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Information & Advice



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# Annual Report

## 2024/2025

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Age Connects Morganwg helps older people in Bridgend, Merthyr Tydfil and Rhondda Cynon Taf.  
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## Chair's Foreword

At Age Connects Morgannwg, we believe all older people should have access and opportunities to engage in social activities that help reduce feelings of loneliness and isolation; that they should have sufficient income to afford food, warmth and shelter and have the opportunity to work, participate and make choices about their life. We believe they should be protected from financial, emotional, psychological, physical, or sexual exploitation, neglect and abuse and that they should be listened to and have their wishes respected when decisions are made about their independence, including where they live and who cares for them.

Our strategy for 2023-2026 entitled Together for Older People, clearly sets out a programme of work to deliver the strategic priorities that reflect our ambition and aspirations for older people. This Annual Report describes the progress we have made during the reporting year 1st April 2024 to 31st March 2025 and are continuing to make in delivering on these priorities, through established services and new work programmes. During the reporting period, 111,271 people used our services, attended our events, and engaged in our work. This includes 100,306 contacts made at our Cynon Linc Community Hub.

Since opening its doors in 2021, Cynon Linc has recorded 288,017 contacts, with numbers of beneficiaries growing annually. The ongoing success of the Hub is due to the fantastic work of the Cynon Linc team who, with extremely limited resources and an ambitious income generation target, have worked tirelessly to develop a truly inclusive programme. Many of our visitors return daily or weekly to eat in the restaurant, attend classes or visit one of our many partner providers. The whole ethos of Cynon Linc is that it is representative of the community it serves, that the activities delivered there reflect what people want and that those activities promote a sense of belonging, of community cohesion and ownership of the Hub's success.

Across our charity services, we worked with 13,320 people to access information, advice and support that improved their quality of life, helped them regain their independence or gave them a stronger voice, compared to 13,627 in the previous year. This is a slight decrease in the previous year, which reflects the cessation of our Joint working in Teams service in March 2024. However, our Information and Advice/welfare rights service assisted an additional 3,000 people compared to the previous year, thanks to our Community Caseworker Service.







We helped raise £2,992,309 in welfare benefits for people who were living in poverty or struggling to pay for the care and support they needed to live independently, compared to £1,734,789 in the previous year. This is a 53% increase and reflects the impact of cost-of-living pressures and the outcome of our campaign to raise awareness about the help and support available through a range of schemes and entitlements.

Across the UK, news bulletins have reported on the unprecedented pressure faced by the NHS and social care system, from ambulance waiting times to delayed transfers of care for those who need ongoing care and support in the community. For over three decades, the charity has provided effective and impactful hospital to home and preventative services that help older people live independently at home. Since publishing 'Passing the Baton' in 2008, Welsh Government has been building on its commitment to improve hospital discharge planning and in 2018 the Discharge to Recover and Assess Model was introduced. This model was supported by a Hospital to Home Community of Practice, of which the charity is a member, who published key learning and practice examples of whole system approaches that worked well across Wales.

The charity has continued to deliver the Trusted Assessor Project as part of the multi-disciplinary discharge planning team in general hospitals. Using Welsh Government Regional Integrated funding, the CTM Regional Partnership Board commissioned the charity to deliver the Home First Trusted Assessor Team from April 2024. Our community-based Support Worker Team has collaborated seamlessly with the Trusted Assessor team in providing the essential low-level, short-term support that can make such an enormous difference to the confidence of older people returning home after a hospital stay.

As a generic charity for older people, our work often touches the lives of people living with dementia, both as the person with the diagnosis and those who provide their care and support. In 2021, the All-Wales Dementia Care Pathway of Standards was published, which set out twenty standards aimed at improving dementia care for individuals and their carers and providing a clear pathway towards implementing effective standards in dementia care by 2023. Standard twelve requires that 'People living with dementia and their carers will have a named contact (connector) to offer support, advice and signposting, throughout their journey from diagnosis to end of life.' In 2023, the Regional Partnership Board commissioned the charity to deliver the dementia connector service through its new Dementia Matters Programme and the service was re-funded for 2024-25. This report demonstrates the incredible difference being made by our Memory and Wellbeing Guides and the Dementia Matters Team.

More generally, we have continued to deliver services and support that focus on the health and wellbeing of older people who are experiencing feelings of loneliness or isolation. Our Volunteering Matters Programme offers something for everyone, whether it be face to face befriending through our Companions service or by more traditional written means through the Pen-Pal scheme. Our Volunteers work right across the organisation, as befrienders, admin support, catering assistants, play facilitators, activities co-ordinators and entertainers. I should take this opportunity to thank our incredible volunteer workforce for their dedication, their compassion and most importantly, their time.

Our understanding of new opportunities that deliver for older people has never been stronger, or clearer, thanks to the work of our engagement and public affairs team. Through our Chief Executive, the charity continues to contribute to local, regional and national conversations on the issues that affect older people, providing a strong voice on issues such as access to public transport, access to care and support and on the impact of changes to healthcare provision or amenities like refuse collection and public toilets.

The achievements and impact described in this report are testament to the dedication and resilience of our executive team who have experienced one of the most challenging periods in the charity's history, largely due to unprecedented challenges in recruiting into senior leadership vacancies. I would like to extend my personal thanks to our Senior Leadership Team, Rachel, Jon and Karen for their superb teamwork, for their leadership and support of one another throughout the year. Despite the challenges they have faced and their considerably reduced number, they have strength in depth of knowledge, creativity and tenacity resulting in their ability to achieve great things by working together. We have also benefited from the services of Allyson Griffiths and Denise Havard, both of whom stepped in to support the team with finance and project management.



In June 2025, our Chief Executive, Rachel Rowlands, announced that she was leaving Age Connects Morgannwg after 20 years of service. While we are, of course, sad to see Rachel go, this is a moment of celebration and recognition. Her contribution - not just to ACM, but to the wider voluntary sector - has been nothing short of extraordinary. Her leadership, vision, and tireless commitment to improving the lives of older people have left an enduring legacy. Thanks to Rachel, ACM is in a strong and stable position, with solid foundations for the future. Rachel's departure will be deeply felt by colleagues, partners, and the countless individuals and families whose lives she has helped to improve. As she moves into an exciting new role, we offer our heartfelt thanks for her outstanding service - and our very best wishes for the future.

Finally, I would like to thank my fellow Trustees, our wider workforce, paid and voluntary, for their dedication and compassion in the course of our work. None of this would be possible without you.

*Lynda Williams*

**Lynda Williams**

Chair, Age Connects Morgannwg





## Our Vision, Mission & Values



### Our Vision

is to live and work in a society where older people are respected and enabled to meet their aspirations. This plan sets out how we will support older people to meet their aspirations and reach their full potential.



### Our Mission

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



### Our Values

#### *We Listen:*

We put older people at the heart of all we do to achieve the best personal outcomes for those that seek our support. We listen to older people and use what they tell us to be a champion for their rights, dignity and respect.

#### *We Learn:*

We welcome innovation and creative solutions to achieve the results older people want. We are committed to the improvement and growth of the people who work with us through personal development and lifelong learning.

#### *We Care:*

We are compassionate and caring in everything we do. We recognise the diversity of lived experience and will challenge discrimination wherever and whenever we see it. We build relationships on trust, openness and integrity. We support one another to achieve their best.

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).'


# Making a Difference

2024-25  
in Numbers



Changing Attitudes | Improving Lives

 **100,306**  
Visitors to  
Cynon Linc

**1562**   
People welcomed at  
our coffee mornings

**27,353**  
Meals Served  
at the Hyb café 

 **169**  
Home energy efficiency  
assessments completed


**9500**   
LEAP energy  
advice calls made

**£6,166,707**  
in savings and income  
gained by LEAP clients

 **148**  
People living with  
dementia and  
carers supported

**102**   
Active volunteers  
making a difference

 **734**  
Clients assisted with  
hospital discharge

 **5108**  
Christmas cards sent  
through our festive appeal

**1482**  
People helped  
to improve their  
digital skills

**740,030**  
People reached  
via social media

**3736**  
 Nail cutting  
appointments  
delivered

**4016**   
Clients supported with  
information & advice

**£1,575,570**  
in benefits  
successfully  
claimed



**542**  
Befriending  
clients supported  
against loneliness

**53,750**  
Website visitors  
engaged online







## Together for Older People

Our Charity Development department delivers activities and services directly to older people. The team within this department are the heart of our charity – during this last year they have supported some of the most vulnerable people in our area of benefit, through celebrating them, championing them, listening to them, and working alongside them as individuals to understand what is important to them to live as independent, as active and as happy as possible.

Below are some of the achievements these services have accomplished in the last year, evidencing the impact we have made and how much of a difference we make to the lives of older people in Bridgend, Rhondda Cynon Taf and Merthyr Tydfil.

### Leaving No-one Behind

Our Leaving No-one Behind programme comprises three strands of work, Engage, Connect and Sustain.

EngAGE cultivates an environment where older people co-produce community projects, become local activists for change and improvement and create long term social connections. Connect focuses on ensuring older people are taken on the digitalisation journey in a way that they can engage with, identifying barriers and developing solutions. These two strands will feed into Sustain, working towards becoming an accredited Net Zero organisation by 2040 and ensuring that older people are a significant part of this journey. The Engage Project aims to increase and diversify participation of the 50+ community by engaging with individuals and groups not currently using our services. In this reporting period, alongside our Engage Manager, we employed an additional member of staff to support the delivery of the technical element of the project, enabling us to turn our consultation on Digital Exclusion into practical help and support for people.

In the reporting period, we successfully delivered:

#### Connect

- 27 online scams awareness sessions to 251 people, helping them feel more confident going online.
- 44 Digi Café sessions to 123 people. The digi café was originally established at Cynon Linc and has since been rolled out across RCT and includes health and cost of living advice.
- 11 people aged 65+yrs provided with digital support at home, via our partners at Ability Net.

#### Sustain

- Hosted Climate Action Group network at Cynon Linc to engage new members.
- 4 Community groups visited environmental projects.

#### Engage

- Attended 38 events to chat to people about their issues such as The Eisteddfod in Pontypridd
- Established a Teatime Club, based on an idea put forward by 4 local men. This club continues to be popular and helps combat loneliness & isolation during the early evening.
- Launched a Repair Café, ran over 3 sessions on Saturday mornings.
- Developed a Matinee Club where films were screened to event goers: "Best thing in Aberdare for ages", "Can't wait for next one", "First class!"





## Information, Advice and Assistance

This quality assured service offers general and specialist advice and casework 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.
- Money Matters.

During this period, the service supported 4016 people over the phone, at home, in community venues and at our Info Hub in Cynon Linc, Aberdare, raising £1,575,570 in unclaimed entitlements.

**Throughout the reporting period, our place based and community teams have attended the following events:**

- Information Day - Graig Community Centre
- Turning Ponty Blue
- Cost of Living Event - Maerdy Community Centre
- Eisteddfod (Pontypridd)
- Information Event - New Life Church Tonyrefail
- Pension Credit Information Day - Cynon Linc
- Warm Home Event - Bryn Cynon Strategy (LEAP)
- Pension Credit Advice Days in Maerdy, Maesteg, Coychurch, Pontyclun and Pontypridd
- Dementia Action Week - Pontypridd

We have also continued our partnership with LEAP, offering free home energy advice in the community – supporting those at risk of fuel poverty, and helping people stay warm in their homes.





## Home First Programme

Our Better at Home Community Support Workers received 608 referrals during the reporting, providing over 4260 home visits and 6086 hours of support.

This service enables individuals to build confidence in their own home and local community, following a discharge from hospital or to prevent unplanned, emergency readmission. The team provided holistic and person-centred assessments through a 'what matters to me' conversation and worked with older people to seek appropriate community resources and support that made a real, and individual, difference to their life. The Better at Home team received 258 referrals from our own trusted assessor project with the remaining referrals received from social services, other voluntary organisations, family, friends and self-referrals.

Our community support workers supported Bill to access the community independently by building confidence after a stay in hospital and recently being widowed. This support reduced Bill's feelings of loneliness and isolation and also prevented the need for formal care services, allowing Bill to make choices that benefit him and promote his independence.

Our Trusted Assessor project is a new project for Age Connects Morgannwg and focusses on supporting older people leaving hospital. Not only

has this project helped improve NHS performance by assisting with quicker, safer patient discharges – it has also saved NHS staff clinical time by providing information about the home environment and taking on a liaison role with the patient and their family. We have covered this role for clinical staff, meaning they can effectively spend more time on-ward with their patients. We have added value to the patient journey and facilitated an improved patient experience by being a consistent point of contact both in hospital and at home. During this period the Trusted Assessor Team supported NHS staff to assess almost 10,000 patients as part of a multi-disciplinary approach to discharge planning. Our Trusted Assessors play an important and helpful role in ensuring patient flow and digital information is compliant and up to date, thus reducing unnecessary delays and helping to prepare the patient for home. The team provided one to one, intensive support to 743 patients, with 354 of these being referred to our community team for ongoing support after discharge. Our goal is to support patients to regain their confidence and independence at home after a hospital stay, and to work with colleagues across health and social care to reduce the risk of unplanned readmissions to hospital.





## Dementia Matters

Our Memory and Wellbeing Guides have made a significant impact this year, successfully supporting 148 newly diagnosed people living with dementia (PLWD) across Cwm Taff Morgannwg.

Through this initiative, clients have received essential emotional support, connections to other services, valuable information, advice, and a friendly ear. One client poignantly shared, «You feel like my life raft in a stormy sea,» highlighting the profound difference our support has made in their lives.

The project has been instrumental in providing a sense of community and reassurance to those navigating the challenges of dementia. Our dedicated team has worked tirelessly to ensure that every client feels heard, understood, and supported. By offering personalised guidance and referrals to additional resources, we have helped clients and their carers access the services they need to manage their needs effectively.

In addition to our Memory and Wellbeing Guides, our Activities Coordinators have delivered person-centred therapeutic activities in two care homes in Merthyr Tydfil. These activities are designed to enhance social skills, ensuring a better quality of life for residents. The activities include a range of engaging and stimulating exercises tailored to the individual needs of each participant, fostering a sense of accomplishment and joy. Overall, our efforts this year have been focused on improving the lives of those affected by dementia, providing them with the tools and support necessary to navigate their journey with dignity and hope.

## Volunteering Matters

Over the past year, our volunteer led projects have made a significant impact on the lives of older adults across Cwm Taff Morgannwg. Focused on supporting individuals aged 50+ who are experiencing loneliness, isolation, and challenges in connecting with their community, the initiative has reached an impressive 7,104 people.

Our *Reaching Out* project, which includes face-to-face and telephone befriending, currently supports 383 people. Other key activities included a Pen Pal programme connecting 50 people through heartfelt letters, Coffee Mornings with 1,562 attendances, a Christmas Card Appeal reaching 5,108 recipients, and a Shoebox Appeal delivering gifts to 85 individuals. These efforts have brought joy, companionship, and a renewed sense of belonging to many. Our dedicated volunteers have been instrumental, contributing an outstanding 363,271 hours of their time to ensure no one feels forgotten.

One befriending participant shared: *“My volunteer has been a life saver. She is very helpful and pleasant. We have a good chat and a good laugh. I wouldn't manage getting out to places like M&S without her. I'll miss seeing her every week.”*

This year's achievements highlight the power of connection and the importance of community-led support. As we look to the future, we remain committed to expanding our reach and continuing to bring warmth, friendship, and hope to those who need it most.



## Keeping You on Your Feet

Our affordable nail cutting service Simply Nails, which aims to reduce falls and increase independence for older people, continued to thrive with 3,268 appointments provided in 2024-2025, and the team opening new clinics in 4 new venues – responding to the need in those local communities.

In the reporting period we completed our 'Feet First' project aimed at reducing the risk of falls and reduced physical activity for people with dementia because of poor foot and toenail care. The evaluation of the Feet First Project has demonstrated that we can deliver a tailored service for people living with dementia, that is person-centred, preventative, affordable and accessible.

The daughter of a customer with dementia said of the treatment her mother received,

**“** I never thought she would let you touch her feet, but Helen was just wonderful with her. She felt relaxed and happy with the chatting for quite a while before the treatment started”.

Mr W was very unsteady on his feet which resulted in a fall. His family had not seen his feet for some time due to Mr W always wearing slippers. After his fall, and his family realising the extent of his nail growth, he was booked in for his first appointment with the ACM Nail Cutting team. Below are the before and after photos. His appointment took 2 hours, with Mr W delighted with the results and how much more comfortable he felt.







## A Place for Everyone

Cynon Linc is the charity's social enterprise community hub based in the heart of Aberdare. This year the hub has seen an increase in footfall and participation with visitor numbers reaching over 100,000 from people throughout RCT and further afield.

Apr – Jun 2024	23,542
July – Sept 2024	24,284
Oct – Dec 2024	26,094
Jan – Mar 2025	26,386
<b>Total</b>	<b>100,306</b>

Organisations and activities that use the hub on a regular basis include Halifax Outreach, Over 50s Forums, The Samaritans, Maths Tutoring, Rhondda Cynon Taf County Borough Council, Behaviour Support groups, Teacher training, U3A, and 'Education Other than School' art classes.

Throughout this year we have used our community spaces for all sorts of events including NHS 'Don't Fall For It' falls prevention sessions, Head Teacher Interviews, as a Polling Station in April 2024 for the UK Government General Election, awards ceremonies, exercise classes, wakes, baby showers and a hen party afternoon tea along with a summer and winter craft fayre. The diversity of our spaces means that we can cater for groups, large and small. Our Collaboration Suite (seats 12 people) is perfect for meetings, the Discovery Suite which holds up to 50 seats is used for craft classes, choir practice, training courses and Pilates classes. Our Main Hall can accommodate up to 220 people and is where our bigger events bring in people of all ages for sports, entertainment and learning.



## Hyb Restaurant and Coffee Lounge

Our bi-weekly afternoon tea offer was a big hit this year and attracted a new customer base who have continued to support the restaurant on a regular basis. We also enjoyed a number of Supper Clubs where customers experienced an eight-course themed taster menu, prepared by our talented Chef and his team.

The Hyb also partnered with Unite Community to provide funding for hot drinks and meals for their clients who are experiencing homelessness within the Aberdare area.

We continued to offer 'Pay it forward' to those who needed it throughout the year. This service sees customers pay in advance for a meal or hot drink, which can be used by anyone who needs it later. We always ensure anonymity and dignity is upheld for those in receipt of these acts of kindness.

The Hyb hosted another 'Breakfast with Santa' event in 2024 with two fully booked sessions. Children were offered a choice of reindeer pancakes, Christmas tree toast and toppings, or snowflake porridge. Each child visited Santa and received a gift which were all funded by the Sobell Foundation.



## Events

The hub hosts a wide range of events, classes and activities for all ages – ensuring the venue is truly intergenerational - and this year also housed 124 evening and weekend events. These included:

Event	Date	No of Attendees
Comedy Night	06/07/24	44
Adele tribute night	06/12/24	47
Phil Collins tribute night	16/08/24	39
Children's Halloween Disco	30/10/24	154
Murder Mystery (Spring)	20/04/24	34
Murder Mystery (Winter)	30/11/24	52
Christmas Wreath making	23/11/24	32
Summer Fun Day	23/07/24	1006
Christmas Dinner event	14/12/24	69
Pantomime	24/01/25	67





## Little Lincs

Our Little Lincs Stay & Play area continued to grow its audience and activities throughout this year with our employed playworker working closely with local a GP surgery to hold a breast-feeding advice group each week, and also with a group of local childminders to provide a safe, fun-filled session for the children they care for.

We also commissioned Tee2Sugars (a local graffiti artist) to create a new animal themed mural on the walls in the play area. This theme was chosen to compliment a 'Forest-school' themed garden area planned over the next few years.

Events and activities held at Little Lincs this year include Grinchmas Special, Meet & Greet Santa, music mornings, sessions for babies and children with additional learning needs, Christmas Crafts, meet and greet with Stitch, World Book Day celebrations, Valentine's Day biscuit decorating, along with a number of children's birthday parties through our private hire provision.



## Tenants

**We currently have three permanent tenants within the hub:**

- Maendy Place Surgery joined Cynon Linc in August 2022. The surgery operates 4 days a week and brings a number of customers and participants to the hub daily.
- Twisted Willows Holistic Therapies is a family run business that offers Aromatherapy and Reflexology services. The services are available 7 days a week through an online booking portal.
- Barclays Bank in the Community are with us for 3 days per week offering advice and support to their customers. Customers can book appointments or walk in to access their services.

# Amplifying Our Voice

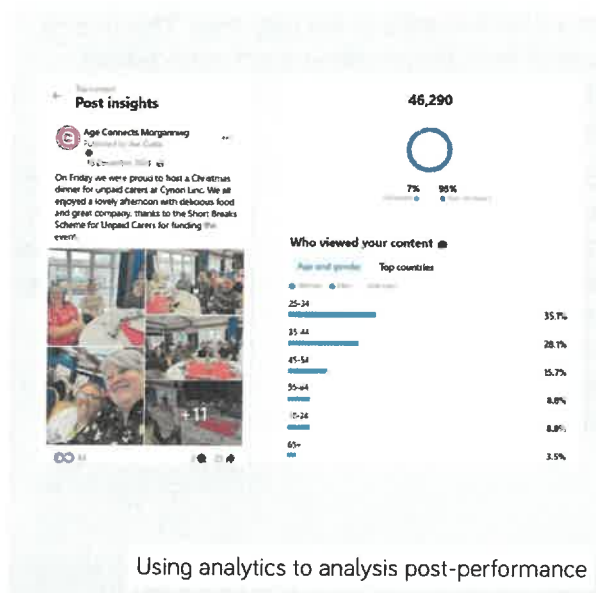
Marketing and communications continue to play a vital role in delivering our organisational mission. These activities are central to raising awareness of our services among both current and prospective service users, building and reinforcing our brand identity, opening new channels for engagement and feedback, and supporting income-generating work such as event ticket sales and partnership development. They also help us grow and diversify our audience, ensuring that our messages reach the communities who need them most.



## Our Approach

Digital platforms - including our websites and social media channels - are now the primary way we connect with audiences. While cost-effectiveness is a benefit, our focus on digital is driven by its speed, reach, flexibility, and ability to foster two-way communication. These tools enable us to respond in real time to emerging issues, tailor messages to specific audiences, and share content in dynamic, engaging ways.

Despite this digital-first approach, inclusion and accessibility remain at the heart of our communications. Recognising that not everyone is online, we continue to produce high-quality printed materials - leaflets, event flyers, and posters - for distribution through GP surgeries, events, community centres, and other local venues. We also maintain a presence in traditional media to ensure our messages are accessible to offline audiences.



## Digital in Action

In 2024-25, our social media channels reached a record 740,030 people, far exceeding what traditional methods could achieve. This growth reflects both increased digital engagement - especially among older adults - and the strength of our content strategy.

Engagement has grown significantly, with more people liking, commenting, and sharing our posts. This not only shows our reach is expanding, but also that our messaging is connecting meaningfully with audiences.

We use analytics to guide our digital output. Understanding where our followers live, along with their gender and age group, helps us make data-informed decisions. It also identifies gaps where offline communications may be needed.

Social media continues to be key in promoting events, celebrating volunteers, recruiting supporters, and signposting people to our services. For many, our digital presence is their first introduction to Age Connects Morgannwg.





## Campaign Highlights

### Christmas Card Appeal | December 2024

This campaign invited people to send Christmas cards with personal messages for older individuals living in residential care. A far-reaching digital campaign helped us reach 164,000+ people and collect 5,108 cards - more than double the previous year. Cards arrived from across the UK, the USA, and New Zealand, highlighting the compassion of the public and the power of digital reach.

### Volunteers' Week | June 2024

We amplified national messages and highlighted the work of our 81 volunteers, while promoting local events. The campaign generated 37,600 impressions and resulted in 13 new volunteer applications, showing how digital storytelling drives real-world outcomes.



## Brand Development

While maintaining the strength of our core brand and colour palette, we also developed complementary project brands - Teatime Club, Matinee Club, and EngAGE - to appeal to new and existing audiences with targeted messaging.



## Digital Transformation

We led a full review of our Customer Relationship Management (CRM) system, working with an external consultant to identify a system fit for the next five years. A supplier has now been selected following a competitive tender and we continue to seek funding to advance the project. In the meantime, a staff-led review of our current CRM has been completed, and a programme of improvements is underway.

We also introduced live chat on our websites, QR codes for easy access, online surveys for feedback, and additional downloadable resources to support users.

We remain committed to evolving our digital marketing - exploring new platforms, improving content, and deepening audience engagement. At the same time, we'll maintain a hybrid approach to ensure accessibility for all. Our goal is clear: to ensure everyone who could benefit from our work knows who we are, what we do, and how to connect - whether online, offline, or somewhere in between.



## Securing the Future

Whilst we value the support of our public sector partners, we must acknowledge that reliance on grant income is high risk and should be balanced with activity which generates profit the charity can use to sustain its future. To achieve this, we will recruit two new roles in 2025/26, an Enterprise Manager to grow and diversify our paid for services and a Fundraising Officer, to increase donations through public and corporate giving.

A joint enterprise and fundraising strategy will provide ACM with potential to generate the unrestricted income required to meet core costs and ensure increased resilience for the charity moving forward. The benefit of creating unrestricted income is more than covering core costs, it will give the charity flexibility to deliver services that respond to people's needs rather than relying on income from public bodies and grant funders. It allows a charity to react quickly, to plan and to have greater leverage when negotiating with other funders.

Fundraising activity during 2024–25 was limited due to vacancies in both our Fundraising Officer and Enterprise Manager roles. However, several staff-led initiatives helped to generate valuable income during the year.

The most successful of these was our weekly Bonus Ball draw, organised by our Volunteer Team, which raised £2,818. Supporters, including individuals who had received help from our Information and Advice Team, contributed a further £2,347 through ad-hoc and regular donations.

We also ran a small number of special fundraising events, including a sponsored walk up Pen y Fan, a Christmas Card Appeal, and our Loneliness Campaign, which together raised £1,222.

**In total, fundraising activity generated £6,387 during the year.**

### Simply Life and Simply Financial

In the absence of an Enterprise Manager during 2024–25, our Simply Life and Simply Financial initiatives remained dormant. However, preparatory work continued in anticipation of a future relaunch. A comprehensive business plan was developed, accompanied by a full suite of marketing materials, positioning us to move forward with new delivery partners in 2025–26.







## Simply Nails

Our nail cutting service, which provides affordable nail cutting services to older people, remains a key service in our charity enterprise provision. Whilst we keep costs low, we aim to make a small profit to provide income to the charity to support projects that older people tell us are important to them. In the reporting period our nail cutting service made a profit of £16,665 which included income from a small grant.



## Path to Net Zero

This year saw the launch of our first Carbon Reduction Strategy. As a charity, we recognise the importance - and the complexity - of balancing environmental responsibility with the delivery of vital services. Managing a busy community hub alongside a dispersed, field-based workforce presents unique challenges. However, our commitment to reducing emissions also brings valuable opportunities, including access to new funding streams, the potential for job creation, and long-term cost savings. It also strengthens our reputation within the community as a forward-thinking and responsible organisation.

We have aligned our targets with the Welsh Government's Net Zero goals, aiming to achieve a 63% reduction in emissions by 2035 and full Net Zero accreditation by 2045 - five years ahead of the UK target. Achieving this will require a phased and strategic approach, but we are confident that the environmental, financial, and reputational benefits will be substantial.

We were also successful in a substantial application to the Welsh Government Communities Facilities Programme. This will fund additional solar panels at Cynon Linc, thus reducing our energy costs and carbon footprint.

## Trust in Our Work

The Charity continues to retain the trust and support of many public sector funders to deliver its work. Special thanks go to Cwm Taf Morgannwg University Health Board, Cwm Taf Morgannwg Regional Partnership, Rhondda Cynon Taf County Borough Council and Merthyr Tydfil County Borough Council for investing in services which help people return home safely from hospital, supporting people living with dementia, ensuring older people get access to good quality information and advice and recognising the importance of meaningful activities for people living in residential care.

New investment from Welsh Government's Single Advice Fund in 2025/26 means that we can expand our provision of community-based social welfare information and advice, linking that work with opportunities to volunteer and for older people to get involved in our work.

With the generous support of the Pen y Cymoedd Vision Fund, we have been able to diversify and grow income opportunities at Cynon Linc by organising more events, experimenting with our restaurant menus and attracting more anchor tenants to share the space. Little Lincs, which opened in 2022, will be replaced by Blossoms day nursery from September 2025, securing a more sustainable future for the space and providing much needed Flying Start places for local pre-school age children.

We continue to engage our customers and the wider public in conversations about what Cynon Linc means to them, what they'd like to use it for and how we can make it better. There is no doubt that increasing annual running costs make it harder for Cynon Linc to be profitable, if we are to keep prices within the reach of our loyal customer base, so new and innovative ways of generating income from our many patrons will be explored in the year ahead.



Llywodraeth Cymru  
Welsh Government



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board



Cwm Taf Morgannwg  
Bwrdd  
Partneriaeth  
Rhanbarthol  
Regional  
Partnership  
Board



**RHONDDA CYNON TAF**



Cyngor Bwrdeistref Sirol  
**MERTHYR TYDFIL**  
County Borough Council



Cronfa Gymunedol Fferm Wynt  
**PEN Y CYMOEDD**  
Wind Farm Community Fund CIC





## Working for Change

Age Connects Morgannwg has long worked with partner organisations to bring about change and improve the lives of older people across our footprint. Close relationships have continued, and new relationships developed, with supportive elected officials who have helped keep the welfare of older people at the forefront of decision making. We have continued to invite politicians across all levels of Government to meet with our CEO, as well as to shadow frontline staff and volunteers, to better understand the support we can provide to their constituents.

We have responded to a plethora of Government consultations on issues that affect – or might affect – older people. These have included consultations on Assisted Transport, Residential Care, Digital Inclusion, Local Authority Budgets, Active Transport and Hospital Discharge. Our aim is to always share the voice of older people, so that what they tell us is important to them, is fed back to the decision makers who can make a difference.

**Our CEO sits on the following groups, ensuring as a local organisation we have a seat at the table to represent the lived experience of those we support:**

1. Age Connects Wales
2. Cwm Taf Morgannwg Regional Partnership (until 12 June 2025)
3. TSPC Ministerial Advisory Group (until 12 June 2025)
4. TSPC Health, Social Care and Wellbeing Planning Group (until 12 June 2025)
5. CTM 2030 Leaders Network
6. VAMT Third Sector Leader's Network
7. Pension Credit Uptake Campaign Partnership
8. Northern Cynon Valley Development Group
9. RCT Community Support Steering Group



As an organisation we have also been heavily involved in the Pension Credit uptake campaign, a partnership campaign alongside Cwm Taf Morgannwg University Health Board, Citizens Advice RCT and others. The aim of the campaign was to reach the estimated 7,000 people in Cwm Taf Morgannwg not claiming their Pension Credit, to make them aware of their entitlement, and to support them to apply for it. The Innovation Sprint Project successfully identified 689 patients with respiratory health conditions through public health screening; delivered 6,768 instances of outreach support through direct engagement; assessed and supported 1,890 clients, securing additional annualised income totalling £1,655,552. Additionally, we anticipate further annual income gains of £961,103 from pending applications, highlighting the significant financial impact and enhanced support provided to the community of Cwm Taf Morgannwg.



## Building a Resilient Organisation

We continue to deliver our Strategic Plan despite challenges in recruiting to our senior leadership team. Special thanks go to Denise Havard (Special Projects Manager) and Allyson Griffiths (Interim Head of Finance) for stepping into key roles that helped us secure additional funding, manage sustainability projects and which maintained oversight of our finances, respectively.

Volunteers continue to play a vital role in the charity's success and provide support to every aspect of the charity's business. During the year, two volunteers went on to secure paid employment with us, in our Central Support Team and in our Kitchen Crew. We are committed to creating and offering genuine, meaningful opportunities for people to volunteer in a way that makes a difference to their life and adds value to the organisation.

We have continued to recruit staff, trustees and volunteers who reflect the diversity of the society we live in and deliver services to. We have developed policies and work practices which ensure our staff, volunteers and service beneficiaries are represented, treated equitably and with compassion.

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.*

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 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 retained the AQS standard for a further two years in December 2024. Our retention of this standard will continue to demonstrate 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.





# How Can You Help Us?

There are lots of ways to support Age Connects Morgannwg - and every one of them makes a difference. Whether you choose to donate, volunteer your time, share our posts, or simply follow our journey, your support helps us provide vital advice, events, and services for older people across our communities.

## Ways You Can Support Us:



### Donations

- Make a one-off gift
- Set up a monthly donation



### Leave a Legacy

- Remember us in your will
- Request donations in memoriam



### Get Social

- Follow us on social media
- Like, comment on, and share our posts
- Help spread the word



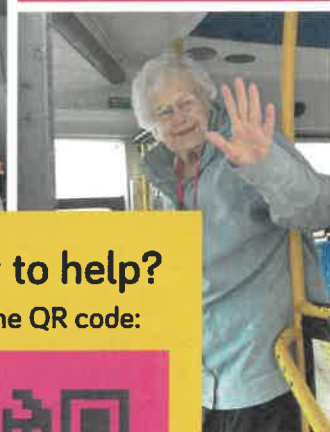
### Volunteer With Us

- Become a befriender
- Help as a community driver
- Support at events
- Lend a hand in our offices



### Choose Our Services

- Visit our café at Cynon Linc
- Come along to our events
- Book a nail-cutting appointment
- Use our trusted estate planning service



### Ready to help?

Scan the QR code:



Or visit [www.ageconnectsmorgannwg.org.uk/volunteer](http://www.ageconnectsmorgannwg.org.uk/volunteer)

Age Connects Morgannwg. Reg Charity No. 1129973. Company. No. 6717361.



## The Year Ahead

2025-26 is intended to be the final year of the current Strategy, Together for Older People. However, with the prospect of a new CEO joining the organisation at the tail end of 2025, the Board has decided to extend the current strategy to 2027, giving the new senior leadership team time to work with the Board and develop their vision for the future.

The year ahead will be both challenging and exciting as a new CEO is recruited. New appointments to the Head of Charity Development and Finance and Corporate Services Lead roles early in 2025 bring a fresh opportunity to create a resilient and senior team, who can build on the charity's strong position.

Our plan to secure funding to support a Fundraising Officer and Commercial Manager remains very much at the forefront of our efforts, along with digital transformation which will allow us to integrate our systems, creating efficiency and offering an enhanced customer experience.

We have recruited a dedicated Volunteer Co-ordinator to deliver a new Volunteering Strategy as part of our Connected Communities Programme. Our Reaching Out and Keeping in Touch work will continue through the Companions Project and our Befriending Service, bringing together thousands of people through written and in-person opportunities to connect. At Cynon Linc, we look forward to welcoming Blossoms Day Nursery as one of our anchor tenants, who will be providing essential Flying Start places to over 30 children.





Our vision to transform ACM into an agile, financially independent organisation that can swiftly respond to the needs of older people without being constrained by external funding cycles, will be met through the delivery of the following activities:

- Employing a Commercial Manager and Fundraising Officer to drive forward our income generation strategy.
- Developing and deploying a bespoke CRM system.
- Carrying out feasibility of enterprise ideas.
- Implementing enterprise ideas that meet our threshold for making profit.
- Developing and delivering a programme of fundraising events and activities.
- Our database of organisations, people, service engagements, and outcomes is one of our most valuable assets. By consolidating this data into a single, integrated platform, we aim to enhance our ability to support individuals, streamline operations, and unlock new opportunities for income generation.
- To ensure we achieve this goal, we engaged an independent company to review our existing software and applications. Their findings included recommendations for the development of a bespoke system designed to fully realise the potential of our data. Informed by this report, we developed a comprehensive specification and invited tenders for the development and deployment of a fit-for-purpose, custom CRM system.
- The primary objective of the proposed CRM is to create a unified platform that provides a clear, holistic view of ACM's operations and provide a robust, integrated platform offering:
  - **Case Management:** Streamlined tracking and management of cases.
  - **Work Management Dashboards:** Real-time visibility into operations and workflows.
  - **Bookings:** Seamless scheduling and appointment management.
  - **Fundraising and Marketing:** Enhanced tools for donor engagement and campaign management.
  - **Third-Party Integrations:** Seamless connectivity with platforms like Xero and Breathe HR.
  - **Advanced Reporting and Analytics:** Data-driven insights to inform decision-making.
- Looking ahead, we plan to introduce AI-driven tools to further enhance the user experience, improve operational efficiency, and deliver even greater value to our stakeholders.

# Guided by Trust

Age Connects Morgannwg is a charitable company limited by guarantee and operates across the Cwm Taf Morgannwg health board region, which includes Rhondda Cynon Taf, Bridgend and Merthyr Tydfil.

The day to day running of the charity is the responsibility of the staff team, supported by a network of volunteers and overseen by a Board of Trustees. The Trustees make all the decisions on any major expenditure and set the strategic direction for the Charity.

Our current Board of Trustees comprises five Trustees with a range of specialist skills and experience. The Board meets a minimum of 4 times per year to conduct general business plus development sessions and ad-hoc meetings to discuss specific opportunities or risks. The Board has the power to meet online but makes every effort to hold its general board meetings in person.

Trustees regularly review their skills, knowledge and experience to ensure they identify any gaps that need to be filled.

**In the year ahead, the Trustees plan to recruit new members with the following skills:**

- Finance and Accounting
- Commercial/Entrepreneurship
- Charity fundraising
- Marketing
- Environmental/sustainability
- Digital Technology

**Further development plans include:**

- Review and revise the Trustee Skills Matrix
- Improve Trustee Information and Induction packs
- Develop Trustee Recruitment Video
- Annual Board Development Days





# Financial Review



A detailed analysis of income and expenditure for 2024-25 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.

## Comparison of 2023-24 with 2024-25

The Statement of Group Financial Activities for the year is set out on page 37. Total incoming resources for the Group increased from **£1,095,377** to **£1,561,833** an increase of **42.6%**. This increase largely relates to an increase in funding from Cwm Taf UHB and an increase in restaurant income. Total resources expended increased from **£1,209,237** to **£1,561,150** an increase of **29.1%**. Employee costs represent **71.3%** (2024: 64.9%) of total expenditure, and these have increased from **£785,210** to **£1,113,748**.

The **subsidiary** company made a profit for the year of £60 for the year compared to a loss of £76 in 2024 and has shareholders' funds of £2,615 (2024: £2,555)

## Investment Policy

The review of Age Concern Morgannwg's investment policy will resume when the new Head of Finance has commenced their employment.

## Reserves Policies

The Trustees have not reviewed the reserves policy this financial year but a full review will be undertaken once the new Head of Finance has commenced their employment.

### The Board has designated funds for the following purposes:

- Age Connects Wales Membership.
- Business Continuity
- Developing of Trading Opportunities.
- Digital Improvements.

## 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 to meet charitable obligations in the future in the development of Charitable Aims.

In previous years the review concluded that a General Reserve Fund equivalent to approximately six months of operating costs is desirable but this will be reviewed in 2025-26 as highlighted above. This fund includes funds designated for specific purposes.

The revised reserves policy will recognise 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. A robust piece of work was undertaken to review the reserves position at 31.03.24 and reserve opening balances have been restated. The comparable figures highlighted below are the restated figures. Total reserves are £2,392,549 (2024: £2,391,866) at the balance sheet date. Of this £1,912,456 (2024: £1,938,933) is represented by tangible fixed assets, leaving £375,989 (2024: £366,348) as the free reserves. This amounts to 24.1% (2024: 33.4%) of total income.

The free reserves of £375,989 represents 24.1% (2024: £366,348 and 30.3%) of the operating cost, or the equivalent of 3 months (approximately) of operating cost. The charity aims to maintain a minimum 6 months of operating costs in free reserves and will endeavour to return to this position in the coming 12 months.

The most recent review of closure costs of the charity were assessed at £241,443 in 2024 but a more robust evaluation will be undertaken when the new Head of Finance has started their employment with the Charity in November 2025.

It should be noted that in addition to the free reserves, there is a total of £65,070 (2024: £70,570) allocated to designated reserves (detailed in Note 22). This leaves an available free reserves figure of £375,989 (2024: £366,348).

Although the reserves position is far more positive the Charity remains in a challenging position financially, and continues to actively pursue additional funding options, both project related, and contributions towards core running costs, focusing on commercial income streams.

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 £1,951,490 (2023: £1,954,948) in total, are restricted to the purposes identified in note 21.

Of this restricted reserve figure of £1,803,416 (2024: £1,829,09) is in relation to funds connected to the Cynon Linc Construction Project.



## 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 a Charitable Company. 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, Vice Chair and three 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 four 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.

The Board also delegates authority to the non-executive directors of its one subsidiary, Age Concern Morgannwg Trading Limited. In March 2023 one of its Directors resigned due to work commitments, leaving just one Director in place. In August 2023, that Director resigned due to ill health. The Chief Executive Officer was appointed as the sole Director in August 2023, whilst discussions about the company's future were held by the Charity Board. In August 2025 attempts were made to dissolve the company which is still in progress with HMRC. The Chief Executive resigned at the end of August 2025 and the new Directors are Lynda Williams (Trustee) and Stuart Morgan.

**The Senior Leadership Team (SLT) has had a number of changes during the reporting period.**

<b>Chief Executive</b>	Rachel Rowlands (resigned 22/08/25)
<b>Head of Charity Development</b>	Stuart Morgan (appointed 07/07/25)
<b>Head of Charity Development</b>	Lisa Gilchrist (resigned 15/07/24)
<b>Head of Communications and Marketing</b>	Jonathan Curtis
<b>Head of Finance &amp; Resources</b>	Steve Pearce (resigned 26/09/24)
<b>Head of Finance &amp; Resources</b>	Cathy Groves (appointed 25/11/24 resigned 04/03/25)
<b>Head of Finance and Resources Interim</b>	Allyson Griffiths (appointed 26/09/24)
<b>Cynon Linc General Manager</b>	Karen Davies
<b>Public Affairs and Partnership Manager</b>	Bethan Shoemark-Spear (resigned 19/09/25)

In previous years remuneration for SLT was determined by a Management pay structure reviewed annually by Trustees. This year the salary for Head of Charity Development and Finance and Corporate Services Lead was increased to attract suitable candidates.

## 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

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 significant risk areas (above score 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

Risk and Mitigation	Likelihood (x)	Impact (y)	Score (xy+y)
<b>Targets not achieved for Core Funding:</b> Develop an income generation strategy that reflects the strategic objectives of the charity.	5	3	20
<b>Sustainability of Project Income:</b> Potential loss of existing public sector contracts resulting in: <ul style="list-style-type: none"> <li>• Inability to deliver services to older people and meet our Charitable Purpose</li> <li>• Significant redundancies</li> <li>• Financial Contribution to the charity's infrastructure and core services.</li> </ul>	5	3	20
<b>Inability to recruit and/or retain skilled and talented staff:</b> Development and implementation of Work Force Development Plan with annual appraisal and training audit/programme.	4	3	16
<b>Data Protection:</b> Work continuing to achieve Cyber Essentials. Training Programme funded by the PCSS to improve data management and cyber security.	5	3	20
<b>Changes in the Political Landscape:</b> Political instability and changes can mean we need to develop new relationships with key decision makers, as well as different parties/leaders and individuals having varying priorities.	5	5	30

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company Number** 06717361  
**Registered Charity Number** 1129973  
**Principal & Registered Office** Cynon Linc  
Seymour Street  
Aberdare  
CF44 7BD

### The Directors and Trustees

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

Lynda Williams (Chair) (appointed Chair 05/12/23)  
Lynda Chandler (Vice Chair) (appointed Vice Chair 05/12/23)  
Kristian Howell (resigned 19/08/25)  
Geoffrey Watts (resigned 19/08/25)  
Nicola Morris (resigned 19/08/25)  
Rachael Nicholson  
Alison Johnson  
Andrew Cobb (appointed 20/08/24)  
Karen Davies (Company Secretary) (appointed 22/08/25)

### Age Concern Morgannwg Trading Limited

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

Rachel Rowlands

#### Chief Executive Officer

Rachel Rowlands

### Senior Leadership Team

#### Head of Finance and Resources

Steve Pearce (resigned 26/09/24)

#### Head of Finance and Resources

Cathy Groves (appointed 25/11/24 resigned 04/03/25)

#### Head of Finance and Resources (Acting)

Allyson Griffiths (appointed 25/09/24)

#### Head of Charity Development

Lisa Gilchrist (resigned 15/07/24)

#### Head of Charity Development

Stuart Morgan (appointed 07/07/25)

#### Head of Communications and Marketing

Jonathan Curtis

#### Cynon Linc General Manager

Karen Davies

#### Public Affairs and Partnership Manager

Bethan Shoemark-Spear (resigned 19/09/25)

### Auditors

Azets Audit Services  
Ty Derw  
Lime Treet Court  
Cardiff Gate Business Park  
Cardiff  
CF23 8AB

### Bankers

Barclays Bank plc  
91 Taff Street  
Pontypridd  
CF37 4SN  
  
Handelsbanken  
Cardiff Branch  
2 Callaghan Square  
Cardiff  
CF10 5AZ

Nationwide Building  
Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

Monmouthshire Building  
Society  
John Frost Square  
Newport NP20 1PX

### Solicitors

GP Law  
Marchant Harries  
17/19 Cardiff Street  
Aberdare  
CF44 7DP



## STATEMENT OF TRUSTEES RESPONSIBILITIES

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

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

**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 Charities SORP.
- Make judgements and estimates that are reasonable and prudent and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

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

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

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 25/11/25 and signed on the board's behalf by:

*Lynda Williams*

Lynda Williams (Chair)

Date:

# **AGE CONCERN MORGANNWG LIMITED**

## **A COMPANY LIMITED BY GUARANTEE**

### **INDEPENDENT AUDITOR'S REPORT**

#### **TO THE MEMBERS OF AGE CONCERN MORGANNWG LIMITED**

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#### **Opinion**

We have audited the accounts of Age Concern Morgannwg Limited (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the group statement of financial activities, the group balance sheet, the charitable company balance sheet, the statement of cash flows the group statement of cashflows 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) and the Charities SORP 2019.

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2025 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 and the Charities SORP 2019.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and 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 group's or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

#### **Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



**AGE CONCERN MORGANNWG LIMITED  
A COMPANY LIMITED BY GUARANTEE  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF AGE CONCERN MORGANNWG LIMITED**

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

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

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

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

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the 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 parent charitable company's accounts are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees report and from the requirement to prepare a strategic report.

**Responsibilities of Trustees**

As explained more fully in the statement of Trustees responsibilities, the Trustees, who are also the directors of the Charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the parent 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 group or the parent 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.

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

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**  
**TO THE MEMBERS OF AGE CONCERN MORGANNWG LIMITED**

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**Extent to which the audit was considered capable of detecting irregularities, including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**Use of our report**

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



**Katherine Parkin (Senior Statutory Auditor)**  
**For and on behalf of Azets Audit Services, Statutory Auditor**  
**Chartered Accountants**

Ty Derw  
Lime Tree Court  
Cardiff Gate Business Park  
Cardiff  
South Glamorgan  
CF23 8AB

Date: **01 December 2025**  
.....



**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2025**

		Unrestricted funds	Restricted funds	Total	Unrestricted funds - as restated	Restricted funds - as restated	Total as restated
	Notes	2025 £	2025 £	2025 £	2024 £	2024 £	2024 £
<b>Income from:</b>							
Donations and legacies	3	6,262	-	6,262	6,364	-	6,364
Charitable activities	4	160,779	1,130,236	1,291,015	140,646	713,967	854,613
Other trading activities	5	261,943	-	261,943	232,047	-	232,047
Investments	6	2,613	-	2,613	2,353	-	2,353
<b>Total income</b>		<b>431,597</b>	<b>1,130,236</b>	<b>1,561,833</b>	<b>381,410</b>	<b>713,967</b>	<b>1,095,377</b>
<b>Expenditure on:</b>							
Raising funds	7	59,351	-	59,351	61,542	-	61,542
Charitable activities	8	368,105	1,133,694	1,501,799	409,280	738,415	1,147,695
<b>Total expenditure</b>		<b>427,456</b>	<b>1,133,694</b>	<b>1,561,150</b>	<b>470,822</b>	<b>738,415</b>	<b>1,209,237</b>
<b>Net income/(expenditure) and movement in funds</b>		<b>4,141</b>	<b>(3,458)</b>	<b>683</b>	<b>(89,412)</b>	<b>(24,448)</b>	<b>(113,860)</b>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2024 - as restated		436,918	1,954,948	2,391,866	526,330	1,979,396	2,505,726
<b>Fund balances at 31 March 2025</b>		<b>441,059</b>	<b>1,951,490</b>	<b>2,392,549</b>	<b>436,918</b>	<b>1,954,948</b>	<b>2,391,866</b>

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

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**BALANCE SHEETS**  
**AS AT 31 MARCH 2025**

		Group 2025	Charity 2025	Group 2024 As restated	Charity 2024 As restated
	Notes	£	£	£	£
<b>Fixed assets</b>					
Tangible assets	14	1,912,456	1,912,456	1,938,933	1,938,933
Fixed asset investments	15	-	2	-	2
		1,912,456	1,912,458	1,938,933	1,938,935
<b>Current assets</b>					
Stocks	17	7,176	7,176	-	-
Debtors	18	362,296	362,296	105,322	114,489
Cash at bank and in hand		203,538	203,538	438,832	427,110
		573,010	573,010	544,154	541,599
<b>Creditors: amounts falling due within one year</b>	19	(92,917)	(95,532)	(91,221)	(91,221)
Net current assets		480,093	477,478	452,933	450,378
<b>Total assets less current liabilities</b>		2,392,549	2,389,936	2,391,866	2,389,313
<b>Income funds</b>					
Restricted funds	21	1,951,490	1,951,490	1,954,948	1,954,948
<u>Unrestricted funds</u>					
Designated funds	22	65,070	65,070	70,570	70,570
General unrestricted funds		375,989	373,376	366,348	363,795
		2,392,549	2,389,936	2,391,866	2,389,313

The financial statements were approved by the board of directors and authorised for issue on ..... and are signed on its behalf by:



Lynda Williams - Chair

Company Registration No. 06717361

25/11/25



**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	£	2024 £	£
<b>Cash flows from operating activities</b>					
Cash absorbed by operations	27		(229,492)		(127,626)
<b>Investing activities</b>					
Purchase of tangible fixed assets		(8,415)		(840)	
Investment income received		2,613		2,353	
<b>Net cash (used in)/generated from investing activities</b>			(5,802)		1,513
<b>Net cash generated from financing activities</b>			-		-
<b>Net decrease in cash and cash equivalents</b>			(235,294)		(126,113)
Cash and cash equivalents at beginning of year			438,832		564,945
<b>Cash and cash equivalents at end of year</b>			203,538		438,832

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1 Accounting policies**

**Charity information**

Age Concern Morgannwg Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is Cynon Linc, Seymour Street, Aberdare, Glamorgan, CF44 7BD.

**1.1 Accounting convention**

The financial statements have been prepared in accordance with the Charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The Charity is a Public Benefit Entity as defined by FRS 102..

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The financial statements consolidate the accounts of Age Concern Morgannwg Limited and its material subsidiaries. The results of subsidiaries are consolidated on a line-by-line basis..

The charitable company has taken advantage of the exemption contained within 408 of the Companies Act 2006 not to present its own Statement of Financial Activities.

The income and expenditure account for the year dealt with in the accounts of the charitable company was £623 surplus (2024: £116,227 deficit).

**1.2 Going concern**

The Trustees recognise the challenges of generating sufficient unrestricted income to build a sustainable reserve position however plans are in place to address this.

Therefore at the time of approving the financial statements, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

**1.4 Income**

Grants:

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance-related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.



**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1 Accounting policies**

**(Continued)**

Donations:

Cash donations are recognised on receipt. Other donations are recognised once the Charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies:

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.

Rental Income:

Rental income from operating leases (net of any incentives given to the lessee) is recognised on a straight-line basis over the lease term. Rental received for space rented out to third parties as needed is recognised once payment has been received and event has taken place

Investment Income:

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.

Service Level Agreements:

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.

Cynon Linc Restaurant:

Income derived from the Cynon Linc restaurant is recognised at the point of sale via the till system.

Nail Cutting Income/Support Plus Shopping Service:

The service is paid for upfront and recognised once the obligation of the service has been satisfied.

Other Income:

All other income is recognised upon the completion of the set performance obligation.

Income from subsidiary:

Income received in the trading subsidiary relates to interest receivable for the year.

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1 Accounting policies**

**(Continued)**

**1.5 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight Line over lease term
Fixtures and fittings	20% Reducing Balance
Computers	33.33% Straight Line
Motor vehicles	25% Straight Line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

**1.7 Fixed asset investments**

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the Charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

**1.8 Impairment of fixed assets**

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

**1.9 Stocks**

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1 Accounting policies**

**(Continued)**

**1.10 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**1.11 Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

***Basic financial assets***

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

***Basic financial liabilities***

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

***Derecognition of financial liabilities***

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

**1.12 Employee benefits**

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the Charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.13 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.



**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2 Critical accounting estimates and judgements**

In the application of the Charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**3 Income from donations and legacies**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>
Donations and gifts	6,262	6,364

The charity currently leases the building known as Cynon Linc from Rhondda Cynon Taf County Borough Council for a peppercorn rent. As the building is specialist in nature a market value rent cannot be readily obtained and therefore donated facilities income together with a notional rental expense have been not been recognised in the financial statements.

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**4 Charitable activities**

	<b>Grants 2025 £</b>	<b>Grants 2024 £</b>
Grants	753,420	335,460
Service level agreements	440,167	443,417
Nail cutting	86,756	66,206
Other	10,672	9,530
	<u>1,291,015</u>	<u>854,613</u>
<b>Analysis by fund</b>		
Unrestricted funds	160,779	140,646
Restricted funds	1,130,236	713,967
	<u>1,291,015</u>	<u>854,613</u>
<b>Grants</b>		
Age Connects Wales	4,000	2,675
Cwm Taf Morgannwg	26,985	36,060
Independent Age Charity	-	13,333
National Lottery	-	36,000
Pen-y-Cymoedd	65,203	43,979
Police & Crime Commissioner for South Wales	-	5,500
Regional Integrated Fund	578,640	-
Rhondda Cynon Taf CBC	16,817	18,568
Wales Community Voluntary Association	-	31,417
Welsh Government	55,308	43,688
Other	6,467	10,449
	<u>753,420</u>	<u>335,460</u>

**5 Income from other trading activities**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>
Fundraising income	14,987	10,333
Other income	11,021	18,222
Restaurant income	154,186	124,903
Rental income	81,749	78,589
	<u>261,943</u>	<u>232,047</u>
Other trading activities	<u>261,943</u>	<u>232,047</u>

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**6 Income from investments**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>
Interest receivable	2,613	2,353

**7 Expenditure on raising funds**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds - as restated 2024 £</b>
<b>Trading costs</b>		
Restaurant costs	59,351	61,542

The above restaurant costs were previously classified as a support cost. This reclassification has been made to better reflect the nature of the expenditure. This change in classification has no impact on the overall financial position and has been made to enhance clarity within the financial statements.



**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**8 Expenditure on charitable activities**

	<b>2025</b>	<b>As restated 2024</b>
	<b>£</b>	<b>£</b>
<b>Direct costs</b>		
Staff costs	809,176	455,094
Depreciation and impairment	-	20,287
Office costs	55,725	21,947
Motor & travel expenses	23,470	11,882
Printing, postage & stationery	23,404	5,385
Irrecoverable VAT	12,253	31,572
Bad debts written off	-	1,825
Advertising & promotions	6,906	13,977
Bank charges	2,471	2,847
Personal protective equipment	8,439	2,355
Establishment costs	2,712	35,088
Consultancy costs	23,375	-
Repairs, maintenance & IT	11,977	12,416
Project costs	16,242	33,696
Legal, professional & training costs	1,307	39,506
	<u>997,457</u>	<u>687,877</u>
<b>Share of support and governance costs (see note 9)</b>		
Support	478,342	444,818
Governance	26,000	15,000
	<u>1,501,799</u>	<u>1,147,695</u>
<b>Analysis by fund</b>		
Unrestricted funds	368,105	409,280
Restricted funds	1,133,694	738,415
	<u>1,501,799</u>	<u>1,147,695</u>

Various of the costs above have been reanalysed during the year and had previously been classified as support costs. These reclassifications have been made to better reflect the nature of the expenditure. These changes in classification have no impact on the overall financial position and has been made to enhance clarity within the financial statements.

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**9 Support costs allocated to activities**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>As restated £</b>
Staff costs	304,572	330,116
Depreciation	34,893	27,980
Establishment costs	85,414	35,089
Repairs, maintenance & IT	24,615	12,417
Office expenses	1,635	21,948
Printing, postage & stationery	6,047	5,386
Motor & travel expenses	89	11,882
Legal, professional and training costs	13,224	-
Consultancy costs	7,853	-
Governance costs	26,000	15,000
	<u>504,342</u>	<u>459,818</u>
<b>Analysed between:</b>		
Charitable activities	<u>504,342</u>	<u>459,818</u>

**10 Net movement in funds**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>As restated £</b>
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	26,000	15,000
Depreciation of owned tangible fixed assets	<u>34,893</u>	<u>48,267</u>

**11 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the Charity during the year or the prior year.

**12 Employees**

The average monthly number of employees during the year was:

	<b>2025</b>	<b>2024</b>
	<b>Number</b>	<b>Number</b>
Charitable	48	42
Support	4	4
Governance	2	1
	<u>54</u>	<u>47</u>
Total	<u>54</u>	<u>47</u>

**AGE CONCERN MORGANNWG LIMITED**  
**A COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**12 Employees** **(Continued)**

<b>Employment costs</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	1,015,388	721,153
Social security costs	68,592	40,114
Other pension costs	29,768	23,943
	<u>1,113,748</u>	<u>785,210</u>

Included in the above amounts are redundancy costs of £Nil (2024: £14,920).

**Key management personnel**

The total remuneration paid to key management personnel during the year (including gross salary, employers national insurance contributions and employers pension contributions) was £201,065 (2024: £208,549).

There were no employees whose annual remuneration was more than £60,000.

**13 Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

**14 Tangible fixed assets**

	<b>Leasehold land and buildings</b>	<b>Fixtures and fittings</b>	<b>Motor vehicles</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>				
At 1 April 2024 - as restated	1,946,883	200,181	36,567	2,183,631
Additions	-	8,415	-	8,415
At 31 March 2025	<u>1,946,883</u>	<u>208,596</u>	<u>36,567</u>	<u>2,192,046</u>
<b>Depreciation and impairment</b>				
At 1 April 2024 - as restated	60,210	147,920	36,567	244,697
Depreciation charged in the year	20,287	14,606	-	34,893
At 31 March 2025	<u>80,497</u>	<u>162,526</u>	<u>36,567</u>	<u>279,590</u>
<b>Carrying amount</b>				
At 31 March 2025	<u>1,866,386</u>	<u>46,070</u>	<u>-</u>	<u>1,912,456</u>
At 31 March 2024 - as restated	<u>1,886,672</u>	<u>52,261</u>	<u>-</u>	<u>1,938,933</u>



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**15 Fixed asset investments**

			Unlisted investments £
<b>Cost or valuation</b>			
At 1 April 2024 & 31 March 2025			2
<b>Carrying amount</b>			
At 31 March 2025			2
At 31 March 2024			2
Other investments comprise:			
	<b>Notes</b>	<b>2025 £</b>	<b>2024 £</b>
Investments in subsidiaries	<b>16</b>	2	2

**16 Subsidiaries**

Details of the Charity's subsidiaries at 31 March 2025 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held	
				Direct	Indirect
Age Concern Morgannwg Trading Limited	Cynon Linc, Seymour Street, Aberdare, Wales, CF44 7BD	Inactive	Ordinary	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries included in the consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
Age Concern Morgannwg Trading Limited	60	2,615

Subsequent to the year end, the trustees made the decision to dissolve the trading subsidiary, Age Concern Morgannwg Trading Limited. The subsidiary had ceased trading prior to the year end, and following a review of its ongoing purpose and financial position, it was concluded that it was no longer necessary to retain the entity. No adjustments have been made to these consolidated financial statements as a result of this decision.

**17 Stocks**

	2025 £	2024 £
Finished goods and goods for resale	7,176	-

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**FOR THE YEAR ENDED 31 MARCH 2025**

**18 Debtors**

	<b>2025</b>	<b>2025</b>	<b>2024</b>	<b>2024</b>
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>				
Trade debtors	340,082	340,082	73,043	73,043
Amounts due from subsidiary undertakings	-	-	-	9,168
Prepayments and accrued income	22,214	22,214	32,279	32,279
	<u>362,296</u>	<u>362,296</u>	<u>105,322</u>	<u>114,490</u>

**19 Creditors: amounts falling due within one year**

	<b>2025</b>	<b>2025</b>	<b>2024</b>	<b>2024</b>
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Notes</b>				
Other taxation and social security	14,594	14,594	6,542	6,542
Deferred income	15,347	15,347	22,604	22,604
Trade creditors	21,489	21,489	18,378	18,378
Amounts due to subsidiary undertakings	-	2,615	-	-
Other creditors	6,966	6,966	13,122	13,122
Accruals	34,521	34,521	30,575	30,575
	<u>92,917</u>	<u>95,532</u>	<u>91,221</u>	<u>91,221</u>

**20 Government grants**

Deferred income is included in the financial statements as follows:

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Deferred income is included within:		
Current liabilities	<u>15,347</u>	<u>22,604</u>
Movements in the year:		
Deferred income at 1 April 2024	22,604	34,308
Released from previous periods	(22,604)	(34,308)
Resources deferred in the year	<u>15,347</u>	<u>22,604</u>
Deferred income at 31 March 2025	<u>15,347</u>	<u>22,604</u>

Deferred income relates to grant income received in advance which has been appropriately deferred under the terms and conditions of the funding (2024: grant income received prior to 31 March 2024 relating to the 2024/25 financial year).

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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
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**21 Restricted funds**

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds				Movement in funds				Balance at 31 March 2025
	Balance at 1 April 2023 As restated £	Incoming resources £	Resources expended As restated £	Transfers £	Balance at 1 April 2024 As restated £	Incoming resources £	Resources expended £	Transfers £	
Rhondda Cynon Taf CBC - Community & Day Unit Resource Centre	14,136	-	-	-	14,136	-	-	-	14,136
Rhondda Cynon Taf CBC - Food Support	277	-	-	-	277	-	-	-	277
Cwm Taf Morgannwg HB - Better @ Home Service	50,487	202,068	(170,863)	(16,069)	65,623	208,332	(185,331)	-	88,624
Cwm Taf Morgannwg HB - Hospital Discharge Service	-	88,200	(104,268)	16,069	1	90,935	(90,936)	-	-
Cwm Taf Morgannwg HB - Vaccination Transportation	19,539	1,981	(1,981)	-	19,539	-	-	-	19,539
Voluntary Action Merthyr Tydfil - ICF - Volunteer Service	783	17,161	(17,161)	-	783	34,819	(35,602)	-	-
Voluntar Action Merthyr Tydfil - COVID Recovery Grant- Volunteer Service	5,147	-	-	-	5,147	-	-	-	5,147
Voluntary Action Merthyr Tydfil - Dementia Information and Advice	2,771	25,000	(25,000)	-	2,771	185,204	(185,204)	-	2,771
Community Foundation Wales - Reserch Project	1,700	-	-	-	1,700	-	-	-	1,700
Community Foundation Wales - Respond & Recover	2,734	-	-	-	2,734	-	-	-	2,734
ICF Capital - Cynon Linc	1,159,739	-	(14,108)	-	1,145,631	-	(13,732)	-	1,131,899
National Lottery - Cynon Linc	569,362	-	(17,386)	-	551,976	-	(9,747)	-	542,229
Dunhill Medical Trust - Cynon Linc	95,135	-	(1,347)	-	93,788	-	(1,008)	-	92,780
WCA - Cynon Linc	39,090	-	(1,394)	-	37,696	-	(1,188)	-	36,508

**AGE CONCERN MORGANNWG LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

21 Restricted funds (Continued)									
Welsh Government - Foundational Economy Simply Together	2,599	-	(2,599)	-	-	-	-	-	-
WCVA - Michael Sheen Storm Dennis Fund	272	-	(272)	-	-	-	-	-	-
Keeping in Touch	1,567	-	(1,567)	-	-	-	-	-	-
Cwm Taf Morgannwg HB - Hospital to Home	256	-	(256)	-	-	-	-	-	-
Simply Nails	975	-	(656)	-	319	-	-	-	319
Rayne Foundation	38	-	-	-	38	-	-	-	38
Cwm Taf Morgannwg Mind - COVID Response	7,732	-	-	-	7,732	-	-	-	7,732
Interlink - Volunteer Training	250	-	-	-	250	-	-	-	250
Interlink - Winter Pressures	3,308	-	-	-	3,308	-	-	-	3,308
Welsh Government - Winter	1,499	-	-	-	1,499	-	-	-	1,499
MTBC Activities Coordinator	-	31,215	(31,215)	-	-	31,215	(31,215)	-	-
Aberystwyth University	-	2,000	(2,000)	-	-	-	-	-	-
Police & Crime Commissioner	-	5,500	(5,500)	-	-	-	-	-	-
RCT Workers Dementia Outreach	-	38,340	(38,340)	-	-	70,263	(70,263)	-	-
PYC	-	95,157	(95,157)	-	-	-	-	-	-
Lottery	-	40,265	(40,265)	-	-	-	-	-	-
RCT Winter Hardship	-	2,000	(2,000)	-	-	-	-	-	-
RCT Communities Facility Support	-	540	(540)	-	-	-	-	-	-
CTM UHB	-	28,312	(28,312)	-	-	-	-	-	-
Home First Trusted Assessor	-	18,000	(18,000)	-	-	312,527	(312,527)	-	-
Independent Age	-	18,000	(18,000)	-	-	-	-	-	-
RCT I&A	-	49,623	(49,623)	-	-	-	-	-	-
RCT Shared Prosperity Fund	-	24,738	(24,738)	-	-	55,307	(55,307)	-	-
Unpaid Carers	-	9,590	(9,590)	-	-	-	-	-	-
WCVA	-	16,277	(16,277)	-	-	-	-	-	-
Feet First	-	-	-	-	-	46,090	(46,090)	-	-
RCT Neighbourhood Network Grant	-	-	-	-	-	960	(960)	-	-



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**FOR THE YEAR ENDED 31 MARCH 2025**

21	Restricted funds	(Continued)							
	Pen-y-Cymoedd Vision Fund	-	-	-	-	-	67,599	(67,599)	-
	CTMUHB Pension Credit	-	-	-	-	-	26,985	(26,985)	-
		1,979,396	713,967	(738,415)	-	1,954,948	1,130,236	(1,133,694)	-
									1,951,490

**AGE CONCERN MORGANNWG LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**21 Restricted funds**

**(Continued)**

Rhondda Cynon Taff CBC - Community & Day Resource Centre: Funding to provide ancillary support to local authority day care setting 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.

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.

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 - 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.

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 Services:

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 coloring 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 focused on providing an element of core support within the organization alongside strengthening the organizations monitoring and evaluation.

Community Foundation Wales - Respond & Recover: Funding to provide support to communities in responding to and recovering from the effects of the COVID pandemic.

ICF Capital - Cynon Linc: Welsh Government funding to support large capital projects that contribute to Health and Social Care.

**AGE CONCERN MORGANNWG LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**21 Restricted funds**

**(Continued)**

The National Lottery Community Fund - Cynon Linc: Community Asset Transfer Programme to provide revenue and capital funding to deliver the Cynon Linc Project.

Dunhill Medical Trust: Cynon Linc - Capital funding to support the Cynon Line project.

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.

Merthyr Tydfil Activities Co-ordination: Funding to promote independence and inclusion by providing meaningful activities and support to individuals who have dementia.

WCVA - Michael Sheen Storm Dennis Fund: Funding to replace equipment destroyed by Storm Dennis.

Keeping in Touch Cwn Taf Morgannwg HB - Hospital to Home:

Rayne Foundation: Funding to replace equipment destroyed by Storm Dennis.

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.

Interlink - Volunteer Training: Funding to provide free training to volunteers throughout RCT on telephone befriending and dementia awareness.

Interlink - Winter Pressures : Funding to support the development of Coffee Mornings and craft/activity sessions for people with dementia and their careers.

Welsh Government - Winter Pressures : Funding to support events and activities that focused on reducing the impact on the cost of living, improving access to health and wellbeing initiatives and increasing capacity of hospital to home services.

Aberystwyth University: To undertake a research project into how older people experience public transport.

Police & Crime Commissioner: Funding towards training costs for cyber awareness accreditation.

RCT Workers Dementia Outreach: To provide outreach support to people living with dementia in their own homes.

Pen Y Cymoedd Wind Farm Community Fund: Funding for 3 posts to support the Cynon Linc Growth Project Phase 2 – the posts were Hospitality Manager, Receptionist/ Events Co-ordinator and Little Lincs Play Coordinator.

Lottery: Community Asset Transfer Programme to provide revenue and capital funding to deliver the Cynon Linc Project.

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**21 Restricted funds**

**(Continued)**

RCT Winter Hardship: Funding to support events and activities that focused on reducing the impact on the cost of living, improving access to health and wellbeing initiatives and increasing capacity of hospital to home services.

RCT Communities Facility Support: Funding from RCTCBC to support revenue costs for assets that have been transferred to the community under the Community Asset Transfer programme.

Cwm Taff Morganwg UHB Simply Nails - Feet First - Funding to provide an affordable nail cutting service for the community

Cwm Taff Morganwg UHB Trusted Assessor Home First - Funding to support older people home from hospital in their own homes

Welsh Government - Winter Pressures: Funding to support events and activities that focused on reducing the impact on the cost of living, improving access to health and wellbeing initiatives and increasing capacity of hospital to home services.

Independent Age - Community Project: Funding for Information and Advice at outreach centres within the charity catchment area.

RCT I&A - 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.

RCT Shared Prosperity Fund - Funding for equipment in Cynon Linc as well as a contribution towards salaries for a Hospitality Manager and Reception staff.

Unpaid Carers - Funding to support clients and their carers.

Feet First: Funding to provide an affordable nail cutting service for the community.

RCT Neighbourhood Network Grant: Funding to support activities in the community

Pen-y-Cymoedd Vision Fund: Funding for 3 posts to support the Cynon Linc Growth Project Phase 2.

CTMUHB Pension Credit: Funding to support costs of delivering Pension credit /Winter Fuel campaign.



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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
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**22 Unrestricted funds**

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	<b>At 1 April 2024</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>At 31 March 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Age Connects Wales	2,000	-	-	2,000
Development of Trading Opportunities	20,091	-	-	20,091
Business Continuity - Disaster Recovery	20,000	-	-	20,000
Digital Transformation	28,479	-	(5,500)	22,979
General funds - as restated	363,795	431,537	(421,956)	373,376
	<u>434,365</u>	<u>431,537</u>	<u>(427,456)</u>	<u>438,446</u>
<b>Previous year:</b>	<b>At 1 April 2023</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>At 31 March 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Age Connects Wales	2,000	-	-	2,000
Development of Trading Opportunities	20,091	-	-	20,091
Business Continuity - Disaster Recovery	20,000	-	-	20,000
Digital Transformation	29,559	-	(1,080)	28,479
General funds - as restated	454,680	381,410	(469,742)	366,348
	<u>526,330</u>	<u>381,410</u>	<u>(470,822)</u>	<u>436,918</u>

**ACW** - For Age Concern Morgannwg share of funding costs of ACW

**Developing of Trading Opportunities** - To Facilitate new trading opportunities for the charity

**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 Transformation** - To support the charity's plans to improve access to and use of digital solutions for staff, volunteers and customers. The aim of digitalization is to align with and deliver on the strategic objectives of the organization and achieve efficiency and boost resources.

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**FOR THE YEAR ENDED 31 MARCH 2025**

**23 Analysis of net assets between funds**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	108,721	1,803,735	1,912,456	109,523	1,829,410	1,938,933
Current assets/(liabilities)	332,338	147,755	480,093	327,395	125,538	452,933
	<u>441,059</u>	<u>1,951,490</u>	<u>2,392,549</u>	<u>436,918</u>	<u>1,954,948</u>	<u>2,391,866</u>

**24 Related party transactions**

During the year, the Charitable Company purchased goods from a Company in which one of the trustees has a 20% ownership interest. The transactions were undertaken in the normal course of business and at an arms length basis. Total purchases from this company during the year amounted to £200 (2024: £200). At the balance sheet date the amount outstanding was £Nil.

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.

During the year, the Company received cash of £11,782 (£Nil) from its wholly owed subsidiary Age Concern Morgannwg Trading Limited.

**25 Operating lease commitments**

**Lessee**

At the reporting end date the Charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	7,355	6,572
Between two and five years	28,997	10,762
In over five years	5,066	-
	<u>41,418</u>	<u>17,334</u>

**Lessor**

The operating leases represents leases to third parties. The leases are negotiated over terms of 10 years and rentals are fixed over 3 years. All leases are subject to a rent review every 3 years and only the lessor can trigger a rent review.

**AGE CONCERN MORGANNWG LIMITED**  
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**26 Members liability**

The charity is a private company limited by guarantee, 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.

<b>27 Cash absorbed by operations</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Surplus/(deficit) for the year	683	(113,860)
<b>Adjustments for:</b>		
Investment income recognised in statement of financial activities	(2,613)	(2,353)
Depreciation and impairment of tangible fixed assets	34,893	48,267
<b>Movements in working capital:</b>		
(Increase) in stocks	(7,176)	-
(Increase) in debtors	(256,974)	(26,372)
Increase/(decrease) in creditors	8,952	(21,604)
(Decrease) in deferred income	(7,257)	(11,704)
<b>Cash absorbed by operations</b>	<b>(229,492)</b>	<b>(127,626)</b>

**28 Analysis of changes in net funds**

The Charity had no material debt during the year.

**AGE CONCERN MORGANNWG LIMITED**  
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**29 Prior period adjustment**

**Changes to the balance sheet**

		<b>At 31 March 2024</b>		
		<b>As previously reported</b>	<b>Adjustment</b>	<b>As restated</b>
		<b>£</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>	<b>1</b>			
Tangible assets		1,895,140	43,793	1,938,933
Income funds				
Restricted funds	<b>2</b>	2,129,388	(174,440)	1,954,948
Unrestricted funds	<b>2</b>	218,685	218,233	436,918
<b>Total funds</b>		<b>2,348,073</b>	<b>43,793</b>	<b>2,391,866</b>

		<b>At 31 March 2023</b>		
		<b>As previously reported</b>	<b>Adjustment</b>	<b>As restated</b>
		<b>£</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>	<b>1</b>			
Tangible assets		1,945,009	41,351	1,986,360
Income funds				
Restricted funds	<b>1, 2</b>	2,134,989	(155,593)	1,979,396
Unrestricted funds	<b>1, 2</b>	329,386	196,944	526,330
<b>Total funds</b>		<b>2,464,375</b>	<b>41,351</b>	<b>2,505,726</b>



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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
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**29 Prior period adjustment**

**(Continued)**

**Changes to the profit and loss account**

		<b>Period ended 31 March 2024</b>		
		<b>As previously reported</b>	<b>Adjustment</b>	<b>As restated</b>
		<b>£</b>	<b>£</b>	<b>£</b>
Expenditure on:				
Raising funds	<b>3</b>	-	61,542	61,542
Charitable activities	<b>4</b>	1,211,679	(63,984)	1,147,695
Net movement in funds	<b>4</b>	(116,302)	2,442	(113,860)

- 1** It was identified that irrecoverable VAT on fixed asset additions prior to y/e 31 March 2023 had been erroneously expensed; the impact of this on the purchase cost of the assets and the subsequent depreciation charged has been adjusted for in the opening position as at 1 April 2023.
- 2** It was identified that while capital grants received prior to y/e 31 March 2023 had been utilised appropriately to purchase fixed assets, the allocation of assets between the funds had not been appropriately reflected in the statutory accounts.
- 3** It was identified that costs of raising funds had been incorrectly included within charitable expenditure in the prior year.
- 4** Further to Note 1 above, £2,442 is the additional depreciation charge that should have been recognised in y/e 31 March 2024 following the adjustments to the purchase cost of the related assets.





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