

**REGISTERED COMPANY NUMBER: 06717361 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1129973**

**Age Concern Morgannwg Limited**  
**(A Company Limited by Guarantee)**  
trading as  
**Age Connects Morgannwg**

**Annual Report and**  
**Group Financial Statements**  
**Year ended 31 March 2021**



**Age Concern Morgannwg Limited**  
**Contents of the Financial Statements**  
**for the year ended 31 March 2021**

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## **I. TRUSTEES STATEMENT**

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary for the year ending 31st March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015).

## **2. CHAIRMAN'S STATEMENT**

### **Introduction**

When I wrote my statement for the year 2019/20, I hadn't anticipated how long the COVID-19 pandemic would impact our lives and that at the time of writing this statement, we would still be living under so much uncertainty in the midst of a 'third wave' of rising infection rates. During the year we experienced loss in a variety of ways, ranging from being able to access goods and services to losing loved ones and, in the charity's case, the people we were supporting via our services. Some of our service users have very sadly died; some of our service users experienced unimaginable loss; some of our service users have experienced a devastating impact on their physical and/or mental health, and some of our service users have not left their home in over a year. Whilst the COVID-19 pandemic has been absolutely devastating for our communities, and arguably everyone has experienced one of their toughest years to date, we are beginning to see embers of hope emerge as we begin to return to community life. As part of this 'return to normal', it is important to look back and celebrate how we, as an organisation and society, came together to respond to this crisis and keep people safe.

As is customary, this year's Trustees' Report contains various facts and figures about the Charity's performance and work throughout the year, and I hope it illustrates how the Charity has worked extremely hard to deliver its strategic priorities, promote volunteering, develop our social enterprise, and increase our sustainability. As a charity we pride ourselves in working in collaboration with our many partners.

In March 2020, the UK Government announced that the Coronavirus (COVID-19) outbreak in Wuhan, China had reached British shores. The country was placed on lock-down. People aged 70+ were told to self-isolate and only go outdoors for essential shopping or medical appointments. Those living with conditions such as diabetes, chronic respiratory conditions, pregnant women, and those with suppressed immune conditions were instructed to 'shield' from anyone not in their immediate household and to have only limited contact with those in their household. These restrictions would have a significant impact on older people, many of whom relied on health, social care and third sector services, along with family support - for far too many people, that support was withdrawn or dramatically reduced overnight. The charity's senior leadership team responded by creating an Emergency Planning Group and worked closely with senior local authority officials, the University Health Board and the local Third Sector umbrella organisations (CVCs) to ensure we used our resources in the most effective and appropriate way. Our response was two-fold – firstly, to support community resilience through volunteering and by designating a team to work with Rhondda Cynon Taf County Borough Council's Community Resilience Hubs to deal with requests for information, advice and community support with shopping, prescription collection and escorting to essential medical appointments; and secondly, redeploying our Better at Home teams to support vulnerable older people discharged from acute settings into new step-down facilities in Merthyr Tydfil and Bridgend. Over the year this COVID-19 specific support grew to include setting up a dedicated 'vaxi taxi' service driving people to their vaccination appointments; supporting people with their self-isolation by working with Welsh Government, Local Authorities and other delivery partners on an Enhanced Food Parcel offer and placing teams in two community hospitals. In addition, we deployed a team to Ysbyty'r Seren, a COVID-19 field hospital, equipped with the technology needed to support people making video calls back home to their loved ones whilst visiting was suspended. Office based staff were supported to work from home with equipment and access to on-line meeting platforms. Regular Staff Briefings from the Chief Executive kept staff up to date on the charity's response to latest Public Health guidance and Government announcements regarding PPE and testing. Board meetings, sub-committees and planning groups have been held on-line since March 2020.

The reporting period has undoubtedly been the most challenging in the charity's history. Notwithstanding the physical disruption of the pandemic where our workforce was largely redeployed into COVID-19 response services or asked to work from home, the financial impact of fundraising opportunities being cancelled and the Simply Nails service not being able to grow as planned has forced us to reflect, review, and where necessary refresh, the way we operate. Agile working is no longer an aspiration - we are doing it and doing it well. We can see the difference home working is making to productivity, to wellbeing and to the environment and we can see how the use of mobile technology encourages engagement with staff and supports staff in the community to perform their everyday duties. As a Board we must continue to invest adequate resources and effort to creating and embracing a new, dynamic future for the charity.

## **2. CHAIRMAN'S STATEMENT - continued**

Throughout the year the Charity has continued to do what it does best – support older people. The depth and breadth of our work described in this report demonstrates the impact and reach we have on the lives of older people - this is ultimately why the Charity exists. A key role and charitable objective of the charity is to act as a champion for older people's rights and to influence local and national policy relating to older people. In July, our CEO was asked to join the region's Test Trace and Protect (TTP) Programme as Protect Workstream Lead and to represent the region on the Welsh Government's National Protect Task Group. In these roles she has brought valuable intelligence to the local response. Under her leadership of the Protect Workstream, key achievements include the innovative, first-in-Wales Self Isolation Helpline focused on supporting communities during COVID to ensure the people at greatest risk of becoming seriously ill received the support they needed to self-isolate safely. During the Whole Area Testing pilot in Cwm Taf Morgannwg, Rachel was instrumental in developing the end-to-end process which included establishing the system of welfare support for those who would need to be in isolation. During this pilot, she was instrumental in working with the British Red Cross to secure COVID-safe transportation facilities for those who needed such support across the Cwm Taf Morgannwg Health Board area. Rachel has stepped forward and dedicated incredible time and effort, doing remarkable work in the region's response to the pandemic. On behalf of the Board, may I extend my sincere thanks to Rachel and to her team at ACM for supporting her extended role.

Age Connects Morgannwg has not only been at the forefront of frontline service delivery and support, but also integral to the design and planning of services and communication to ensure older people were not forgotten or marginalised. Throughout the reporting year, we have worked alongside many other organisations on a project to provide resources to aid people who have been isolating, to get back out in their communities. The Back to Community Life Project has produced practical guides designed to help people consider the small but positive preparations that can be put in place to help them re-engage within their local communities. We worked in partnership with Citizens Advice, Carers Wales, Mind, Care and Repair and Valleys Steps to undertake research, set up new services and plan for a post COVID future that embraces inclusivity, recognises diversity and nurtures collaboration and co-production. Under the leadership of Bethan Shoemark-Spear, our Head of Charity Services, we are excited about what we can continue to achieve together.

Despite all this new and amazing work in response to COVID, we inevitably experienced a drop in the overall number of people we helped between April 20 and March 21. The closure of our central Information Hub and our Simply Nails service, the closure of day-care settings and our inability to access care homes meant we could not provide some of our 'core' services such as information and advice, welfare rights, independent advocacy and activities in residential care in the way we would like. During the period however, we helped 5,117 older people with a range of issues – a reduction of over 40% on the number of people we helped in 2019/20. Our support to access welfare benefits continued to change the lives of many older people, helping to raise over £228,412 in welfare entitlements and help older people and their carers make ends meet. This is an 82.9% reduction in last year's outturn of £1,339,980, demonstrating the impact 'lockdown' had on access to essential support with welfare benefits. Our Community Support team continued to adapt, develop and respond to new joint working opportunities that not only improved the lives of older people but also made an impact on the way health and social care services are delivered. This report tells some of the stories we have been involved in, and how we have made a difference.

I am delighted to report that work commenced at Cynon Linc and that the capital programme will conclude, on schedule, by August 2021. The Cynon Linc project has been a labour of love since 2015, when it started as a vision for a modernised, more sustainable and integrated future for a former Council run older people's day centre. Our Cynon Linc Project Manager, Denise Havard, has done a tremendous job of spinning the many plates that come with such a large capital project. I look forward to reporting on the official opening and first six months of operation in next year's report. I would also like to recognise the extended role Denise took on within the charity, supporting the Chief Executive and senior leadership team with strategic planning and our COVID response plans.

You will see from the Financial Review section of this report that the charity appears to have concluded the year with a very healthy surplus. It is important to note that this surplus includes a considerable amount of capital funding designated for completion of the Cynon Linc Project, which is due to conclude in the second quarter of the new financial year. Our revenue underspends are also designated for expenditure in the new financial year and will allow us to fully resume services that were affected by COVID restrictions during the reporting period.

## **2. CHAIRMAN'S STATEMENT - continued**

Remarkably, the charity has achieved higher than expected levels of income generation during the period. We have been overwhelmed by the generosity and kindness shown by the people and businesses living in the communities we serve. This support, alongside the diversification of our fundraising activities resulted in us raising a combined income of £37,609 from fundraising and donations, compared to our target of £15,000 - a 100% increase. My thanks go to Adele Harries-Nicholas, our Head of Enterprise, and her team for their tenacity and creativity in achieving such a fantastic outcome at such a challenging time.

In 2018 we committed to becoming a Living Wage Employer by 2020. We achieved this by April 2019 and have managed to successfully negotiate increases in funding of our Service Level Agreements with the University Health Board and Local Authorities to reflect this. These increases are not guaranteed each year, however and our projected income from these sources will remain static, despite annual cost increases and rising demand for our services, unless we can negotiate the necessary uplifts each year. This is not a sustainable arrangement. It is our intention to address this by seeking longer term agreements that include annual budget uplifts in recognition of our Living Wage Employer accreditation. We are clear that we will not continue to deliver contracts that do not meet our full delivery costs and that continuing to subsidise service level agreements only adds to the challenges of short-term or annual funding arrangements. As a Board we recognise that we cannot be all things to all people and that our limited resources can only stretch so far. The Charity will, to a certain extent, always be at risk of cuts to funding and contracts, and this is why we must endeavour to find new, sustainable means of supporting our work.

As we look to the future and develop our strategic priorities for the next five years, we will take stock of the political and economic environment to determine how we can thrive and not just survive in a world that looks very different and will continue to change at pace. The impact of the COVID-19 pandemic has and will reach every corner of society. The economic fallout will undoubtedly affect those for whom austerity had already hit hard; those for whom the system does not work. The prospect of continued austerity due to the economic impact of the lockdown and Brexit will affect older people. The psychological impact of older people being 'locked down' for long periods of time without the company and support of friends and family will manifest itself over the months and years to come and we must be ready for that. The Charity's ability to understand the changing needs and aspirations of older people against this backdrop will help determine our vision for the future. We have already made a start.

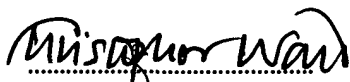
I would like to take this opportunity to thank our workforce, without whom we could not have responded to hundreds of isolated older people throughout the year. Our front-line staff have shown incredible dedication, commitment and compassion to the charity and to older people, many of them taking on very different roles in response to changes in service demand and working in new settings, with new teams and with greater risk. Thanks to the government Job Retention Scheme we were able to retain three members of staff who would otherwise have been at risk of redundancy.

Our staff and volunteers make Age Connects Morgannwg the success it is and enable us to continue supporting older people to retain, regain and enjoy their independence and autonomy.

As a charity, we are extremely lucky to have such an innovative CEO and a staff team who have a passion for the work we do to support older people, their families and carers. My thanks also go to our Head of Business Support, Natasha Appasamy and her team for keeping us focused on what good governance looks like and how we can achieve it. A primary focus of the senior leadership team throughout the year has been on workplace wellbeing and their role in leading by example, enabling and encouraging a healthy work/life balance and recognising the considerable pressure on our workers to juggle home-schooling, caring responsibilities and work commitments. They advocated for and put in place measures to assess and accommodate our workforce during the pandemic to ensure we supported those that needed to self-isolate, shield or work from home. As a fair and supportive employer, the charity made the decision to exclude any Covid-19 related sickness from affecting an employee's sickness record during this national crisis.

## 2. CHAIRMAN'S STATEMENT - continued

Finally, I wish to thank my Co-Trustees for their hard work and ongoing support. We welcomed two new Trustees during the period and immediately felt the very positive impact of their knowledge, skill and experience. Planning the next five years carefully, honestly but ambitiously will be critical to the charity's long-term sustainability. I look forward to sharing that journey with them, with the support of the staff, volunteers and our wider stakeholders.



Christopher Ward  
Trustee and ~~Acting~~ Chair of the Board

Date: 25/08/2021

### **3. OBJECTIVES AND ACTIVITIES**

#### **Vision & Mission Statement**

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

**Our Mission** is to make a difference to the quality of life of older people and promote a positive view of ageing.

**Our Organisational Objectives** are set out in our governing document (Constitution) and define the object of the Charity as:

***To promote the relief of elderly people in any manner which now hereafter may be deemed by law to be charitable in and around the County Borough Councils of Bridgend, Merthyr Tydfil, Rhondda Cynon Taff.***

To achieve this, the Charity is committed to developing and promoting itself via the following methods:

- Service and support.
- Public education and advocacy.
- Innovation and research.
- Partnership and co-operation.

In shaping our objectives, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2).



### **3. OBJECTIVES AND ACTIVITIES - continued**

#### **Objectives and activities - main activities undertaken to further the Charity's purposes**

<b>Charitable Activity</b>	<b>Objectives</b>
Information and Advice including the Welfare Benefits Service	Provide direct information and support to older people who are experiencing unfamiliar scenarios or problems.  Provide independent, accurate and up to date information on benefit entitlements to enable older people to maximise their income.
Joint Working in Social Care Teams and Day Care Settings	Provide ancillary support to local authority day care settings and social care teams to ensure older people benefit from therapeutic, meaningful activities whilst visiting day opportunities and to continue providing support to those beneficiaries in the community where appropriate.
Hospital Based Services	Provide ancillary support to discharge planning teams at three general hospitals in RCT, Bridgend and Merthyr Tydfil to ensure older people receive support during their discharge, to ensure they return home safely and once home, continue to receive support for a period of time that allows them to regain, retain and enjoy independence.
Advocacy Support	Provide an independent voice for older people, including those with mental health problems or dementia, and improving their quality of life.
Community Outreach	Provide support to people aged 50+ to regain or maintain their independence, irrespective of their illness or disability and to help reduce unnecessary hospital admissions and/or premature entry to residential care.
Volunteering Programme	Provide the training, infrastructure, knowledge and advice to build supportive communities for older people with help from local volunteers.
Mentoring Programme	Provide help to older people who have not been in hospital and who do not require medical care, to access community activities, remove barriers to participating in their communities, and to stay safe and well in their homes.
Partnership Working	Participate in networks and joint working ventures between statutory and voluntary sector organisations to meet the needs of older people in Rhondda Cynon Taff, Bridgend and Merthyr Tydfil.
Covid-19 Response Services	Projects and services designed and delivered to meet the needs of the most vulnerable people during the Covid-19 pandemic period.

#### **Public Benefit**

The trustees have reviewed the Charity Commission's guidance on public benefit and agreed that they meet the requirements set out therein, due to its achievement under the Objectives and Activities section.

## 4. ACHIEVEMENTS AND PERFORMANCE

### Service Achievements

#### **COVID-19 Response**

Age Connects Morgannwg is fiercely proud of its ability to respond to an immediate and identified need, in a timely manner and with an appropriate response. None of us anticipated how long the pandemic would go on for, nor how long we would be in lockdown for and – heartbreakingly – how many older people would suffer along the way. Some of our service users have very sadly died; some of our service users suffered an unimaginable loss; some of our service users have experienced a devastating impact on their physical and/or mental health, and some of our service users have not left their home in over a year. Whilst the COVID-19 pandemic has been absolutely devastating for our communities, and arguably everyone has experienced one of their toughest years to date, we are beginning to see embers of hope emerge as we begin to return to community life. As part of this ‘return to normal’, it is important to look back and celebrate how we, as an organisation and society, came together to respond to this crisis and keep our vulnerable people safe.

#### **1. ‘Vaxi Taxi’ Service**

In February 2021, in collaboration with Cwm Taf Morgannwg Health Board and Rhondda Cynon Taf Council, we launched a pioneering ‘vaxi taxi’ scheme – providing transport for those aged over 50 to get to their vaccination appointment at a mass vaccination centre. The service has helped in excess of 150 people receive their COVID-19 vaccination – all of whom would not have been able to make their appointment without support from Age Connects Morgannwg.

#### **2. Keeping in Touch**

Throughout the pandemic, those who were an inpatient in a hospital were unable to receive visitors. Whilst for all this must have been a devastating reality, for many older people it simply meant they had no way of keeping in touch with their families or friends – due to not owning a tablet or mobile phone, or not having the ability to use one. With funding from Cwm Taf Morgannwg Health Board, we were able to place a team in two community hospitals, as well as a team in the COVID-19 field hospital, equipped with the technology needed to support people making video calls back home to their loved ones. Not only did this service alleviate isolation for the patients, but it also relieved the anxiety of their family and friends, as well as supporting NHS healthcare teams.

#### **3. Ancillary Support at ‘Step Down’ Facilities**

Early in the pandemic, we redeployed a team of staff to work in step-down facilities in Bridgend and Merthyr Tydfil. These settings were designed and set-up purely to support vulnerable older people to discharge them from a hospital, and to continue to receive the support they needed in a purpose-built facility. Our teams provided daily meaningful, therapeutic activities and opportunities for patients to stay connected with family and friends whilst in hospital. This included our staff members setting up a sensory room. In turn they also supported clinical and healthcare teams to improve patient experience, wellbeing and happiness.

#### **4. Prescription and Food Collections**

From the onset of the pandemic, those over 70 and those with chronic health conditions, were told to self-isolate. This meant, for many, they were unable to collect their prescriptions nor were they able to get their essential shopping. Furthermore, a huge majority of this cohort were not equipped to do online shopping – and as we can all remember, shopping delivery slots were difficult to come across, even for those who should have had priority access. We were able to very quickly support Local Authority led community hubs, as well as designating our own teams (both volunteers and staff) to support the community with prescription collection and essential shopping.

#### **5. Self-isolation Support**

Starting in March 2021, we worked alongside our colleagues in Welsh Government, Rhondda Cynon Taf Council, and the community voluntary councils in a pilot to provide enhanced support those who tested positive for coronavirus and needed to self-isolate. For anyone living in Rhondda Cynon Taf, we were on hand to provide them with a free food shop to support their self-isolation. As with all our service provision, we put the person at the centre of the decision making – they let us know the items they needed which included food and other essential items (such as nappies or pet food). The aim of the pilot was to assist our local communities to stay at home as instructed (and therefore limiting the risk of the spread of coronavirus), by removing the barriers that could mean they would break their isolation period.

#### 4. ACHIEVEMENTS AND PERFORMANCE - continued

##### 6. Impact of COVID-19 on our 'businesses as usual' service provision

2020 was an unprecedented year across the sector. Whilst demand for some of our service provision increased, we simultaneously had a duty to protect vulnerable service users by providing the much-needed support in COVID-19-safe ways. Although our frontline staff were considered as critical workers and continued to provide support - where they could, they provided this in different methods to their usual face-to-face delivery such as over the phone. Other services were ordered to shutdown entirely for periods of time during the pandemic, such as hospital discharge teams within hospitals that stopped admissions and discharges due to COVID-19 outbreaks, and the closure of Local Authority run day centres where we have staff based to provide activity provision. All these staff were redeployed elsewhere within the wealth of service provision the organisation provides.

#### Independent Information and Advice

The service offers general and specialist advice on a wide range of issues affecting older people including:

- Maximising income and claiming welfare benefits
- Care homes and charging procedures
- Planning for the future - Wills, Funeral Plans and Equity Release
- Aids and adaptations to help remain in your own home
- Schemes to keep your home warm and energy efficient
- Managing financial affairs and taxation
- Housing and tenancy

Ordinarily the information and advice service is available by phone, in writing, or via face-to-face appointments. However, during the reporting period, due to the COVID-19 pandemic, the service was primarily provided by telephone contact with staff working from home. The team also supported the management of referrals that were coming through from individuals, community hubs and other service providers to support older people with food shopping and prescription collection requests who were on the shielding patient list.

During the period 1st April 2020 – 31st March 2021 the specialist advice team supported **696** clients (down by 58% from 1,682 in 2019-2020) – this figure is substantially lower than in previous years due to the service being predominantly telephone contact and a lot of our service users preferring face to face support. The amount of benefit income claimed during the period was **£228,412** (a significant decrease of 82% - down from £1,339,979 in 2019-2020) although some claims submitted during the month of March (which can take up to 12 weeks to process) have not yet been assessed and the final figure will not be known until early July.

The Service was once again assessed for, and successfully retained, the Advice Quality Standard (AQS). To hold the AQS, organisations are audited every two years and are required to demonstrate that they are accessible, effectively managed, and employ staff with the skills and knowledge to meet the needs of their clients.

#### Case Study

Mr M suffers with severe anxiety. He contacted our advisor by phone during the pandemic lockdown as he was very distressed as he was experiencing difficulty with his application for Employment Support Allowance (ESA). He had been asked to undertake a medical consultation, but this was going to have to be carried out over the phone due to no face-to-face contact taking place. He felt he would be unable to do this due to his anxiety.

Our advisor contacted the ESA department on his behalf and explained his situation and arrangements were made to delay the consultation until face-to-face appointments resumed. As the pandemic and lockdown progressed, Mr M received another letter requesting him to undertake a telephone consultation. Once again, he contacted our advisor asking if she would be able to support him and partake in the telephone consultation – she contacted ESA and they agreed a time and date when the three-way call would take place. Mr M was very happy with this and the call went ahead with him feeling supported by our advisor. The outcome was that he was successful with his claim for ESA which resulted in a weekly payment of £91.45.

#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

##### **Independent Advocacy Service (Rhondda Cynon Taf)**

Our advocates provide a voice for older people by listening to their views and concerns, helping people explore their options and rights, and by providing people with information to make a more informed decision. During the period our Advocates supported 190 clients (a nearly 8% increase from 176 in 2019-2020) with the majority of referrals made for Continuing Healthcare, followed by representation at best interest meetings. 6% of our clients were referred for possible financial abuse.

##### **Case Study**

In 2020, one of our independent advocates supported a gentleman who was a victim of financial abuse – the perpetrator was his wife who was stealing his weekly pension and not allowing him access to their joint bank account. The gentleman was deteriorating at home - the referral came through from social services after he suffered a fall and was hospitalised. The gentleman also had dementia. Whilst in hospital he stated to his social worker that he did not want to return home to his wife. At this point we received the referral and our advocate made contact. Our advocate explained their role – that they were there to support him independently of social services and his family, and that they would hear his wishes and views on where he wanted to live upon discharge from hospital. After talking through all his available options, and answering any concerns and wishes he had, the gentleman decided he would like to try sheltered accommodation but would like it to be in his local area. Our advocate and the social worker worked together in finding a placement that was suitable and in the area that he wanted to be in. He now lives in sheltered accommodation where he lives independently and has lifelines throughout his flat in case of emergencies. He enjoys going into town his brother who he sees more often because he would not visit when he lived at home with his wife as he was made to feel unwelcome. He has also made new friends and has a much more active and social lifestyle.

##### **Mentoring**

Our mentoring scheme was launched in 2020 and funded via Welsh Government's Foundational Economy Challenge Fund Project until 31 March 2021. In its original form, the project was set out to provide more individually tailored intensive support on a face-to-face basis, to individuals who were identified and referred into the project. However due to Government guidelines around the Pandemic, face to face support was no longer possible. Instead, mentoring was delivered via the telephone and through video calls. The support provided included bespoke one to one mentoring and coaching; weekly goal setting and reviewing these during each weekly call; signposting where necessary and applicable and referring on to other organisations/statutory services if required.

- All 16 of the participants reported a positive change in their confidence and mood between the beginning and end of the support they received.
- 12 of the participants reported that they felt that weekly calls and goal setting had enabled them to develop resilience and an enhanced ability to cope during the many lockdowns and general restrictions associated with COVID-19.
- All 16 participants stated that they would recommend the Simply Together service to others.
- All 16 participants claimed that their involvement with Simply Together had been one positive thing that helped them feel engaged and helped to stop them feeling lonely and isolated.

##### **Day Centres**

Across Bridgend, Rhondda Cynon Taf and Merthyr Tydfil we provide a team of support workers to complement the Local Authority staff in 6 day or residential centres for older people. These teams promote independence and inclusion by providing meaningful activities and support to individuals who have dementia. In Rhondda Cynon Taf this work is also extended to the community to provide outreach support as well.

##### **Joint working in Teams**

In Rhondda Cynon Taf we have a team of two outreach workers, based within social services teams, who provide practical and emotional support to older people to enable them to remain living independently in their own home as long as possible. These staff members visit people over the age of 50 who suffer from dementia or other functional mental health problems that live in their own homes to provide them with friendship, information, practical and emotional support via a partnership approach with social services.

#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

##### **Case Study**

During the pandemic outreach support workers provided support to a woman in her 60s who needed support with managing her finances – she was living alone and her family member who had been helping was no longer able to. Our outreach worker visited with the sole purpose to set up a bank account. However, upon making first contact, it became apparent more support was needed – the house was cold; she was wearing a dressing gown to keep warm and she had been unable to pay her bills. With our outreach workers support, together they were able to open a bank account which meant the woman was able to deposit a large cheque, and finally she had control of her own finances. Our help also included teaching the woman how to use a cash machine. Since receiving our support, she now has the confidence to make trips into Pontypridd using her bus pass and completing banking tasks at the local branch independently.

##### **Primary and Secondary Care Support Services**

Throughout the year, our primary and secondary care-based teams have experienced a multitude of changes, not only due to redeployments, but keeping up to date with ever-changing discharge procedures to protect the most vulnerable. The Hospital Discharge Service takes older people, who have been discharged from A&E Department or the ward, home and resettles them. The service also provides ongoing support if needed to help the older person regain, retain and enjoy as much independence as possible and reduce the risk of emergency readmission to hospital. In total we supported in excess of **750** take homes (down by 62% from 1,989 in 2019-2020). Of these, 113 people were given further support at home with emotional support, benefit checks and shopping.

Our primary dementia care service in the community is aimed at supporting people aged 50+ to re-gain or maintain their independence, irrespective of their illness or disability and to help reduce unnecessary hospital admissions and/or premature entry to residential care. The service provides help, encouragement and support to people who may be struggling to live independently. The ultimate aim is to help older people remain living in their own home for as long as they wish and is possible, by providing one to one support to continue doing the things they enjoy and that keep them healthy and independent. This service delivered **162** hours of support (down by nearly £18% from 197 in 2019-2020) and included referrals to other agencies, promoting healthy eating, assisting with shopping and providing practical support.

The figures for these services are substantially lower than previous years due to the three acute hospitals putting in place significant temporary service restrictions to respond to the COVID-19 outbreak. These included the suspension of planned surgery as well as outpatient appointments being offered virtually. These teams contacted their service users (including service leavers) to provide support in COVID-19-safe ways. This often constituted the need for keeping in touch – a simple phone call, which was immeasurable to those experiencing isolation and loneliness as well as supporting older people with shopping and prescription collections. In total these teams provided **681** hours of support. The teams also provided support in the step-down facilities.

##### **Case Study**

Following a stay in hospital, one of our service users received support from Age Connects Morgannwg not just with transport home, but with further support thereafter. This included shopping, emotional support and help with physical tasks such as bed changing. Whilst supporting the gentleman, our support worker identified he could be entitled to a reduction in some bills due to a chronic illness. Our member of staff supported a claim which resulted in ongoing reduced rates in Council Tax and water rates, as well as a £2,000 rebate. We carried on supporting this gentleman with garden visits during the pandemic and he has since described our hospital to home support as a "marvellous service".

##### **Volunteering**

During the reporting period, our army of 72 volunteers have continued to support those in need across our area of benefit. In total, these unpaid heroes gave up **4,203** hours of their own time. As was seen across the country, the volunteering response to support the most vulnerable through the pandemic was fully witnessed by our organisation too with a 70% increase in support.

#### 4. ACHIEVEMENTS AND PERFORMANCE - continued

Our befriending scheme has provided **1,849** hours of friendship – made up of **4,246** contacts (an increase from 2,496 in 2019-2020) to **224** people. In addition to these befriending numbers, our volunteers also continued their support on the Reaching Out programme. The Reaching Out project is aimed at people who are socially isolated, or emotionally lonely, and to support them to maintain a healthy and independent lifestyle. This programme, ordinarily provided via in person, provided **178** hours of support.

However, as has become apparent throughout the sector and throughout the pandemic, telephone or video befriending is not for everyone. We know older people are not a homogenous group, and we identified the need for alternative methods of communication for some of our most isolated service users. This awareness, alongside a volunteer who was keen to practice their design skills, saw the establishment of our Companions pen pal initiative in mid-March 2021.

Our volunteer workforce also provided the following support in hours:

- **1,344** hours helping those who were shielding with their shopping and prescription collection.
- **600** hours providing administrative support to the organisation.
- **180** hours on our Christmas sensory box appeal (collecting and distributing 80 sensory Christmas gifts to some of the most vulnerable and isolated members of our community).

#### Case Study

Mrs B from Hirwaun in Aberdare received our support after her husband sadly died at the end of June, in the middle of the first National lockdown. Her family lived in England resulting in Mrs B having little support whilst shielding. Our team of volunteers ensured she was supported with weekly shopping, as well as the ever so important human interaction when her shopping was delivered. Mrs B told us "I am so, so grateful to you all - each and every one that has supported me. I really don't know what I would have done. I have lovely neighbours, but they are all as old as me or older so are unable to help me. I have just been so thankful for the calls to ask if I need support. Just to know that you have people to help is wonderful. I would like to thank you all from the bottom of my heart".

#### Charitable Activities – Beneficiaries

- We supported **5,117** people to access information, advice and support that improved their quality of life, helped them regain their independence or gave them a stronger voice (**8142** in 19-20).
- We helped raise **£228,412** in welfare benefits for people who were living in poverty or struggling to pay for the care and support they needed to live independently. 65% of the issues we dealt with related to financial poverty (**£1339,979** in 19-20).
- We provided **7,205 hours** of care and support to some of the most vulnerable older people in our communities (**7004** in 19-20).
- 40% of our referrals came from health. Referrals from family friends and self-referrals made up 24% (51% in 19/20) with the remaining 36% coming from other sources. (11% in 19/20).
- 72% of the people we supported were aged 70+ (60% in 19/20), of which 43% were aged 80+ (34% in 19/20).
- 69% of the people we helped lived alone, a 10% increase on last year.

#### Partners

- **Age Connects Wales**  
We continued to work with our Age Connects colleagues across Wales, specifically sharing good practice on COVID response work and developing joint comms and awareness raising campaigns for volunteering.
- **Back to Community Life**  
Throughout the last reporting year, we have worked alongside many other organisations on a project to provide resources to aid people who have been isolating, to get back out in their communities. The initial project – piloted in Mountain Ash – has produced practical guides aimed to help people consider the small but positive preparations that can be put in place to help them re-engage within their local communities.

#### 4. ACHIEVEMENTS AND PERFORMANCE - continued

- **Mental Health Hub**

In November 2020, we worked alongside Cwm Taf Morgannwg Mind, RCT Citizens Advice and Valleys Steps to launch the Mental Health Recovery Support Hub – a single point of access support service for anyone experiencing mental health issues as a direct result of COVID-19 pandemic. The hub was developed due to evidence that people had not been able to access services for a range of reasons and therefore centralising access arrangements in order to improve access to mental health services in the area was imperative.

- **Communications Research**

In January 2021, alongside Citizens Advice RCT, Citizens Advice Merthyr Tydfil, Citizens Advice Bridgend and Carers Wales, and commissioned by Cwm Taf Regional Partnership Board, we undertook research to identify best communications practices and tools to engage and inform priority groups across Cwm Taf Morgannwg.

#### Cynon Linc

With our contractor M and J Cosgrove Ltd appointed the renovation of Cynon Linc finally commenced in August 2020. Work has been progressing well and the programme has kept on target despite the very many issues that the pandemic has thrown up for the contractor in terms of managing COVID-19 safety on site and erratic supply of materials.

The building is set to be handed over on 16<sup>th</sup> August 2021 with a planned opening to the public on 4<sup>th</sup> October 2021.

Fern Partnership who were lined up to take the tenancy of the day nursery withdrew, and we have since secured a new tenant to take on the lease of this space.

Discussions are ongoing with CTUHB in relation to the lease for the Maendy Place GP surgery. Our new Head of Enterprise has taken on responsibility for the set up and operations of the Hub and will be recruiting the staff team, along with procuring all services and setting up systems and procedures. A new communications plan will be developed which will include the promotion and marketing of the space.

#### Income Generation

##### **Fundraising**

2020-2021 has been a challenging year for any Charity that relies on fundraising and events to support their core activities, and whilst we exceeded our fundraising target for this year – that target was set deliberately low to reflect the impact of the pandemic on our ability to hold large fundraising events. With plans to gain support at a number of large, organised events such as Iron Man and Cardiff Half Marathon cancelled or rearranged, we took the decision to place our Fundraising and Events Officer on Furlough for six months.

We moved some of our existing events online and identified new events that suited an online platform. We held quizzes, murder mystery nights, online auctions, and even virtual meetings with Santa at Christmas.

Events held and numbers attended are:

Event	Number attended	Income generated
Zoom with Santa	55 children	£231.00
Zoom Quiz Night	28 tickets sold	£131.72
Online Murder Mystery	10 tickets sold	£100.00

#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

##### **Donations received**

We have been overwhelmed by the generosity and kindness shown by individuals and businesses. This support, alongside the diversification of our fundraising activities enabled us to exceed the anticipated targets for 2020-2021.

With a target of £15,000 income combined for Fundraising and Donations we achieved over double this with the actual income £37,609.

##### **Simply Nails**

Our 'Simply Nails' Service was also heavily impacted by the COVID-19 Pandemic restrictions and we were unable to operate close contact services during the initial lockdown periods. We utilised the Furlough scheme for all Nail Technicians and hope to move back to a full-time service once community confidence increases.

Clinics in Aberdare and the Rhondda which were forced to close due to the COVID-19 restrictions have remained closed, resulting in just 3 venues which are, Coychurch, Pontypridd ACM Office and Merthyr Tydfil Keir Hardie Health Park to operate from. This has now resulted in an increase in home visits that we expect to continue into 2021-2022 until customer confidence increases and the additional venues open up.

PPE was required for all staff and robust cleaning schedules implemented to ensure all guidelines were adhered to. Alongside this, additional checks and paperwork had to be completed with each customer to ensure no staff or customers were put at risk.

Despite the significant challenges faced 1,260 nail cutting appointments were still undertaken between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021 which resulted in an income of £22,737. This, alongside the Job Retention (Furlough) Scheme income, resulted in a marginal surplus of just £47. In 2019-2020, 3,315 appointments were undertaken with an income of £43,211. This demonstrates that because of Covid-19, Simply Nails experienced a 62% decrease in appointments and a 47% decrease in income compared to 2019-2020.

##### **Corporate Sponsorship**

Commercial membership and 'Friends of ACM' packages were developed, and we are delighted with the support these have received. We are proud to now have Five Commercial members on-board as part of this Annual membership.

Commercial membership costs £300 for Private Businesses or just £150 for Social Businesses/Charities. The benefits received include:

- Listing of your Company on the Age Connects Morgannwg website along with your Company Logo, description of your Business and a link to your Company website.
- Exclusive use of Age Connects Morgannwg Commercial Members logo that can be used on promotional materials, letterhead and on your Company website to demonstrate the Company's support of older people.
- Regular mentions on ACM's social channels.
- List of ACM staff including job titles and job role.
- Regular exclusive email updates on the sector and Age Connects Morgannwg.
- Priority invitations to all Age Connects Morgannwg events and fundraising opportunities.
- Annual Commercial Members meeting where you can learn about progress made by Age Connects Morgannwg over the past year and have first sight of plans for the year ahead. These meetings will also be the perfect opportunity to discuss how we can work together.
- Quarterly E-Newsletter.
- Annual cost of Commercial Membership.



#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

Friends of Age Connects Morgannwg membership costs £30 for an individual, £45 for a Couple, and £65 for an annual membership. Benefits include:

- The opportunity to get involved and influence our work.
- Quarterly E-newsletter.
- Christmas card.
- Annual members coffee morning.
- Regular video updates from CEO.
- Priority invitations to events and fundraising opportunities.
- Letter off Santa (per child as part of the family membership).
- Knowing you are making a positive difference to your own future and the future of those around you.

##### **Simply Life**

We have continued to offer 3 key affinity deals via Simply Life which are, Free Wills and Power of Attorney through McClures, Equity Release through Responsible Life and Funeral Plans through Golden Charter. At the time of writing this report, our agreement with McClures has expired and we have a new agreement in place with Simpsons Solicitors.

Through working in partnership, a more streamlined referral process has been implemented with landing pages and enquiry forms on the Age Connects Morgannwg website which allows for easier data tracking and monitoring and a swifter response for customers.

In addition to this we have brought on board two additional affinity deals including insurance through Westmore Insure and SOS Watches through CPR Guardian. Plans are being progressed to bring three more partners on board in 2021-2022.

##### **Charitable Activities – Our Performance in 2020-2021**

Our Report for 2019-20 set out a number of Plans for the Future that we intended to achieve in the current reporting period. The information below gives an update on how we performed against those plans and lists other achievements during the year:

- **Commence delivery of the Cynon Linc Project on schedule and on budget.** Achieved with Cynon Linc due to open its doors in October 2021.
- **Achieve the Trusted Charity Standard (formerly PQASSO) by August 2020.** Achieved.
- **Retain the Advice Quality Standard (AQS).** Achieved. Age Connects Morgannwg successfully re-attained the AQS standard for a further 2 years up to December 2022.
- **Increase donations, legacies, corporate sponsorship and general fundraising income.** Achieved against target although target set deliberately low due to COVID-19 restrictions. Developing a Commercial Membership offer has increased corporate sponsorship however general fundraising decreased due to the impact of Covid-19.
- **Extend and expand our engagement work with older people and other stakeholders.** Achieved. During the year we have continued to listen to older people and use what they tell us to further our work. This has included a piece of research into the best communication methods which we undertook alongside other partner organisations, as well as having a seat at the table of many workstreams where we can advocate for older people and be their voice.

#### 4. ACHIEVEMENTS AND PERFORMANCE - continued

- **Review our commercial operations following the cessation of our partnership agreement with Interhelp Ltd (trading as AdvantAGE ceased trading in January 2020) and implement a new income generation strategy to include Simply Life and Simply Nails products and services. The charity's Trading Board will provide strategic oversight to ensure plans and activities are viable and making a worthwhile contribution to the work of the Charity.** Achieved. Separate Partnership agreements have been established and this has been developed further with the addition of two further partners now on board.
- **Continue to contribute to the development of Age Connects Wales.** Achieved – undertook joint fundraising with Age Connects across Wales and delivered a successful campaign highlighting loneliness and isolation and encouraging volunteering.
- **Review our Reserve Fund to ensure provision is made through designated funds to support project income shortfall and other commitments Continue to work with local funding bodies as they review their investment in the work of the Charity.** Achieved. Successfully negotiated permission to un-restrict reserves that had accumulated from underspends of public sector grant income over many years.
- **Develop appropriate exit strategies for services that may be affected by funding issues.** Achieved and implemented where necessary.
- **Continue to promote the Charity and raise its profile through appropriate social media platforms.** A new Head of Marketing and Communications was appointed in June 2021- details of future plans are listed below.

#### The Workforce

We are incredibly proud of the people who work for Age Connects, whether in paid employment or as volunteers. All our workers are committed to developing themselves personally and professionally by undertaking vocational qualifications that will give them confidence and improve the quality of the service they provide.

During the year, the Charity employed up to 60 people. We believe that our people are our most important resource, and we demonstrate our commitment to them people by ensuring they are given every opportunity to reach their full potential. We ensure all workers undergo a thorough and meaningful induction that sets them up with the information and tools necessary to become a valued member of the workforce.

Our mandatory training programme for all new starters who will be working directly with older people ensures we comply with legislative requirements.

The value and role of volunteers in supporting our work should not be underestimated. During the year we deployed over 70 volunteers to work across the organisation in a variety of roles from befriending, admin support staff and fundraisers.

#### Equality and Diversity

We do not discriminate against people on the grounds of:

- Age or Sex.
- Gender reassignment.
- Being married or in a civil partnership.
- Being pregnant or on maternity leave.
- Disability.
- Race including colour, nationality, ethnic or national origin.
- Religion or belief.
- Sexual Orientation.

#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

We endeavour to provide an accessible service to our workers, our service users and our partners. We strive to meet the need of people with sensory impairment and people for whom English is a second language. We can also provide communication using British Sign Language and in Welsh.

##### **Living Wage**

We are proud to have achieved and maintained the Living Wage Accreditation. Being a Living Wage Employer is voluntary and the charity believes that everyone deserves to earn a wage which meets living costs. Regardless of age, we pay all our employees, casual workers and contractors a living wage and this has benefited 80% of our workforce.

##### **Staff Retention**

As previously mentioned, we utilised the Job Retention Scheme for eligible employees and was, therefore, able to provide job security to our employees at a time of economic uncertainty. Measures were taken to assess and accommodate our workforce during the pandemic to ensure we supported those that needed to self-isolate, shield or work from home. As a fair and supportive employer, the charity made the decision to exclude any Covid-19 related sickness from affecting an employee's sickness record during this national crisis.

##### **Well-being and keeping in touch**

Our staff received regular briefing during the pandemic and national lockdown to keep them up to date with:

- Government guidelines.
- Service updates.
- Staff updates and contacts.
- Referral pathways to mental health agencies.
- Well-being coping strategies.
- Encouragement to use the Employee Assistance Scheme.
- (Self) referral information to the Staying Well at Work (RCTCBC European Funded) initiative.
- Invite staff to Cuppa Over Lunch virtual sessions.

A staff survey showed that the workforce felt supported during the pandemic. Respondents said they felt that the charity had acknowledged the anxiety induced by Covid-19 and put in place sufficient measures to ensure staff felt supported, engaged and able to express their concerns to their line managers.

##### **Agile Working and Digital Support**

Staff who were able to work from home, were empowered to do so through the provision of equipment, server access, IT solutions, as well as induction to using online collaborative platforms, such as Teams and Zoom. New and innovative solutions were adopted to respond to our telephony requirement and allow our staff to work from home whilst delivering information and advice services by phone. Those working from home were provided with a Self-Display Screen Assessment as well as HSE guidance on home working.

##### **Good Governance**

The Board was supported to meet online and continued to perform their roles and responsibilities during the pandemic. This provided leadership and good governance to the charity at a time where it needed it most. Moreover, in spite of all the pressures put on the charity through recovering from flooding and responding to a national crisis, the charity achieved the nationally recognised quality award, Trusted Charity Level 1. It is a quality standard which assesses the charity's ability to deliver on key areas:

- Leadership and governance.
- Financial management.
- Assessing outcomes and impact.

#### **4. ACHIEVEMENTS AND PERFORMANCE - continued**

##### **Quality Assurance Management**

Age Connects Morgannwg is constantly looking to improve and enhance our service quality. Through effective use of service-user feedback, all services are regularly evaluated, and information collated is utilised to improve and inform service delivery models.

Quality is about trying to do better: better in both the services the organisation offers and in the way the organisation runs. Age Connects Morgannwg invests in quality in order to:

- Improve effectiveness and efficiency.
- Improve satisfaction of service-users, staff and volunteers.
- Develop consistency across sites and services.
- Checking and prevention of potential risks and issues.
- Set improvement targets and priorities and monitor progress against them.
- Comparison with other organisations, leading to improvements.
- Demonstrate quality of service to funders.

##### **Advice Quality Standard**

Age Connects Morgannwg successfully re-attained the AQS standard for a further 2 years up to December 2022. This illustrates that the organisation facilitates a positive culture of involvement and consultation, strong team working and loyalty to the organisation. We have a comprehensive referral and signposting procedure. There is a very strong commitment to meeting service users' needs through effective quality procedures and a committed and professional workforce.

##### **Strategic Objectives**

Our key long-term strategic objectives are:

- To provide services in line with our object and vision.
- To build on the Charity's culture and ethos.
- To raise awareness and campaign for a fair deal for older people.

To achieve these objectives, the Board is currently reviewing and setting its Operational plan for the period 2021-2026. Our strategic priorities are:

The Cynon Linc Project allows the charity to realise a number of its strategic priorities, particularly in relation to sustainable sources of funding, strengthening the charity's position and profile and creating the space for more social enterprise activity. This opportunity also comes with potential risks, not least the ability to raise sufficient income to meet operating costs but also achieve the levels of profit required for re-investment in future growth.

The Charity trustees and the delegated Cynon Linc Project Board will have to ensure sufficient governance arrangements are in place and that adequate risk management strategies are applied to ensure the project is well managed and delivering on its objectives.

##### **Aims of the Charity**

We will help and support older people, especially those who are vulnerable, isolated and in poverty. The Charity's aims are to:

- Enable older people to secure and uphold their rights at times when they may be vulnerable.
- Provide opportunities for older people to participate and engage as active citizens.
- Provide independent, accurate and up to date information.
- Provide a wide range of information and a variety of services through a committed and high-quality workforce.
- Provide support for older people to remain living in their home of choice for as long as they wish.
- Promote health and wellbeing through the delivery of a range of activities.

#### 4. ACHIEVEMENTS AND PERFORMANCE – continued

##### Organisational Objectives

- Listen to what older people tell us and work with them to design, develop and deliver the services and support they need and want.
- Work positively with local strategic partners to ensure we are able to influence service design, development and delivery.
- Build on our strong reputation by delivering the highest quality service to our stakeholders.
- Generate funds to support the needs of the Charity and its beneficiaries.
- Sell commercial products and services.
- Deploy committed, skilled and knowledgeable workers to deliver care, support and initiatives that meet the aspirations of older people.

##### Strategic Priorities

Objective	Success Criteria
We will create opportunities for older people to inform and improve our work.	<ul style="list-style-type: none"> <li>• New developments/initiatives based on our research.</li> <li>• Evidence of change as a result of engagement.</li> <li>• Better quality services and support.</li> <li>• We know the impact we have on the lives of older people.</li> </ul>
We will use our influence individually, collectively and in partnership to be a champion for older people.	<ul style="list-style-type: none"> <li>• The organisation is acknowledged and sought out as a sector leader/expert advisor/consultative forum on matters concerning older people.</li> <li>• We see changes in policy and practice involving older people.</li> </ul>
We will increase and invest our volunteer workforce to sustain the work of the charity.	<ul style="list-style-type: none"> <li>• We have a clear plan of the opportunities to volunteer within the charity.</li> <li>• Our core activities are delivered using volunteer support.</li> <li>• Our volunteers are our greatest ambassadors.</li> <li>• We know the impact of volunteering on the charity's future, on the volunteers themselves and on the people they support.</li> </ul>
We will develop and grow sustainable income streams to support our work and build our resilience.	<ul style="list-style-type: none"> <li>• We know our market and develop products and services that meet its needs.</li> <li>• Unrestricted and independent income to the charity increases by 100%.</li> <li>• We are funding core activity through unrestricted income.</li> <li>• We operate on a full cost recovery basis.</li> </ul>
We will invest resources in the growth and welfare of our people.	<ul style="list-style-type: none"> <li>• Our staff, volunteers and Trustees feel that their contribution to the charity is valued.</li> <li>• Staff retention is high.</li> <li>• Staff sickness is low.</li> <li>• Our staff, volunteers and Trustees are our greatest ambassadors.</li> </ul>

## **5. PLANS FOR FUTURE PERIODS**

The **Charity Services Department** intends to focus on the following plans for the year 2021-22:

- Continue to identify and grow partnership working with other organisations.
- Extend and expand our engagement work with older people and other stakeholders.
- Review and celebrate our response to the COVID-19 pandemic and seek funding to embed the services that can continue to positively support older people.
- Develop appropriate exit strategies for services that may be affected by funding issues.
- Embark on a review of our service delivery model to ensure all our services are fit for purpose.
- Where appropriate, seek to digitalise our service provision.
- Embed our volunteer offer throughout the organisation.
- Complete research to identify the expectations of older age, to be better prepared with our service provision offer.

The **Enterprise Department** intends to focus on the following plans for the year 2021-22:

### **Cynon Linc**

- Ensure all the areas within Cynon Linc are achieving the maximum income in line with budgets and KPIs.
- Ensuring the staffing structure within Cynon Linc is fit for purpose and that all supplies and services are in place pre-opening.
- Ensuring collaboration with third sector organisations, charities and community clubs and Groups who will be hiring and utilising the space and members of the Community are benefitting from the Café.
- Maximising media coverage of the official opening of Cynon Linc is due to take place in November 2021 which will receive significant press and media coverage.

### **Ageing Well**

- Introduce a streamlined approach to initial engagement for customers accessing Simply Nails, including an online booking system.
- Develop the Ageing Well programme that will incorporate all five pillars of ageing well: nutrition, hydration, physical, social, and cognitive stimulation.

### **Simply Life**

- Enhance current offering by introducing an additional three affinity products including holidays, insurance and financial planning. The vision for Simply Life is for it to become a 'One Stop Shop' where older people can find any support or services they need. Ranging from funeral plans through to exotic holidays.

### **Fundraising and Events**

In line with continued Government restrictions it is anticipated that Fundraising activities will resume, albeit tentatively in the latter part of 2021. We plan to hold a combination of online and in person Events to maximise potential income.

The space at Cynon Linc also presents opportunities to expand on the events offered, and it is hoped that a schedule of activities and events can be held including childrens parties, Halloween, Christmas parties for both children and adults.

Following the recruitment of a Head of Marketing and Communications, the **Marketing and Communications Department** intends to focus on the following plans for the year 2021-22.

- Strengthen the ACM brand.
- Increase awareness of ACM.
- Grow number of social fans.
- Build web visitors and increase digital interactions.
- Grow revenue from digital transactions.
- Deliver more value for corporate partners.
- Maximise recognition for the work of ACM and volunteers.
- Support income generating activities.

## **5. PLANS FOR FUTURE PERIODS – continued**

### **Brand**

Underpinning all marketing activities will be a renewed focus on building recognition of the ACM brand. It will be refreshed using additional colours from the corporate palette and then used consistently across all channels and materials.

### **Social Media**

Our social channels are a powerful source of audience delivering 39,000 impressions in June 2021. The task is to get more value from this audience in terms of web visitors, transactions and interactions. This will be achieved by rebranding our social channels to achieve a consistent look and commonality of key message. Post templates will also be introduced to strengthen recognition, with increased posting of direct links to our website with a focus on events and income generating activities. Building our LinkedIn presence is a particular priority as will help support recruitment of corporate partners and other partnership opportunities.

We will also be focused on developing the Cynon Linc social channels to reach a local audience with news from the hub and local community.

### **Website**

Detailed work is planned to improve the search performance of the website, particularly around competitive terms such as financial services and estate planning. This will be done through onsite SEO work on meta text, titles and featured images. Page copy will also be refreshed with the introduction of more contact forms that will allow for better tracking of referrals, and the introduction of a booking systems for Simply Nails.

### **Cynon Linc**

Direct marketing of the food offering, classes, events, room bookings and staff and partners will be carried out through on and offline marketing channels, including local PR. All will seek to imbed the new Cynon Linc branding in the minds of the local community. A separate brand for the Hyb Café is also being developed, this will allow the café to be promoted as a stand-alone offering capable of developing its own audience and income channels.

Publishing of a website for Cynon Linc will also be completed in readiness for the build-up to the public opening on October 4<sup>th</sup>.

### **Income generation**

Marketing will have a direct role in driving income through direct donations, promotion of events, referrals to third parties and promoting the corporate partners and friends programme. A key channel of work will be working with the financial services and estate planning firms to agree page copy and key messaging, so we can run focussed lead generation campaigns.

### **Charity Services**

We will be running social campaigns to recognise the achievements of individual volunteers which will be used in turn to attract new volunteer applications. Direct links will also be formed with relevant managers to produce updates and materials from the field, which will be used as social and PR content. An analysis of the audience for our charity services will be carried out and a refreshed marketing plan written to establish optimum communication channels. Closer working with Age Connects Wales and the regions will also be increased to build momentum on common campaigns.

### **PR**

Our PR strategy will look to distribute one key story per month to local media outlets. This will help strengthen the brand and keep ACM in the mind of potential donors and partners.

## **5. PLANS FOR FUTURE PERIODS – continued**

The **Business Support Department** intends to focus on the following plans for the year 2021-22:

### **Workforce Development**

Attracting, recruiting and developing a workforce fit to deliver on the charity's strategy. This will be achieved through strategy reviews and on promoting and adopting a culture of personal and professional development which reflects our values of We Listen, We Learn, We Care.

### **Recruitment**

Revolutionising our external and internal communications to promote ACM's strength as a flexible, innovative employer that cares, as it embarks on a chapter moving the Head Office to a renovated building and hub at Cynon Linc in Aberdare. Whilst we cannot always compete on salaries, we aim to attract a skilled and talented workforce through our values and the impact of our work and staff engagement.

Consequently, we will modernise our recruitment process to enhance candidates' experience and maximise the charity's resources by implementing innovative digital solutions.

### **Remuneration and Job Evaluation**

ACM aims to continue being a Real Living Wage Employer, whilst navigating the limits paused by existing funding. As it aims to attract and keep talent, it will continue to develop a job and role structure to benchmark against the Third Sector and Public Sector. It is important to have a fair pay structure which aligns with the roles and responsibilities which it delivers.

### **Staff Engagement**

We will improve staff engagement through social and work activities – implementing co-production ethics and tools into our work for the development of policies and procedures, as well as organisational strategies. ACM aims to promote champions within the organisation on a number of topics which matters to the staff, such as environmental and ecological issues, social events, mental health, well-being.

### **Equality and Diversity**

We will continue to recruit staff, trustees and volunteers which reflects the diversity of the society we live in and deliver services to. We will also develop policies and work practices that address the menopause, gender identity, domestic violence and other initiatives such as dog friendly office policies, which have proven to enhance staff well-being in the workplace, whilst also being inclusive of childless staff.

We aim to promote the Welsh Language and improve the number staff who have no knowledge of the Welsh Language by at least 5%, as part of the Well-being of Future Generations Act goal: *A Wales of vibrant culture and thriving Welsh language.*

### **Digital Transformation**

The aim of digitalisation is to align with and deliver on the strategic objectives of the organisation and achieve efficiency and boost resources. The charity will embark on this journey with its workforce and support them along the way. ACM has limited resources and everything it does is to enhance user experience, whilst promoting accessibility and independence. Work has started and will continue in the following areas:

- Sharepoint - moving on a Cloud platform to promote agile working and saving on cost of a physical server.
- HR Software - that streamlines HR functions whilst promoting staff engagement and independence on matters of training, performance, annual leave and access to their data and information.
- Digital Collaboration - the ability for different teams to collaborate and share information, whilst moving away from the obsolete era of emails.
- Digital Equipment - the use of tablets for outreach workers.
- Digital Shopping - for fundraising and trading solutions at a click.
- Digital inclusion - continued work with organisation such as Digital Communities Wales which supports the work of ACM in bringing our users on the journey with us and not to be left behind in a fast technologically changing environment.



## 5. PLANS FOR FUTURE PERIODS – continued

- Digital solutions - finance, procurement, and other business support processes which provide a swift and efficient service and experience, whilst maximising public funds.

### Governance

The Board is active in keeping in touch with governance issues, good practice and news via channels and literature such as the Charity Commission newsletter, Charity Times, Governance and Leadership. It has reviewed its skills and training needs and will be planning and attending training and recruiting accordingly.

Having achieved Trusted Charity Level 1, it aims to benchmark its performance against the Charity Governance Code which recommends good practice principles of:

- **Organisational purpose**  
The board is clear about the charity's aims and ensures that these are being delivered effectively and sustainably.
- **Leadership**  
Every charity is led by an effective board that provides strategic leadership in line with the charity's aims and values.
- **Integrity**  
The board acts with integrity, adopting values and creating a culture which help achieve the organisation's charitable purposes. The board is aware of the importance of the public's confidence and trust in charities, and trustees undertake their duties accordingly.
- **Decision-making, risk and control**  
The board makes sure that its decision-making processes are informed, rigorous and timely and that effective delegation, control and risk assessment and management systems are set up and monitored.
- **Board effectiveness**  
The board works as an effective team, using the appropriate balance of skills, experience, backgrounds and knowledge to make informed decisions.
- **Equality, diversity and inclusion**  
The board's approach to diversity supports its effectiveness, leadership and decision-making.
- **Openness and accountability**  
The board leads the organisation in being transparent and accountable. The charity is open in its work, unless there is good reason for it not to be.

## **6. FINANCIAL REVIEW**

A detailed analysis of income and expenditure for 2020-21 has been completed and compared with analysis from previous years. The business plan addresses perceived weaknesses and identifies potential opportunities. Regular monthly reporting procedures ensure that senior managers and Trustees are aware of the actual position in respect of income and expenditure against forecasts. Contingency plans have been established to take corrective action, where necessary.

The Charity will, to a certain extent, always be at risk of cuts to funding and contracts. It is, however, able to react to cuts and that is an important quality for any third sector organisation. The Charity's ability to 'cut its cloth' in the last year speaks for itself.

In August 2019, the charity started to utilise a 'Full Cost Recovery' model for the allocating of its expenditure. This meant that the true cost of each service level agreement was recognised, and the central office expenditure was decreased.

During 2020-21, the organisation received a number of Covid-19 specific grants to undertake work across Bridgend, Rhondda Cynon Taf and Merthyr Tydfil areas.

### **Comparison of 2019-20 with 2020-21**

The Statement of Group Financial Activities for the year is set out on page 36. Total incoming resources for the Group increased from **£1,068,641 to £2,394,133** an increase of **124%**. This increase largely relates to capital income received for the Cynon Linc renovation project which is due to be completed in September 2021. Total resources expended increased from **£980,277 to £990,466**, an increase of **1%**. Employee costs represent **79%** (2020: **73%**) of total expenditure, and these have increased from **£718,270 to £782,805**.

The **subsidiary** company made a loss for the year of **£320** for the year (2020: **£357**) and has shareholders' funds of **£3,828** (2019: **£4,148**).

### **Investment Policy**

Age Concern Morgannwg are currently in the process of reviewing and implementing their investment policy.

### **Reserves Policies**

The Trustees have reviewed the reserves policy and:

- Analysed income and expenditure.
- Assessed past performance.
- Considered forecast based on changes in the social and health care environment.
- Assessed the economics of the Charity's programmes.
- Identified areas of risk.
- Identified exit costs should all the Charity's income streams cease at once.

The Board has designated funds for the following purposes:

- Age Connects Wales Membership.
- Developing of Trading Opportunities.
- Disaster Recovery.
- Digital Improvements.
- Cynon Linc Relocation.

### **General Reserve Fund**

The reserve policy operates against a challenging operating climate and in the opinion of the trustees will continue to be under pressure in meeting charitable obligations in the future in the development of Charitable Aims.

The review concluded that a General Reserve Fund equivalent to approximately six months of operating costs is desirable. This fund includes funds designated for specific purposes.

## **6. FINANCIAL REVIEW - continued**

The reserves policy recognises the need to hold reserves to ensure funds are available to pursue the primary objects should the income levels fall, and to be able to operate an exit strategy should the Charity have to cease operations. Total reserves are £1,939,005 (2020: £535,338) at the balance sheet date. Of this £1,310,237 (2020: £172,339) is represented by tangible fixed assets leaving £628,768 (2019: £363,001) as the free reserves. This amounts to 26.3% (2020: 34%) of total income.

The free reserves of £628,768 represents 63.5% (2020: £363,001 and 37%) of the operating cost, or the equivalent of 6-7 months (approximately) of operating cost. The charity aims to maintain 6 months of operating costs in free reserves and will endeavour to return to this position in the coming 12 months.

Following a board review, closure costs of the charity have been assessed at £198,461 (2020: £144,959).

The reserve policy operates against a challenging operating climate and in the opinion of the trustees will continue to be under pressure in meeting charitable obligations in the future in the development of Charitable Aims.

### **Restricted Funds**

These funds, amounting to £1,589,264 (2020: £181,518) in total, are restricted to the purposes identified in note 16.

Of this restricted reserve figure of £1,589,264, £1,320,605 is in relation to funds connected to the Cynon Linc Construction Project. The majority of the remaining restricted reserves, which total £268,659, relates to additional Covid-19 specific grants, and the intention is that these funds will be defrayed in the 2021-22 financial year.

### **Acknowledgements**

The Board is keen to acknowledge the support provided by those organisations listed on Page 31.

## **7. STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Charity has a general **vision** of a society where older people are respected and enabled to meet their aspirations. The **mission** of the Charity is **to improve the quality of life of older people**.

### **Governing Document & Legal Status**

Age Concern Morgannwg (the Charity) is an incorporated association. Company number: 06717361 with charitable status, governed by a Constitution – Registered Charity Number: 1129973. The Charity's operating title is **Age Connects Morgannwg**.

The Charity was constituted in 1977 following registration in 1978 as the Council for the Elderly in Mid Glamorgan. In 1999, a further resolution was passed and approved by the Charity Commission for the name of the Charity to become Age Concern Morgannwg and that its area of benefit changed to reflect the local government reorganisation.

### **Membership**

Membership of the organisation is open to individuals and organisations who apply to the Charity and are approved by the Trustees. Membership is not transferrable and, currently, the only members of the organisations are the Directors of the organisation who also comprise of the Board of Trustees. The Directors have the right to establish classes of membership with different rights and obligations which are recorded in the register of members.

### **Appointment of Trustees**

A regular review of the Boards succession and skills needs are performed to ensure that the Board recruit trustees to meet its skills gaps and support its strategic leadership through a fair, equal and consistent recruitment process.

Applications for potential trustees are sought by press advertisement, through registration with appropriate local networks and associations, and through invitations sent out in member mailings. An individual aged 16 years and older may apply.

Membership of the Board of Trustees consists of the Chair and eight other Trustees elected by members of the Charity as determined by the Charity's Regulations. The Board also has the power to co-opt persons to serve as members of the Board until the next election of Trustees.

Board members become members of the Charity from the time of their election. One-third of the trustees are required to stand down by rotation at each annual general meeting and may seek further reappointment.

### **Trustee Induction & Training**

The Charity has completed its review of the process for recruiting Trustees. Potential Trustees are initially provided with reports and the organisation's strategy, that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the Charity and the Chief Executive Officer. If candidates are regarded as suitable, and wish to pursue an appointment, they are invited to observe a Board or Committee meeting and their application reviewed by the Board. Following satisfactory completion of the recruitment process, the Board will recommend appointment, as a trustee, to the Annual General Meeting.

The ongoing induction process involves meetings with key staff and attendance at training sessions, conferences, trustees and staff away days.

### **Organisation Governance and Structure**

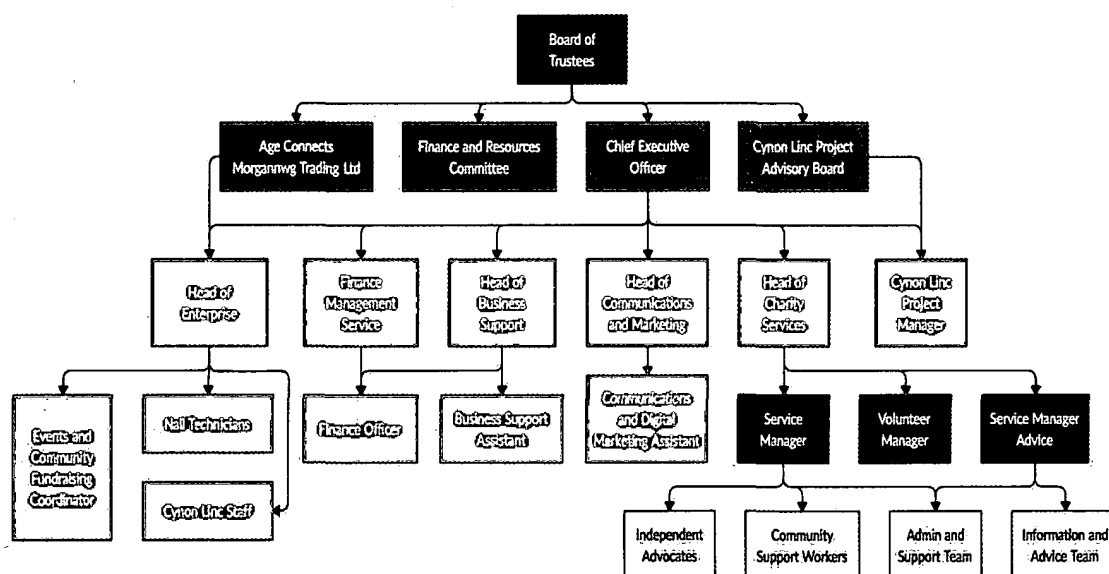
The Board has the overall responsibility for the governance of the Charity. It meets at least six times a year.

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

## 7. STRUCTURE, GOVERNANCE AND MANAGEMENT - continued

The Board also delegates authority to the non-executive Directors of its two subsidiaries, Age Concern Morgannwg Trading Limited and Age Concern Morgannwg Limited and receives quarterly reports and meeting minutes of their progression and performance. The Board has two Sub-Committees; the Cynon Linc Advisory Board, and the Finance and Resources Committee. The latter meets bi-monthly.

The Senior Management Team, comprising of the Head of Business Support, Head of Charity Services, Head of Enterprise, and a Cynon Linc Project Manager, supports the Chief Executive Officer to deliver the charity's strategic objectives and priorities.



### Related Parties

The Charity is an active member of Age Connects Wales (ACW) (Company Number 8104542). The alliance is made up of independent and autonomous Age Connect organisations, which share common aims and values working together to add value to the work and role of Age Connect in Wales.

Our membership of Age Connects Wales does not impose any influence or requirements on the Charity's internal policy or strategic planning framework, nor does it have any financial implications.

### Risk Management

The systems and internal controls established by the Board are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Trustees and senior staff carry out the risk assessment in order to confirm that the major risks, to which the Charity is exposed, have been reviewed and systems established to mitigate those risks. The Board has identified the following risk areas: The Board has identified the following significant risk areas (above a score of 12) and the Board monitors these risks together with the mitigating controls and actions on a regular basis:

The scoring puts greater emphasis on impact and uses the scoring system from the Charity Commission, *Charities and Risk Management* (CC26).

Risk Rating Impact: 1 - Insignificant; 5 - Catastrophic.

Risk rating Likelihood: 1 - Remote; 5 - Highly probable.

## 7. STRUCTURE, GOVERNANCE AND MANAGEMENT - continued

Risk and Mitigation	Likelihood (x)	Impact (y)	Score (xy+y)
<b>Discontinuation of funding, contracts and Service Level Agreements:</b> Evidence the need and value of our services. Diversify our offer and apply for funding for our core activities. Continue to strive for excellence and keep up good relationships with our SLA providers. Negotiate longer term contracts which reflect annual cost increases in an attempt to promote sustainability and longer-term planning.	2	5	15
<b>Impact of Covid on demand for services:</b> Work with older people and local planners/funders to understand and respond to potential impact of living with long-Covid. Through engagement work, better understand and respond to numbers older people experiencing increased isolation post Covid.	3	5	20
<b>Inability to recruitment and/or retain skilled and talented staff:</b> Development and implementation of Work Force Development Plan with annual appraisal and training audit/programme	3	4	16
<b>Cynon Linc not achieving its income targets:</b> Development of a robust income generation plan supported by a targeted communications strategy.	3	5	20
<b>Data Security:</b> To mitigate the risk of cyber-attacks and data breaches we will update our security strategy, examine password protocols and review our data hosting arrangements.	3	5	20

The effect of a possible cessation of a major income stream has been evaluated and the ability to restructure and continue other services without impairment is underpinned by the reserves policy and the diversification of income streams.

### Leased Property

The main offices are based at 49 Mill Street and 5-7 Mill Street (Post Office). Cynon Linc of Seymour Street, Aberdare, is a Community Asset Transfer on a long-term lease from Rhondda Cynon Taff County Borough Council.

### Insurance Cover

This has been reviewed in the year and the Charity maintains appropriate policies. Insurance is reviewed annually by the Board.

### Pay and Remuneration

The Board considered the pay and remuneration of staff; and all staffs, contractors and casual workers were moved to the Living Wage from 1 April 2020 and the charity is now Living Wage Accredited. The Board continues its work to evaluate the remuneration of its staff, through evaluation of its pay structure.

## **7. STRUCTURE, GOVERNANCE AND MANAGEMENT - continued**

### **Quality Standard**

The charity obtained the Trusted Charity Mark Level 1. Trusted Charity is a quality standard that starts with a self-assessment. It is designed to enable staff, volunteers, and trustees to get involved in assessing how well their organisation is doing. The self-assessment process involves people in the organisation making judgements and providing evidence about the organisation's performance against the defined Trusted Charity indicators aligned with the 11 quality areas. The Trusted Charity Mark is a quality mark awarded to an organisation after an external assessment. It is a nationally recognised award.

## **8. REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Registered Company Number</b>	06717361
<b>Registered Charity Number</b>	1129973
<b>Principal &amp; Registered Office</b>	5-7 Mill Street Pontypridd CF37 2SN

### **The Directors and Trustees**

The trustees who served on the board of the Charity during the period were as follows:

Christopher Ward – Chair (appointed Chair April 2020, formerly Vice Chair)  
Lynda Williams – Vice Chair (appointed Vice Chair December 2020)  
Colette Coleman (resigned as chair April 2020, remains a trustee)  
Ashley Bale  
Mair Evans  
Gary Owen  
Chris Williams  
Richard Shaw (appointed August 2020)  
Nicola Jones (appointed January 2021)  
Clive Griffiths (resigned October 2020)  
Mary Winter (resigned October 2020)  
Natasha Applasamy – Company Secretary (appointed Company Secretary August 2020)  
Rachel Rowlands (resigned as Company Secretary August 2020)

### **Age Concern Morgannwg Trading Limited**

The directors of the charity's trading subsidiary who served during the period were as follows:

Antony Worsley  
Colette Colman  
Christopher Ward (appointed October 2020)  
Mary Winter (resigned October 2020)  
Rachel Rowlands - Company Secretary

<b>Chief Executive Officer</b>	Rachel Rowlands
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### **Senior Management Team**

Head of Business Support	Natasha Applasamy
Financial Accountant	Claire Clarke
Head of Charity Services	Bethan Shoemark-Spear (Appointed October 2020)
Head of Enterprise	Adele Harries-Nicholas (Appointed September 2020)
Head of Communications and Marketing	Jonathan Curtis (Appointed June 2021)
Cynon Linc Capital Delivery Project Manager	Denise Havard



**8. REFERENCE AND ADMINISTRATIVE DETAILS - continued**

<b>Auditors</b>	Advantage Accountancy and Advisory Ltd Chartered Certified Accountants and Statutory Auditors Carlyle House 5-7 Cathedral Road Cardiff CF11 9HA
<b>Bankers</b>	Barclays 91 Taff Street Pontypridd CF37 4SN  Hodge Bank One Central Square Cardiff CF10 1FS  Handelsbanken Bridgend Branch 3 Old Field Road Bocam Park Bridgend CF35 5LJ  Nationwide Building Society Kings Park Road Moulton Park Northampton NN3 6NW  Monmouthshire Building Society John Frost Square Newport NP20 1PX
<b>Solicitors</b>	Geldards Solicitors Dumfries House Dumfries Pl Cardiff CF10 3ZF
<b>Pension Scheme Advisors</b>	Savvy Wealth Management 1 Church St Pontypridd CF37 2TH

**Age Concern Morgannwg Limited**  
**Trustees Annual Report**  
**for the year ended 31 March 2021**

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**STATEMENT OF TRUSTEES RESPONSIBILITIES**

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and to enable it to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011, the applicable Charities (Accounts and Reports) regulations and the provisions of the trust deed. It is 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.

**STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS**

So far as the trustees are aware, there is no relevant information of which the Charitable Company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit information and to establish that the charitable Charity's auditors are aware of that information.

**AUDITORS**

Advantage Accountancy & Advisory Ltd will be proposed for reappointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (effective 1 January 2015) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The Report of the Trustees was approved by order of the board of trustees, as the company directors, on the ..... and signed on the board's behalf by:



Rachel Rowlands – Chief Executive Officer

Date: 25/08/2021

**Age Concern Morgannwg Limited**  
**Report of the Independent Auditors to the Trustees of Age Concern Morgannwg Limited**  
**for the year ended 31 March 2021**

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**Opinion**

We have audited the accounts of Age Concern Morgannwg Limited for the year ended 31 March 2021 which comprise of the Group Charitable Company Statement of Financial Activities, the Group and Parent Charitable Company the Balance Sheet, the Group cashflow and the notes to the accounts, 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 accounts:

- give a true and fair view of the state of the Group's and the parent charitable company's affairs as at 31 March 2021 and of the Group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

The other information comprises the information included in the annual report, other than the accounts and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the accounts 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 accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts 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 accounts 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.

**Opinion on other matters prescribed by the Companies Act 2006**

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

- The information given in the Trustees' annual report for the financial year is consistent with the financial statements;
- The strategic report and the Directors' report included within the Trustees Report have been prepared in accordance with applicable legal requirements.

**Age Concern Morgannwg Limited**  
**Report of the Independent Auditors to the Trustees of Age Concern Morgannwg Limited**  
**for the year ended 31 March 2021**

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

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

**Responsibility of Trustees**

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

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

**Auditor's 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. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- We obtained understanding of the legal and regulatory frameworks applicable to the company and the sector in which they operate. We determined that the following laws and regulations were most significant: The Companies Act 2006 and UK corporate taxation laws.
- We obtained an understanding of how the company is complying with the legal and regulatory frameworks by making enquiries with management. We corroborated our inquiries through our review of board minutes and legal correspondence.
- We assessed the susceptibility of the company's financial statements to material misstatements, including how fraud might occur. Audit procedures performed by the engagement team included:
  - identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
  - understanding how those charged with governance considered and addressed the potential override of controls or other inappropriate influence over the financial reporting process;
  - challenging assumptions and judgements made by management in its significant accounting estimates;
  - identifying and testing journal entries, in particular any journal entries posted with unusual account combinations; and
  - assessing the extent of compliance with relevant laws and regulations.

**Age Concern Morgannwg Limited**

**Report of the Independent Auditors to the Trustees of Age Concern Morgannwg Limited  
for the year ended 31 March 2021**

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A further description of our responsibilities available on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Use of our report**

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



Stephen John Bickerton (Senior Statutory Auditor)  
For and on behalf of Advantage Accountancy & Advisory Ltd  
Chartered Certified Accountants & Statutory Auditors  
Carlyle House  
5-7 Cathedral Road  
Cardiff  
CF11 9HA

Date:

25/8/21

**Age Concern Morgannwg Limited**  
**Consolidated Statement of Financial Activities**  
**(Incorporating the Consolidated Income and Expenditure Account)**  
**for the year ended 31 March 2021**

		<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
<b>Income from:</b>	<b>Note</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations and legacies	2	30,759	-	30,759	19,123
Charitable activities	4	76,998	2,278,196	2,355,194	1,004,619
Other trading activities	3	7,683	-	7,683	43,211
Investments	5	497	-	497	1,688
<b>Total Income</b>		<b>115,937</b>	<b>2,278,196</b>	<b>2,394,133</b>	<b>1,068,641</b>
<b>Expenditure on:</b>					
Raising funds	6	3,665	-	3,665	5,973
Charitable activities	6	116,351	870,450	986,801	974,304
<b>Total expenditure</b>		<b>120,016</b>	<b>870,450</b>	<b>990,466</b>	<b>980,277</b>
<b>Net (expenditure) / income</b>		<b>(4,079)</b>	<b>1,407,746</b>	<b>1,403,667</b>	<b>88,364</b>
<b>Transfers between funds</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(4,079)</b>	<b>1,407,746</b>	<b>1,403,667</b>	<b>88,364</b>
<b>Reconciliation of funds</b>					
<b>Total Funds brought forward</b>		<b>353,820</b>	<b>181,518</b>	<b>535,338</b>	<b>446,974</b>
<b>Total funds carried forward</b>		<b>349,741</b>	<b>1,589,264</b>	<b>1,939,005</b>	<b>446,974</b>

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

**Age Concern Morgannwg Limited**  
**Comparative Consolidated Statement of Financial Activities**  
**(Incorporating the Consolidated Income and Expenditure Account)**  
**for the year ended 31 March 2021**


		<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
		<b>Funds</b>	<b>Funds</b>	<b>2020</b>
<b>Income from:</b>	<b>Note</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations and legacies	2	19,123	-	19,123
Charitable activities	4	107,083	897,536	1,004,619
Other trading activities	3	43,211	-	43,211
Investments	5	1,688	-	1,688
<b>Total Income</b>		<b>171,105</b>	<b>897,536</b>	<b>1,068,641</b>
<b>Expenditure on:</b>				
Raising funds	6	5,973	-	5,973
Charitable activities	6	219,746	754,558	974,304
<b>Total expenditure</b>		<b>225,719</b>	<b>754,558</b>	<b>980,277</b>
<b>Net (expenditure) / income</b>		<b>(54,614)</b>	<b>142,978</b>	<b>88,364</b>
<b>Transfers between funds</b>		<b>212,662</b>	<b>(212,662)</b>	<b>-</b>
<b>Net movement in funds</b>		<b>158,048</b>	<b>(69,684)</b>	<b>88,364</b>
<b>Reconciliation of funds</b>				
<b>Total Funds brought forward</b>		<b>195,772</b>	<b>251,202</b>	<b>446,974</b>
<b>Total funds carried forward</b>		<b>353,820</b>	<b>181,518</b>	<b>535,338</b>

**Age Concern Morgannwg Limited**  
**Balance Sheet**  
**for the year ended 31 March 2021**  
**Registered Company Number: 06717361 (England and Wales)**

	Notes	2021 Group 2021 £	Charity 2021 £	2020 Group 2020 £	Charity 2020 £
<b>Fixed assets</b>					
Tangible assets	11	1,310,237	1,310,237	172,337	172,337
Investments	12	-	2	-	2
		<u>1,310,237</u>	<u>1,310,239</u>	<u>172,337</u>	<u>172,339</u>
<b>Current assets</b>					
Current asset investments	13	102,129	102,129	154,511	154,511
Debtors	14	438,427	446,594	113,485	121,152
Cash at bank and in hand		568,347	556,350	149,282	137,478
		<u>1,108,903</u>	<u>1,105,073</u>	<u>417,278</u>	<u>413,141</u>
<b>Current liabilities</b>					
Creditors falling due within one year	15	(480,135)	(480,135)	(54,277)	(54,277)
<b>Net current assets</b>		<u>628,768</u>	<u>624,938</u>	<u>363,001</u>	<u>358,864</u>
Provisions for liabilities		-	-	-	-
<b>NET ASSETS</b>		<u>1,939,005</u>	<u>1,935,177</u>	<u>535,338</u>	<u>531,203</u>
<b>Funds</b>					
Restricted income funds	16	1,589,264	1,589,264	181,518	181,518
Unrestricted income funds	16	349,741	345,913	353,820	349,685
<b>Total charity funds</b>		<u>1,939,005</u>	<u>1,935,177</u>	<u>535,338</u>	<u>531,203</u>

The trustees wish to highlight that within the restricted reserves of £1,589,264 (2020: £181,518) at the 31<sup>st</sup> March 2021, £1,320,605 (2020: £174,976) relates to the Cynon Linc Construction Project which will be completed in the upcoming financial year, and draw attention to the Financial Review on Pages 24-25.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:

  
Christopher Ward – Chair

19.8.21  
Date

The notes form part of these financial statements



**Age Concern Morgannwg Limited**  
**Statement of Cash Flows**  
**for the year ended 31 March 2021**  
**Registered Company Number: 06717361 (England and Wales)**

	Notes	Group 2021 £	Group 2020 £
<b>Cash Generated used in Operating Activities</b>	<b>I</b>	<b>1,528,052</b>	<b>91,792</b>
<b>Cash flows from investing activities</b>			
Interest income		225	1,437
Purchase of tangible fixed assets		(1,161,594)	(84,913)
<b>Cash provided by investing activities</b>		<b>(1,161,369)</b>	<b>(83,476)</b>
Increase/(Decrease) in cash and cash equivalents in the year		<b>366,683</b>	<b>8,316</b>
Cash and cash equivalents at the beginning of the year		<b>303,793</b>	<b>295,477</b>
<b>Cash and cash equivalents at the end of the year</b>		<b>670,476</b>	<b>303,793</b>

**Age Concern Morgannwg Limited**  
**Notes to the Statement of Cash Flows**  
**for the year ended 31 March 2021**  
**Registered Company Number: 06717361 (England and Wales)**

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**RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM/(USED IN) OPERATING ACTIVITIES**

	2021	2020
	£	£
Net (expenditure) for the reporting period (as per statement of financial activities)	<b>1,403,667</b>	88,364
Adjusted for:		
Depreciation charges (note 12)	<b>23,694</b>	22,049
Interest receivable (note 5)	<b>(225)</b>	(1,437)
(Increase)/Decrease in debtors	<b>(324,942)</b>	126,388
Increase/(Decrease) in creditors	<b>425,858</b>	(116,072)
Increase/(Decrease) in provisions for liabilities	-	(27,500)
<b>Net cash used in/from Operating Activities</b>	<b>1,528,052</b>	<b>91,792</b>

## **I. ACCOUNTING POLICIES**

### **Basis of preparation**

The financial statements of the Charitable Company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Charitable Company's functional and presentational currency is the pound sterling (£), and balances are rounded to the nearest £1.

### **Preparation of the accounts on a going concern basis**

The Group reported a cash inflow of £366,683 (2020: inflow of £8,316) for the year and reported a net surplus of £1,403,667 (2020: net surplus of £88,364). The trustees consider that there is no material uncertainty over the ability for the Group to continue as a going concern following the internal restructuring undertaken during the last two years. There have been and continue to be concerted efforts within the key management team to raise further funding through working with various diverse income streams in the post year-end period.

As a result, the trustees have adopted the going concern basis of accounting.

### **Basis of consolidation**

The group financial statements include the results of the Charitable Company and its wholly owned trading subsidiary consolidated on a line-by-line basis.

The consolidated entity is known as the 'Group'.

Accounting policies specific to the Charitable Company or group in total are laid out below.

No separate company Statement of Financial Activities (SOFA) has been prepared for the Charitable Company as permitted by Section 408 of the Companies Act 2006.

### **Incoming resources**

Income is recognised when the charitable company has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. It is derived from the activities outlined below.

The charitable company delivers its services through a range of Service Level Agreements where performance monitoring information is provided to the funders on a quarterly basis. The services provided are often subject to change during the year that reflects the fluctuations in demand or the introduction of new strategies. As a result, the charitable company are expected to adapt by varying overhead allocations to reflect the cost of delivering, administering, monitoring and managing the service. There is an expectation that funders Service Level Agreements will roll on year on year provided that the objectives of the contract are being satisfied.

Donations without conditions are accounted for on a cash received basis. In the event that a donation is subject to conditions that require a level of performance before the Charitable Company is entitled to the funds, the income is deferred and not recognised in full either until those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charitable Company and it is probable that those conditions will be fulfilled in the reporting period.

## **I. ACCOUNTING POLICIES (Continued)**

### **Incoming resources – continued**

For legacies, entitlement is taken as the earlier of the date on which either:

- a) The Charitable Company is aware that probate has been granted;
- b) The estate has been finalised and notification has been made by the executor(s) that distribution will be made, or when a distribution is received from the estate.

Receipt of a legacy, whole or in part, is only considered probable when the amount can be measured reliably and the Charitable Company has been notified of the executors' intention to make a distribution. Where legacies have been notified to the Charitable Company, or the Charitable Company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income derived from events is deferred until the criteria for income recognition are met.

Income received in the trading subsidiary represents the total value of commission receivable for the year. This income is recognised when the service to which the commission relates has been performed and entitlement to funds is probable.

Investment income is recognised when receivable and the amount can be measured reliably by the Charitable Company; this is normally upon notification of the interest paid or payable by the bank.

Rental income from operating leases (net of any incentives given to the lessee) is recognised on a straight-line basis over the lease term.

### **Resources expended**

Expenditure is recognised once there is legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following headings:

- Costs of raising funds comprise the costs of charitable fundraising activities
- Expenditure classified as charitable expenditure comprises those costs incurred by the Charitable Company in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### **Allocation of support and governance costs**

Support costs are these functions that assist the work of the Charitable Company but do not directly undertake charitable activities. Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charitable Company and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.

The bases on which support costs have been allocated are set out in note 6.

### **Taxation**

As a registered Charitable Company, Age Concern Morgannwg Limited is entitled to the exemptions from taxation in respect of income and capital gains received within Sections 478 – 489 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects purposes only. No tax charges have arisen in the Charitable Company.

The non-dormant trading subsidiary does not generally pay UK Corporation Tax because the policy is to pay taxable profits to the Charitable Company as gift aid.

## **I. ACCOUNTING POLICIES (Continued)**

### **Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long leasehold property improvements	-	1% straight line
Assets under construction	-	Not depreciated
Computers and equipment	-	33.33% straight line
Fixtures and fittings	-	20% reducing balance
Motor vehicles	-	25% straight line

### **Investments in Subsidiaries**

Investment in subsidiary entities are held at cost less impairment.

### **Debtors**

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

### **Current asset investments**

Current asset investments includes longer term liquid investments which are held, by the trustees, for investment potential. The accounting policy for interest receivable is described within 'incoming resources' above.

### **Cash at bank and in hand (cash and cash equivalents)**

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### **Creditors and provisions**

Creditors and provisions are recognised where the Charitable Company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### **Financial instruments**

The Charitable Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

### **Fund accounting**

Unrestricted funds are those which are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charitable Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes of the financial statements.

Designated funds are unrestricted funds of the Charitable Company which the trustees have decided at their discretion to set aside to use for a specific purpose.

### **Operating lease agreements**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

### **Pension costs**

The Charitable Company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the Charitable Company. The annual contributions payable are charged to the statement of financial activities.

## **1. ACCOUNTING POLICIES (Continued)**

### **Critical accounting estimates and assumptions**

The Charitable Company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next year are addressed below:

#### **(a) Useful economic lives of tangible assets**

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimate, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 11 for the carrying amount of each class of asset held, and above for the useful economic lives for each class of assets.

#### **(b) Impairment of debtors**

The Charitable Company makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management consider factors including the current credit rating of the debtor, the ageing profile of debtors and historical experience. See note 14 for the net carrying amount of debtors and associated impairment provision.

## **2. INCOME FROM DONATIONS AND LEGACIES**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	<b>Total</b>
	<b>Funds</b>	<b>Funds</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations	<b>30,759</b>	-	<b>30,759</b>	19,123
Legacies and bequests	-	-	-	-
	<b>30,759</b>	-	<b>30,759</b>	19,123

## **3. INCOME FROM OTHER TRADING ACTIVITIES**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	<b>Total</b>
	<b>Funds</b>	<b>Funds</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fundraising events	<b>6,850</b>	-	<b>6,850</b>	17,975
Rental income received	<b>833</b>	-	<b>833</b>	7,661
Restaurant income	-	-	-	16,237
Cynon Linc income	-	-	-	1,338
	<b>7,683</b>	-	<b>7,683</b>	43,211

#### **4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2021 £</b>	<b>Total 2020 £</b>
<b><u>Rhondda Cynon Taf CBC</u></b>				
Core Funding	21,128	-	21,128	21,128
Information and Advice	-	53,005	53,005	68,623
Independent Advocacy	-	40,455	40,455	40,000
Ysbyty George Thomas	-	15,472	15,472	-
Community & Day Unit Resource Centre	-	145,379	145,379	143,514
Food Support	-	1,000	1,000	-
Friends in Need	-	500	500	-
OPAG Support	-	2,700	2,700	5,000
	<b>21,128</b>	<b>258,511</b>	<b>279,639</b>	<b>278,265</b>
<b><u>Cwm Taf Morgannwg HB</u></b>				
Better @ Home Service	-	195,176	195,176	191,353
Hospital Discharge Service	-	115,193	115,193	113,525
Ysbyty George Thomas	-	18,372	18,372	18,372
Hospital to Home	-	72,000	72,000	72,000
Winter Funding	-	8,000	8,000	-
Rapid Discharge	-	47,000	47,000	-
Enhanced Discharge	-	9,400	9,400	-
Vaccination Transportation	-	44,939	44,939	-
	-	<b>510,080</b>	<b>510,080</b>	<b>395,250</b>
<b><u>Regional Partnership Board</u></b>				
ICF Capital – Cynon Linc	-	1,146,957	1,146,957	50,000
Keeping in Touch	-	60,359	60,359	-
Engagement & Capacity	-	6,300	6,300	-
Transformation Funding – COVID Response	-	37,568	37,568	-
	-	<b>1,251,184</b>	<b>1,251,184</b>	<b>50,000</b>
<b><u>Voluntary Action Merthyr Tydfil</u></b>				
ICF – Volunteer Service	-	13,241	13,241	4,414
COVID Recovery Grant – Volunteer Service	-	10,700	10,700	-
Dementia – Information & Advice	-	4,427	4,427	-
	-	<b>28,368</b>	<b>28,368</b>	<b>4,414</b>

#### 4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES (CONTINUED)

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
<b><u>Community Foundation Wales</u></b>				
Research Project	-	5,000	5,000	-
Respond & Recover	-	19,700	19,700	-
	-	24,700	24,700	-
<b><u>Other</u></b>				
Bridgend CBC – Bridgend Resource Centre	-	25,562	25,562	21,503
The National Lottery	-	64,000	64,000	86,000
Community Fund – Cynon Linc	-			
Merthyr Tydfil - Activities	-	24,921	24,921	-
Co-ordination	-			
Rayne Foundation	-	4,000	4,000	-
WCVA – Michael Sheen Storm	-	5,000	5,000	-
Dennis Fund	-			
Welsh Government - Foundational Economy Simply Together	-	55,807	55,807	4,232
WCVA – Voluntary Services Emergency Fund	-	18,640	18,640	-
Cwm Taf Morgannwg Mind – COVID Response	-	4,173	4,173	-
Pen y Cymoedd – Cynon Linc	-	1,000	1,000	29,000
Dunhill Medical Trust – Cynon Linc	-	-	-	50,000
Interlink – Volunteer Training	-	2,250	2,250	-
Other Income	8,258	-	8,258	15,453
Nail Cutting	22,737	-	22,737	51,611
Hope Project	12,400	-	12,400	-
HMRC Furlough Income	12,475	-	22,737	-
Salary Recharge	-	-	-	1,303
Momentum Furniture	-	-	-	14,588
ICF Dementia Engagement	-	-	-	3,000
	55,870	205,353	261,223	276,690
<b>Total Incoming Resources</b>	<b>76,998</b>	<b>2,278,196</b>	<b>2,355,194</b>	<b>1,004,619</b>



**Age Concern Morgannwg Limited**  
**Notes to the Financial Statements**  
**for the year ended 31 March 2021**

**5. INCOME FROM OTHER TRADING ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Bank interest receivable	225	-	225	1,437
Trading subsidiary income	272	-	272	251
	<u>497</u>	<u>-</u>	<u>497</u>	<u>1,688</u>

**6. COST OF CHARITABLE ACTIVITIES**

	Staff Costs	Premises	Other	Total 2021	Total 2020
	£	£	£	£	£
Expenditure on raising funds	-	-	3,665	3,665	5,973
	<u>-</u>	<u>-</u>	<u>3,665</u>	<u>3,665</u>	<u>5,973</u>

	Total 2021 £	Total 2020 £
<b>Direct costs – Information and supporting people</b>		
Wages and salaries	728,708	569,039
Establishment costs	10,671	33,043
Repairs, maintenance & IT	9,511	10,797
Restaurant costs	-	8,429
Office expenses	12,940	14,434
Printing, postage and stationery	6,775	9,700
Corporate costs and sundry expenditure	20,752	9,710
Voluntary mileage	1,066	1,400
Motor and travel expenses	17,273	26,285
Advertising and promotion	14,636	12,275
Personal Protective Equipment	13,173	-
Legal, professional and training costs	25,503	26,457
Bank charges	658	73
Depreciation	23,694	22,049
Irrecoverable VAT	5,973	12,525
	<u>891,333</u>	<u>756,216</u>
<b>Support costs – Information and supporting people</b>		
Wages and salaries	54,097	149,231
Establishment costs	5,746	17,793
Repairs, maintenance & IT	5,121	5,814
Office expenses	6,968	7,772
Printing, postage and stationery	3,648	5,223
Travel and subsistence	9,301	14,153
Governance costs	10,587	18,102
	<u>95,468</u>	<u>218,088</u>
<b>Total direct and support costs</b>	<u>986,801</u>	<u>974,304</u>

## **6. COST OF CHARITABLE ACTIVITIES – CONTINUED**

<b>Support cost</b>	<b>Basis of allocation</b>
Wages and salaries	Core salaries of directorship and key, non-project management
Establishment costs	35% of weekly working hours are for office based staff
Repairs and maintenance	35% of weekly working hours are for office based staff
Office expenses	35% of weekly working hours are for office based staff
Travel and subsistence	35% of weekly working hours are for office based staff
Printing, postage and stationery	35% of weekly working hours are for office based staff
Governance costs	Governance for audit, accountancy and trustee costs incurred

Included within governance costs are any costs associated with the strategic as opposed to day-to-day management of the Charitable Group's activities. These costs will include any employee benefits for trusteeship, the cost of charity employees involved in meetings with trustees, the cost of any administrative support provided to the trustees, and costs relating to constitutional and statutory requirements including audit and preparation of statutory accounts.

Support costs are allocated between unrestricted and restricted funds on the following basis:

As the Charitable Company has one charitable activity all support costs are allocated to this activity.

## **7. NET INCOME/(EXPENDITURE)**

Arrived at after charging/(crediting)

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Operating lease rentals	<b>17,120</b>	25,244
Depreciation	<b>23,694</b>	22,049
Fees payable to auditor for:		
- audit services rendered	<b>6,250</b>	6,250
- assurance services rendered	<b>-</b>	-

## **8. EMPLOYEES' REMUNERATION**

### **a. Staff costs**

	<b>Total</b>	<b>Total</b>
	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Staff costs during the period were:		
Wages and salaries	730,213	662,068
Social security costs	31,568	31,441
Other pension costs	21,024	24,761
	<u>782,805</u>	<u>718,270</u>
Staff redundancy costs	-	-
	<u>782,805</u>	<u>718,270</u>

No redundancy costs were paid in the year to 31 March 2021. Redundancy costs are recognised in the period to which they relate. At the balance sheet date there were no outstanding liabilities arising as a result of a reorganisation in the year.

### **b. Staff numbers**

The average number of persons employed by the charitable company during the period was as follows:

	<b>2021</b>	<b>2020</b>
	<b>No.</b>	<b>No.</b>
Charitable activities	49	46
Support	3	3
Governance	1	1
	<u>53</u>	<u>50</u>

### **c. Higher paid staff**

No employees had employee benefits in excess of £60,000 (2020: £60,000). Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The charity trustees were not paid or received any other benefits from employment with the charity or its subsidiary in the current or comparative year. Trustees were reimbursed travel expenses of £ (2020: £792). No charity trustee received payment for professional or other services supplied to the charity (2020: £Nil).

### **d. Key management personnel**

Key management personnel are considered to be those personnel who are not trustees but sit within key operational and strategic roles within the Charitable Company.

The total employment benefits of the key management personnel were £160,468 (2020: £98,386) which consisted of gross pay, employers' national insurance and employers' pension cost.

**Age Concern Morgannwg Limited**  
**Notes to the Financial Statements**  
**for the year ended 31 March 2021**

**9. TAXATION**

As a registered Charitable Company, Age Concern Morgannwg Limited is entitled to the exemptions from taxation in respect of income and capital gains received within Sections 478 - 489 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that these are applied to its charitable objects purposes only.

**10. CHARITABLE COMPANY RESULTS**

The Charitable Company has taken advantage of Section 408 of the Companies Act 2006 and has not included its own income and expenditure accounts in these financial statements. The results of Age Concern Morgannwg Limited (the Charitable Company) are:

	<b>Total 2021 £</b>	<b>Total 2020 £</b>
Total incoming resources	2,393,861	1,068,390
Total resources expended	(989,887)	(979,659)
Net outgoing resources and Net movement in funds	<u>1,403,974</u>	<u>88,731</u>
<b>Funds:</b>		
At 1 April 2020	<u>531,203</u>	<u>442,472</u>
At 31 March 2021	<u>1,935,177</u>	<u>531,203</u>

**11. TANGIBLE FIXED ASSETS (GROUP & CHARITY)**

	<b>Long leasehold property improvements £</b>	<b>Assets under construction £</b>	<b>Motor Vehicles £</b>	<b>Fixtures, fittings &amp; equipment £</b>	<b>Total £</b>
<b>Cost</b>					
At 1 April 2020	123,886	-	36,567	57,604	218,057
Additions	22,228	1,115,740	-	23,626	1,161,594
At 31 March 2021	<u>146,114</u>	<u>1,115,740</u>	<u>36,567</u>	<u>81,230</u>	<u>1,379,651</u>
<b>Depreciation</b>					
At 1 April 2020	5,336	-	10,665	29,719	45,720
Charged in year	1,372	-	9,142	13,180	23,694
At 31 March 2021	<u>6,708</u>	<u>-</u>	<u>19,807</u>	<u>42,899</u>	<u>69,414</u>
<b>Net book values</b>					
At 31 March 2021	<u>139,406</u>	<u>1,115,740</u>	<u>16,760</u>	<u>38,331</u>	<u>1,310,237</u>
At 31 March 2020	<u>118,550</u>	<u>-</u>	<u>25,902</u>	<u>27,885</u>	<u>172,337</u>

## **12. INVESTMENTS – LONG-TERM**

	<b>31 March 2021</b>		<b>31 March 2020</b>	
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Cost at 1 April 2020 and 31 March 2021	-	2	-	2

### **Subsidiary undertakings**

	<b>Country of Incorporation</b>	<b>Principal Activity</b>	<b>Class</b>	<b>%</b>
<b>Age Concern Morgannwg Trading Limited</b> (Company Number: 03942402)	England & Wales	General commercial activities to include insurance, funeral plans and equity release commission	Ordinary	100
			<b>2021</b>	<b>2020</b>
			<b>£</b>	<b>£</b>
Capital and reserves			<b>3,830</b>	<b>4,148</b>
(Loss) for the year			<b>(318)</b>	<b>(357)</b>

This subsidiary's results are included in these consolidated financial statements.

The charity also has an interest in the following:

	<b>Country of Incorporation</b>	<b>Address</b>	<b>Ownership</b>	<b>%</b>
<b>Age Concern Morgannwg</b>	Dormant Charity	5-7 Mill Street Pontypridd Rhondda Cynon Taff CF37 2SN	Unincorporated	100

## **13. INVESTMENTS – SHORT-TERM**

	<b>31 March 2021</b>		<b>31 March 2020</b>	
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Cash deposits	<b>102,129</b>	<b>102,129</b>	<b>154,511</b>	<b>154,511</b>

**Age Concern Morgannwg Limited**  
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**14. DEBTORS**

	31 March 2021		31 March 2020	
	Group	Charity	Group	Charity
	£	£	£	£
Trade debtors	202,086	202,086	95,892	95,892
Amounts owed by group undertakings	-	8,167	-	7,667
Prepayments and accrued income	31,270	31,270	17,593	17,593
Recoverable VAT	205,071	205,071	-	-
	<b>438,427</b>	<b>446,594</b>	<b>113,485</b>	<b>121,152</b>

**15. CREDITORS: AMOUNTS DUE WITHIN ONE YEAR**

	31 March 2021		31 March 2020	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	439,384	439,384	4,222	4,222
Accruals and deferred income	27,556	27,556	38,640	38,640
Social security and other taxes	13,195	13,195	11,415	11,415
	<b>480,135</b>	<b>480,135</b>	<b>54,277</b>	<b>54,277</b>

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

	31 March 2021		31 March 2020	
	Group	Charity	Group	Charity
	£	£	£	£
As at 1 April 2020	26,909	26,909	88,188	88,188
Amounts released to incoming resources	(26,909)	(26,909)	(88,188)	(88,188)
Amounts deferred in the year	-	-	26,909	26,909
As at 31 March 2021	<b>-</b>	<b>-</b>	<b>26,909</b>	<b>26,909</b>

**16. ANALYSIS OF FUNDS (GROUP)**

	Balance at			Gains, losses and	Balance at
	31-Mar	Incoming	Resources	Transfers	31-Mar
	2020	resources	expended		2021
	£	£	£	£	£
<b>Designated funds</b>					
Age Connects Wales	2,000	-	-	-	2,000
Development of Trading Opportunities	25,000	-	-	-	25,000
Disaster recovery	20,000	-	-	-	20,000
Digital	-	-	-	30,000	30,000
Cynon Linc Relocation	-	-	-	50,000	50,000
	<b>47,000</b>	<b>-</b>	<b>-</b>	<b>80,000</b>	<b>127,000</b>
<b>Unrestricted funds</b>					
General funds	<b>306,820</b>	<b>115,937</b>	<b>(120,016)</b>	<b>(80,000)</b>	<b>222,741</b>

**16. ANALYSIS OF FUNDS (GROUP) (CONTINUED)**

	Balance at 31-Mar 2020 £	Incoming resources £	Resources expended £	Gains, losses and Transfers £	Balance at 31-Mar 2021 £
<b>Restricted funds</b>					
<b><u>Rhondda Cynon Taf CBC</u></b>					
Information and Advice	-	53,005	(53,005)	-	-
Independent Advocacy	-	40,455	(40,455)	-	-
Ysbyty George Thomas	-	15,472	(15,472)	-	-
Community & Day Unit Resource Centre	-	145,379	(116,641)	-	28,738
Food Support	-	1,000	(723)	-	277
Friends in Need	-	500	(500)	-	-
OPAG Support	-	2,700	(2,700)	-	-
	-	258,511	(229,496)	-	29,015
<b><u>Cwm Taf Morgannwg HB</u></b>					
Better @ Home Service	-	195,176	(176,736)	-	18,440
Hospital Discharge Service	-	115,193	(95,260)	-	19,933
Ysbyty George Thomas	-	18,372	(16,362)	-	2,010
Hospital to Home	-	72,000	(52,203)	-	19,797
Winter Funding	-	8,000	-	-	8,000
Rapid Discharge	-	47,000	-	-	47,000
Enhanced Discharge	-	9,400	-	-	9,400
Vaccination Transportation	-	44,939	(19,000)	-	25,939
	-	510,080	(359,560)	-	150,520
<b><u>Regional Partnership Board</u></b>					
ICF Capital – Cynon Linc	124,987	1,146,957	(1,328)	-	1,270,616
Keeping in Touch	-	60,359	(27,620)	-	32,739
Engagement & Capacity	-	6,300	-	-	6,300
Transformation Funding – COVID Response	-	37,568	(37,568)	-	-
	124,987	1,251,184	(66,516)	-	1,309,655
<b><u>Voluntary Action Merthyr Tydfil</u></b>					
ICF – Volunteer Service	783	13,241	(13,241)	-	783
COVID Recovery Grant – Volunteer Service	-	10,700	(5,553)	-	5,147
Dementia – Information & Advice	-	4,427	(1,656)	-	2,771
	783	28,368	(20,450)	-	8,701

**Age Concern Morgannwg Limited**  
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**16. ANALYSIS OF FUNDS (GROUP) (CONTINUED)**

	Balance at 31-Mar 2020 £	Incoming resources £	Resources expended £	Gains, losses and Transfers £	Balance at 31-Mar 2021 £
<b><u>Community Foundation</u></b>					
<b><u>Wales</u></b>					
Research Project	-	5,000	(3,300)	-	1,700
Respond & Recover	-	19,700	(1,158)	-	18,542
	-	24,700	(4,458)	-	20,242
<b><u>Other</u></b>					
Bridgend CBC – Bridgend Resource Centre	5,759	25,562	(25,562)	-	5,759
National Lottery Community Fund – Cynon Linc	-	64,000	(60,104)	-	3,896
Merthyr Tydfil – Activities Co-ordination	-	24,921	(24,921)	-	-
Rayne Foundation	-	4,000	(3,237)	-	763
WCVA – Michael Sheen	-	5,000	(1,007)	-	3,993
Storm Dennis Fund	-				
Welsh Government - Foundational Economy Simply Together	-	55,807	(50,756)	-	5,051
WCVA – Voluntary Services Emergency Fund	-	18,640	(18,640)	-	-
Cwm Taf Morgannwg Mind – COVID Response	-	4,173	(2,700)	-	1,473
Pen y Cymoedd – Cynon Linc	-	1,000	(1,000)	-	-
Dunhill Medical Trust – Cynon Linc	49,989	-	(44)	-	49,989
Interlink – Volunteer Training	-	2,250	(2,000)	-	250
	55,748	205,353	(189,970)	-	71,131
<b>Total Restricted Funds</b>	<b>181,518</b>	<b>2,278,196</b>	<b>(870,450)</b>	<b>-</b>	<b>1,589,264</b>
<b>Total Funds</b>	<b>535,338</b>	<b>2,394,133</b>	<b>(990,466)</b>	<b>-</b>	<b>1,939,005</b>

Included within the above general funds are funds of the subsidiary amounting to £3,830 (2020: £4,148), all of which are unrestricted.

**Designated Funds**

ACW	For Age Concern Morgannwg share of funding costs of ACW.
Developing of Trading Opportunities	To facilitate new trading opportunities for the charity.



## **16. ANALYSIS OF FUNDS (GROUP) (CONTINUED)**

Disaster Recovery	To fund any unforeseen, emergency costs relating to the information technology infrastructure, premises costs or loss of business as a result of fire, flood or malicious content.
Digital	To support the charity's plans to improve access to and use of digital solutions for staff, volunteers, and customers. The aim of digitalisation is to align with and deliver on the strategic objectives of the organisation and achieve efficiency and boost resources.
Cynon Linc Relocation	To support costs associated with the charity's relocation to a new headquarters at Cynon Linc. Specifically, these funds will be used to support additional travel costs incurred by staff to their place of work and for the physical relocation of furniture from one site to another.
<b><u>Unrestricted funds</u></b>	General funds that are available for use at the trustees' discretion in furtherance of the objectives of the Charitable Company.
<b><u>Restricted Funds</u></b>	
Rhondda Cynon Taff CBC - Information and Advice	Funding to provide specialist advice on casework to people aged 50+ on issues such as welfare benefits, care homes and charging procedures, housing and tenancy, and managing financial affairs;
Rhondda Cynon Taff CBC - Independent Advocacy	Funding to provide independent advocacy to adults and/or their carers aged 50 and over who meet the criteria of having a care and support plan or requiring support to access the information, advice and assistance service.
Rhondda Cynon Taff CBC - Ysbyty George Thomas	Funding to promote independence and inclusion by providing meaningful activities and support to individuals who have dementia and attend the Day Centre.
Rhondda Cynon Taff CBC - Community & Day Resource Centre	Funding to provide ancillary support to local authority day care settings and social care teams to ensure older people benefit from therapeutic, meaningful activities whilst visiting day opportunities, and to continue providing support to those beneficiaries in the community where appropriate.
Rhondda Cynon Taff CBC - Food Support	Funding for 'welcome home food packs' for when patients are discharged from hospital. The packs are free at the point of delivery and include food provisions to support the older person through the initial time of being home.
Rhondda Cynon Taff CBC - Friends in Need	Funding to support and market our volunteer befriending service.
Rhondda Cynon Taff CBC - OPAG Support	Funding to oversee the activity of the five 50+ Forums in RCT. The funding is to help support running costs and event costs.
Cwm Taf Morgannwg HB - Better @ Home Service	Funding to support the safe discharge home from Prince Charles Hospital and ongoing support required to return to independent living, as well as the provision of community support throughout Merthyr and RCT to provide early intervention and support to people considered to be at risk of hospital admission, suffering from isolation and /or depression, and dementia and related conditions.

**16. ANALYSIS OF FUNDS (GROUP) (CONTINUED)**

Cwm Taf Morgannwg HB - Hospital Discharge Service	Funding to support the safe discharge home from Princess of Wales Hospital and ongoing support required to return to independent living as well as the provision of community support throughout Bridgend to provide early intervention and support to people considered to be at risk of hospital admission, suffering from isolation and /or depression, and dementia and related conditions.
Cwm Taf Morgannwg HB - Ysbyty George Thomas	Funding to promote independence and inclusion by providing meaningful activities and support to individuals who have dementia and attend the Day Centre.
Cwm Taf Morgannwg HB - Hospital to Home	Funding to allow the Charitable Company to continue to provide the early discharge service in the Royal Glamorgan Hospital and Prince Charles Hospital.
Cwm Taf Morgannwg HB - Winter Funding	Funding to provide additional support for those aged 50 and over the winter period.
Cwm Taf Morgannwg HB - Rapid Discharge	Funding to provide activity provision and prepare patients for discharge from the field hospital in Bridgend.
Cwm Taf Morgannwg HB - Enhanced Discharge	Funding to introduce an additional shift in our hospital discharge team in Bridgend to alleviate delayed transfers of care and ensure increased discharged support from AMU.
Cwm Taf Morgannwg HB - Vaccination Transportation	Funding to provide a vaccination transport service, free at the point of delivery, for anyone struggling to get to their COVID-19 vaccination appointment.
Regional Partnership Board - ICF Capital - Cynon Linc	Welsh Government funding to support large capital projects that contribute to Health and Social Care.
Regional Partnership Board - Keeping in Touch	Funding to provide keeping in touch activities in community hospitals in RCT for patients to stay connected with family and friends whilst in hospital, as well as supporting clinical teams to improve patient wellbeing with the provision of activities.
Regional Partnership Board - Engagement & Capacity	Funding to complete a piece of research that identifies the best communication practices and tools to engage and inform priority groups across Cwm Taf Morgannwg.
Regional Partnership Board - Transformation Funding - COVID Response	Funding for a single point of access hub, in collaboration with third sector partners, providing mental health support to people across RCT.
Voluntary Action Merthyr Tydfil - ICF – Volunteer Service	Revenue funding to deliver befriending services to support lonely and isolated individuals across RCT and Merthyr Tydfil via the Reaching Out Project.
Voluntary Action Merthyr Tydfil - COVID Recovery Grant - Volunteer Service	Funding to be better prepared, and provide vital support, to both our volunteers and those who our volunteers support, in order to sustain volunteering through the pandemic recovery.

## **16.ANALYSIS OF FUNDS (GROUP) (CONTINUED)**

Voluntary Action Merthyr Tydfil - Dementia – Information & Advice	Funding was secured to provide 40 sensory boxes at Christmas for older people living with Dementia who would not have received a gift. The sensory boxes contained several items linked to the senses and occupation and consisted of a Christmas Eve box that included twiddle muffs, jingle bells, selection packs, shortbread biscuits, body sprays, Adult colouring books & pencils. These were distributed before Christmas by staff and volunteers to service users.
Community Foundation Wales - Research Project	Funding to complete research projects into the expectations of older age and funding secured for a full time administrator focussed on providing an element of core support within the organisation alongside strengthening the organisations monitoring and evaluation of all services.
Community Foundation Wales - Respond & Recover	Funding to provide support to communities in responding to and recovering from the effects of the COVID pandemic.
Bridgend CBC – Bridgend Resource Centre	Funding to promote independence and inclusion by providing meaningful activities and support to individuals who have dementia and attend the Council's Day Services at Bridgend Resource Centre.
The National Lottery Community Fund – Cynon Linc	Community Asset Transfer Programme to provide revenue and capital funding to deliver the Cynon Linc Project.
Merthyr Tydfil Activities Co-ordination	Funding to promote independence and inclusion by providing meaningful activities and support to individuals who have dementia.
Rayne Foundation	Funding to replace equipment destroyed by Storm Dennis.
WCVA – Michael Sheen Storm Dennis Fund	Funding to replace equipment destroyed by Storm Dennis.
Welsh Government - Foundational Economy Simply Together	Simply Together works closely with the Rhondda GP cluster and wellbeing co-ordinators, to support individuals to attend medical appointments, engage in activities in the community, and provide support with all aspects of managing the home.
WCVA - Voluntary Services Emergency Fund	Funding to provide support to older people, via volunteers, to stay safe, healthy and connected during the pandemic. This included ensuring older people had access to food, essential items and medication.
Cwm Taf Morgannwg Mind - COVID Response	Funding for a single point of access hub, in collaboration with other third sector partners, providing mental health support to people across RCT.
Pen y Cymoedd – Cynon Linc	Revenue funding to support the delivery of the Cynon Linc Project.
Dunhill Medical Trust – Cynon Linc	Capital funding to support the Cynon Linc project.
Interlink Volunteer Training	Funding to provide free training to volunteers throughout RCT on telephone befriending and dementia awareness.

## **17. LEGAL STATUS OF THE CHARITABLE COMPANY**

The Charitable Company is a private company limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the Charitable Company in the event of liquidation. Further information regarding the registered office and the description of its operations and objectives is within the Trustees Annual Report.

## **18. NET ASSET BY FUNDS**

Fund balances at 31<sup>st</sup> March 2021 are represented by:

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds 2021</b>	<b>Total Funds 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	<b>55,091</b>	<b>1,255,146</b>	<b>1,310,237</b>	<b>172,337</b>
Current assets	<b>347,767</b>	<b>761,136</b>	<b>1,108,903</b>	<b>417,278</b>
Current liabilities	<b>(53,117)</b>	<b>(427,018)</b>	<b>(480,135)</b>	<b>(54,277)</b>
Provisions for liabilities	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total net assets</b>	<b>349,741</b>	<b>1,589,264</b>	<b>1,939,005</b>	<b>535,338</b>

## **19. LEASE COMMITMENTS**

### **Operating Leases**

At the 31<sup>st</sup> March 2021, the total of the Group's future minimum lease payments under non-cancellable operating leases was:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Amounts due within one year	<b>34,773</b>	<b>21,075</b>
Amounts due between one and five years	<b>49,579</b>	<b>50,645</b>
Amounts due after five years	<b>-</b>	<b>-</b>
	<b>84,352</b>	<b>71,720</b>

## **20. CAPITAL COMMITMENTS**

The Charitable Company had outstanding capital commitments where there was a contractual obligation in relation to the Cynon Linc Construction Project totalling £731,866 (2020: £nil) at the 31<sup>st</sup> March 2021.

## **21. PENSIONS**

Charitable Company operates a defined contribution pension scheme. The pension costs charged for the period presents contributions payable by the Charitable Company to the scheme and amounted to £21,024 (2020: £24,761).

There were outstanding contributions totalling £4,629 (2020: £3,177) at the year end. The method of allocating the liability and expense is outlined under note 6 relating to support costs, but also on the basis of staff members who are working directly on restricted activities.

## **22. RELATED PARTY TRANSACTIONS**

The Charitable Company is an active member of the Age Connects Partnership in Wales. The Partnership is made up of independent and autonomous Age Concern organisations, which share common aims and values working together to add value to the work and role of Age Concern in Wales.

The Charitable Company has claimed exemption under FRS 102 from disclosing intra group transactions with its wholly owned subsidiary entities.

## **23. LEGACIES**

The Charitable Company recognise legacy income when conditions for entitlement are met, the amount is quantifiable, and receipt of the income is probable.