae and an interview with the Chairman, Vice Chairman and Management team.

## Becoming a Charitable Incorporated Organisation (CIO)

Carers Outreach Service achieved CIO status on 1 April 2024.

## Statement on Reserve Policy

In order to meet carers' needs and to ensure no significant disruption to our services, we do not have a reserve policy. As part of effective financial management, we aim to hold £80,000 in the bank at all times. However for the day-to-day running of the charity, we require access to these funds to provide the required cashflow to sustain our services and activities.

Although we have long-term commitments with our staff and leasehold offices, these commitments will be funded through future cash inflows.

## Statement on Public Benefit Guidance

The trustees of Carers Outreach Service have complied with their duty to have due regard to the Commissions Public Benefit Guidance when exercising any powers or duties to which the guidance is relevant.

## Auditors and Payroll

A Hughes-Jones, Dyson & Co.,  
Moreia Chapel, South Penrallt, Caernarfon,  
Gwynedd, LL55 1NS

## Bank

Barclays



# Thank you!

We would like to acknowledge and thank the following individuals and organisations for their contribution to Carers Outreach Service over the last year:

## **Volunteers**

We wish to thank our loyal and resilient team of volunteers who help out by facilitating groups, highlighting carers' issues at meetings and supporting carers in a myriad of ways.

## **Fundraising and Donations**

Thank you to all the individuals, groups and businesses who have helped and supported Carers Outreach Service with various grants and donations.

## **Core Funders**

Thank you to our three Local Authorities and the BCU Health Board.

## **Third Sector, Statutory and Partner Organisations**

A heartfelt thank you to everyone who has worked with us to support and enhance the lives of unpaid adult carers.

**Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service)**

**FINANCIAL ACCOUNTS  
FOR THE PERIOD YEAR 31ST MARCH 2025**

**Charity Registration Number 1203192**

**A. HUGHES JONES DYSON & CO.  
CHARTERED ACCOUNTANTS  
CAERNARFON**

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We are required to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charity for that period.

In preparing those financial accounts we are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial accounts;
- prepare the financial accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Brian Jones

By order of the board

Date: 10th November 2025

### **Opinion**

We have audited the financial statements of Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service) (the "Charity") for the year ended 31st March 2025 which comprise the statement of financial activities, balance sheets and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2025 and of its incoming resources and application of resources, including its results, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the *Charities Act 2011*.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions available for small entities, in the circumstances set out in note 1 to the financial statements' and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide the basis of our opinion.

### **Conclusions relating to going concern**

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

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

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

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.



We have nothing to report in respect of the following matters in relation to which the *Charities Act 2011* requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not obtained all the information and explanations necessary for the purpose of our audit

### ***Responsibilities of the trustees***

As explained more fully in the trustees' responsibilities statement set out on page 1, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### ***Our responsibilities for the audit of the financial statements***

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We have assessed that the risk to the financial statements of being susceptible to material misstatement is low. We believe audit work undertaken is sufficient to identify material misstatement. The key Laws and regulations affecting the company's ability to trade relate to compliance with the Charities Act. We have not identified or been advised of actual or suspected fraud or instances of non compliance with key regulations. The experience of the audit team was deemed to be sufficient to identify fraud or errors in this engagement.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). The description forms part of our auditor's report.

### ***Use of our report***

This report is made solely to the Charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Brian Hughes

Date: 10th November 2025

**A. Hughes Jones Dyson & Co.**

**Statutory Auditors & Chartered Accountants**

**Capel Moreia, South Penrallt, Caernarfon, Gwynedd**

A. Hughes Jones Dyson & Co. is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service)**  
**Statement Of Financial Activities For The Year Ended 31st March 2025**

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	Notes	Unrestricted Funds	Restricted Funds	<b>Total Funds 2025</b>	Total Funds 2024
		£	£	£	£
<b>Income</b>					
Legacies & Donations	3	455	-	<b>455</b>	-
Investment Income					
Bank Interest		5,907	-	<b>5,907</b>	-
Income From Charitable Activities	4	770,465	-	<b>770,465</b>	-
<b>Total Income</b>		<u>776,827</u>	<u>-</u>	<u><b>776,827</b></u>	<u>-</u>
<b>Expenditure</b>					
Expenditure On Charitable Activities	5	701,348	-	<b>701,348</b>	-
<b>Total Expenditure</b>		<u>701,348</u>	<u>-</u>	<u><b>701,348</b></u>	<u>-</u>
<b>Net Income And Net Movement In Funds For The Year</b>		75,479	-	<b>75,479</b>	-
Funds transferred from the Charitable trust		<u>531,187</u>	<u>-</u>	<u><b>531,187</b></u>	<u>-</u>
<b>Funds Carried Forward</b>		<u>606,666</u>	<u>-</u>	<u><b>606,666</b></u>	<u>-</u>

	Notes	2025	2024
		£	£
<b>Fixed Assets</b>			
Tangible Assets	6	47,754	-
<b>Current Assets</b>			
Debtors		-	-
Cash At Bank And In Hand		587,270	-
		<u>587,270</u>	<u>-</u>
<b>Current Liabilities:</b>			
Creditors due within one year	7	<u>28,358</u>	<u>-</u>
<b>Net Current Assets</b>		558,912	-
<b>Net Assets</b>		<u>606,666</u>	<u>-</u>
<b>Funds</b>			
Unrestricted		606,666	-
Restricted	8	-	-
		<u>606,666</u>	<u>-</u>

Brian Jones

Trustee

Margaret Tuzuner

Trustee

Date 10th November 2025

## **1 Accounting Policies**

### **Basis Of Accounting**

The accounts have been prepared in accordance with the SORP Accounting By Charities, with applicable accounting standards and under the historical cost convention.

### **Grants**

Grants of a revenue nature are credited to the income and expenditure account in the period in which they are receivable. Grants received in advance are carried forward for matching with the appropriate expenditure.

### **Expenditure**

Resources expended are recognised in the period in which they are incurred.

Resources expended include attributable VAT which cannot be recovered.

Resources expended on restricted funds relate to expenses incurred solely on the project together with an apportionment of overheads.

### **Tangible Fixed Assets**

Tangible fixed assets are stated at cost.

Depreciation is provided at the following rates on the net book value before charging depreciation at the year end in order to write off their cost less their estimated residual values over their expected useful economic lives.

Equipment	20%
Fixtures & Fittings	10%

Capital items below £100 are written off to expenditure in the year.

### **Pension Costs and other Post-retirement Benefits**

The Charity operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to profit and loss in the period to which they relate.

### **Auditors**

In common with many businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

## **2 Staff Costs**

Total wage costs in the year including national insurance contributions were £397,138

The average number of employees was 24

None of the Charity's employees received emoluments over £60,000 in the current or preceding year.

No remuneration was paid to any Trustee during the current year.

No expenses were paid to Trustees during the year.

3	Legacies & Donations	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
	Donations	455	-	455	-
		455	-	455	-
4	Income From Charitable Activities	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
	Gwynedd Council	78,570	-	78,570	-
	Gwynedd Council Wellbeing Grant	50,000	-	50,000	-
	Anglesey Council	38,145	-	38,145	-
	Anglesey Council Additional support	8,000	-	8,000	-
	Conwy Council	17,568	-	17,568	-
	BCUHB Funding for Carers (Welsh Government)	161,534	-	161,534	-
	Betsi Cadwalader University Health Board	13,244	-	13,244	-
	Carers Trust Welsh Government Funding				
	- Amser Fund	98,700	-	98,700	-
	- Carers Support Fund Wales	70,218	-	70,218	-
	- Fuel Poverty Alleviation (Carer Money Matters)	50,000	-	50,000	-
	Caravan Hire	24,543	-	24,543	-
	RIF Grant- Gwynedd	43,100	-	43,100	-
	- Anglesey	116,843	-	116,843	-
		770,465	-	770,465	-



5	Expenditure On Charitable Activities	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
	Salaries & Pension	404,149	-	404,149	-
	Staff Travel & Subsistence	7,769	-	7,769	-
	Staff And Volunteer Training	1,583	-	1,583	-
	Project Direct costs	162,486	-	162,486	-
	Group & Conference costs	1,097	-	1,097	-
	Printing, Postage & Stationery	7,110	-	7,110	-
	Computer & IT Costs	5,926	-	5,926	-
	Newsletter Costs	16,430	-	16,430	-
	Telephone & Internet	8,606	-	8,606	-
	Rent & Water Rates	22,246	-	22,246	-
	Heat & Light	3,184	-	3,184	-
	Insurance	3,053	-	3,053	-
	Caravan Costs	29,378	-	29,378	-
	Bank Charges	185	-	185	-
	Trustee Costs	166	-	166	-
	Audit Fees	3,000	-	3,000	-
	Professional Fees	8,028	-	8,028	-
	Depreciation	11,813	-	11,813	-
	Sundry Costs	5,139	-	5,139	-
		<u>701,348</u>	<u>-</u>	<u>701,348</u>	<u>-</u>

6      **Tangible Fixed Assets**

	Equipment	Fixtures & Fittings	Total
	£	£	£
<b>Cost</b>			
Transferred from Charitable Trust	130,195	4,600	134,795
Additions	1,020	-	1,020
Disposals	-	-	-
<b>At 31st March 2025</b>	<b>131,215</b>	<b>4,600</b>	<b>135,815</b>
<b>Depreciation</b>			
Transferred from Charitable Trust	72,643	3,605	76,248
Charge for year	11,714	99	11,813
<b>At 31st March 2025</b>	<b>84,357</b>	<b>3,704</b>	<b>88,061</b>
<b>Net Book Value</b>			
<b>At 31st March 2025</b>	<b>46,858</b>	<b>896</b>	<b>47,754</b>
At 31st March 2024	-	-	-

7 <b>Creditors</b>	Amounts Falling Due Within One Year	2025 £	2024 £
Other Taxation & Social Security Cost		6,195	-
Accruals		22,163	-
		<b>28,358</b>	<b>-</b>

8      **Restricted Funds**

There were no restricted funds during the year.

**Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service)**

**FINANCIAL ACCOUNTS  
FOR THE PERIOD YEAR 31ST MARCH 2025**

**Charity Registration Number 1203192**

**A. HUGHES JONES DYSON & CO.  
CHARTERED ACCOUNTANTS  
CAERNARFON**

<b>Contents</b>	<b>Page</b>
Statement of Trustees' Responsibilities	1
Auditors' Report	2 - 3
Statement of Financial Activities	4
Balance Sheet	5
Notes	6 - 9

We are required to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charity for that period.

In preparing those financial accounts we are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial accounts;
- prepare the financial accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Brian Jones

By order of the board

Date: 10th November 2025

### **Opinion**

We have audited the financial statements of Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service) (the "Charity") for the year ended 31st March 2025 which comprise the statement of financial activities, balance sheets and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2025 and of its incoming resources and application of resources, including its results, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the *Charities Act 2011*.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions available for small entities, in the circumstances set out in note 1 to the financial statements' and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide the basis of our opinion.

### **Conclusions relating to going concern**

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

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

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

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the *Charities Act 2011* requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not obtained all the information and explanations necessary for the purpose of our audit

### ***Responsibilities of the trustees***

As explained more fully in the trustees' responsibilities statement set out on page 1, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### ***Our responsibilities for the audit of the financial statements***

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We have assessed that the risk to the financial statements of being susceptible to material misstatement is low. We believe audit work undertaken is sufficient to identify material misstatement. The key Laws and regulations affecting the company's ability to trade relate to compliance with the Charities Act. We have not identified or been advised of actual or suspected fraud or instances of non compliance with key regulations. The experience of the audit team was deemed to be sufficient to identify fraud or errors in this engagement.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). The description forms part of our auditor's report.

### ***Use of our report***

This report is made solely to the Charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Brian Hughes

Date: 10th November 2025

**A. Hughes Jones Dyson & Co.**

**Statutory Auditors & Chartered Accountants**

**Capel Moreia, South Penrallt, Caernarfon, Gwynedd**

A. Hughes Jones Dyson & Co. is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**Gwasanaeth Cynnal Gofalwyr (Carers Outreach Service)**  
**Statement Of Financial Activities For The Year Ended 31st March 2025**

4

	Notes	Unrestricted Funds	Restricted Funds	<b>Total Funds 2025</b>	Total Funds 2024
		£	£	£	£
<b>Income</b>					
Legacies & Donations	3	455	-	<b>455</b>	-
Investment Income					
Bank Interest		5,907	-	<b>5,907</b>	-
Income From Charitable Activities	4	770,465	-	<b>770,465</b>	-
<b>Total Income</b>		<u>776,827</u>	<u>-</u>	<u><b>776,827</b></u>	<u>-</u>
<b>Expenditure</b>					
Expenditure On Charitable Activities	5	701,348	-	<b>701,348</b>	-
<b>Total Expenditure</b>		<u>701,348</u>	<u>-</u>	<u><b>701,348</b></u>	<u>-</u>
<b>Net Income And Net Movement In Funds For The Year</b>		75,479	-	<b>75,479</b>	-
Funds transferred from the Charitable trust		<u>531,187</u>	<u>-</u>	<u><b>531,187</b></u>	<u>-</u>
<b>Funds Carried Forward</b>		<u>606,666</u>	<u>-</u>	<u><b>606,666</b></u>	<u>-</u>



	Notes	2025	2024
		£	£
<b>Fixed Assets</b>			
Tangible Assets	6	47,754	-
<b>Current Assets</b>			
Debtors		-	-
Cash At Bank And In Hand		587,270	-
		<u>587,270</u>	<u>-</u>
<b>Current Liabilities:</b>			
Creditors due within one year	7	<u>28,358</u>	<u>-</u>
<b>Net Current Assets</b>		558,912	-
<b>Net Assets</b>		<u>606,666</u>	<u>-</u>
<b>Funds</b>			
Unrestricted		606,666	-
Restricted	8	-	-
		<u>606,666</u>	<u>-</u>

Brian Jones

Trustee

Margaret Tuzuner

Trustee

Date 10th November 2025

## **1 Accounting Policies**

### **Basis Of Accounting**

The accounts have been prepared in accordance with the SORP Accounting By Charities, with applicable accounting standards and under the historical cost convention.

### **Grants**

Grants of a revenue nature are credited to the income and expenditure account in the period in which they are receivable. Grants received in advance are carried forward for matching with the appropriate expenditure.

### **Expenditure**

Resources expended are recognised in the period in which they are incurred.

Resources expended include attributable VAT which cannot be recovered.

Resources expended on restricted funds relate to expenses incurred solely on the project together with an apportionment of overheads.

### **Tangible Fixed Assets**

Tangible fixed assets are stated at cost.

Depreciation is provided at the following rates on the net book value before charging depreciation at the year end in order to write off their cost less their estimated residual values over their expected useful economic lives.

Equipment	20%
Fixtures & Fittings	10%

Capital items below £100 are written off to expenditure in the year.

### **Pension Costs and other Post-retirement Benefits**

The Charity operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to profit and loss in the period to which they relate.

### **Auditors**

In common with many businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

## **2 Staff Costs**

Total wage costs in the year including national insurance contributions were £397,138

The average number of employees was 24

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6      **Tangible Fixed Assets**

	Equipment	Fixtures & Fittings	Total
	£	£	£
<b>Cost</b>			
Transferred from Charitable Trust	130,195	4,600	134,795
Additions	1,020	-	1,020
Disposals	-	-	-
<b>At 31st March 2025</b>	<b>131,215</b>	<b>4,600</b>	<b>135,815</b>
<b>Depreciation</b>			
Transferred from Charitable Trust	72,643	3,605	76,248
Charge for year	11,714	99	11,813
<b>At 31st March 2025</b>	<b>84,357</b>	<b>3,704</b>	<b>88,061</b>
<b>Net Book Value</b>			
<b>At 31st March 2025</b>	<b>46,858</b>	<b>896</b>	<b>47,754</b>
At 31st March 2024	-	-	-

7	<b>Creditors</b>	Amounts Falling Due Within One Year	2025 £	2024 £
	Other Taxation & Social Security Cost		6,195	-
	Accruals		22,163	-
			<b>28,358</b>	-

8      **Restricted Funds**

There were no restricted funds during the year.