Age UK Newcastle and North Tyneside

England & Wales · Charity number 1049527

Details

Other names	AGE CONCERN (NORTH TYNESIDE), AGE CONCERN (NORTH TYNESIDE) LTD, AGE CONCERN NORTH TYNESIDE, AGE UK NORTH TYNESIDE
Status	Registered
Legal form	Charitable company
Company number	01763579
Registered	1995-10-03
Register	View on the Charity Commission register

Contact

Address	Bradbury Centre 13 Saville Street West North Shields NE29 6QP
Phone	01912808484
Email	dawn.mcnally@ageuknorthtyneside.org.uk
Website	www.ageuk.org.uk/northtyneside

Activities

Objects: The Objects for which the Company is established are: to promote the relief of older people in any manner which now or hereafter maybe deemed by law to be charitable and where it is deemed necessary to meet the needs of such persons shall include assistance to their families and carers. Such promotion shall be principally but not exclusively in Newcastle and North Tyneside (hereinafter “the area of benefit”).

Activities: To improve the quality of life for older people

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

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Geography

- **Area of benefit:** DISTRICT OF NORTH TYNESIDE
- North Tyneside

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£10,308,106	£10,168,478	£2,476,616	360
2024-03-31	£9,771,989	£9,363,002	£2,372,988	339
2023-03-31	£8,175,979	£8,055,710	£1,999,001	332
2022-03-31	£6,542,353	£6,456,345	£1,887,863	310
2021-03-31	£5,835,738	£5,748,188	£1,816,855	306

Trustees

Name	Role	Appointed
Alyson Lynn Scurfield	Chair	2019-08-21
Christopher Swan		2017-10-24
Dawn McNally		2025-09-20
Dr Lesley Young-Murphy		2026-01-08
Lee Jon Gilder		2023-03-16
Mark Cotton		2021-09-03
Michelle Louise Rowell		2023-11-17
Rachel Redshaw		2024-08-23
Rishi Handa		2025-11-13
Robert Brown		2024-04-09
Tracy Harrison		2015-03-31

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Age UK Newcastle and North Tyneside

England & Wales - Charity number 1049527

Accounts

Consolidated Financial Statements

For the Year Ended 31 March 2025

North Tyneside Age UK

Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee

Charity Number: 1049527

Age UK Newcastle and North Tyneside

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Age UK Newcastle and North Tyneside

Contents, Legal and Administrative Details

Company Registration Number:	0176359 Registered in England and Wales	
Charity Registration Number:	1049527	
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
Board of Trustees:	Mrs. A. Scurfield	Chair
	Ms. T.J. Harrison	Vice chair
	Mrs. M. Rowell	Treasurer
	Mrs. F. Brown	
	Mr. Rob Brown	(appointed April 2024)
	Mr. M. Cotton	
	Mr. L. Gilder	
	Dr. A. Kent	(resigned September 2024)
	Mrs. R Redshaw	(appointed August 2024)
	Mr. C. Swan	
Group Chief Executive:	Ms D. McNally	Group Chief Executive
Auditors:	Robson Laidler Accountants Limited Fernwood House Fernwood Road Jesmond Newcastle upon Tyne NE2 1TJ	

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2025. This was the fifth and final year of our five-year 2025 Strategy.

Our 2025 Strategy came into effect on 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance-driven to achieve growth and the long-term sustainability of the organisation whilst ensuring a personalised customer-focused service is always maintained. This includes the Group's two wholly-owned subsidiary companies, EveryDay Care & Support Ltd and EveryDay Homes Ltd.

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The Charity's aims and objectives are reported below to provide clear and demonstrable public benefit.

Our **Vision**: "A world where everyone enjoys later life."

Our **Mission**: "To help people make more of life."

ACHIEVEMENTS AND PERFORMANCE

Our 2025 **six Strategic Aims** and performance against these aims are as follows:

1. Aim One: To Increase our financial sustainability and contributions to our local economy

1.1. Strategic Aim: Increase turnover by 10%

We achieved this by increasing Group turnover on the previous year by 6%. At 31 March 2025, turnover was reported at £10.3m compared with £9.8m at 31 March 2024.

1.2. Strategic Aim: Plan, control and monitor the use of funds

We reported a surplus of £104k, compared to a surplus of £374k in 2024. The significant investment in the digital transformation programme is the key reason for the difference in net operating result for the year.

We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal management and services charges which was achieved, core costs averaged 8% for the year.

1.3. Strategic Aim: Identify and invest in new business opportunities

EveryDay Care & Support aims to donate 100% of its profits every year after adjusting reserves to manage the financial risk of the company. In this year EveryDay Care and Support aims to donate £357k compared to £580k in the previous year..

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customers in the greatest need

We raised £195k in new income and efficiencies during the year, which exceeded the target of £174k to ensure services were delivered during 2024–2025.

1.5. Strategic aim: Maintain a level of cash reserves to manage the financial risk of the organisation

The Group's cash reserves on 31 March 2025 were reported at £1.5m against a target of £1m, which is the level required to meet the financial obligations and liabilities of the Group.

2. Aim Two: To Improve the lives of people in later life

2.1. Strategic Aim: To engage and consult with communities to provide people in later life with the right services they need to make more of life

We did this by:

- ✓ By investing in a part-time Community Engagement Officer role to consult with residents in partnership with Healthwatch North Tyneside. This unprecedented customer engagement piece was in preparation for our new five-year 2030 Strategy. It also supported the North Tyneside Council ambition to become an Age Friendly Borough and the refresh of the borough's Ageing Well Strategy.
- ✓ Restructuring the physical activity provision within Health & Wellness following extensive feedback from customers to provide 14 follow on classes located across the entire borough.
- ✓ Supporting our well-established partnership arrangement with **Operation Veteran**. This relationship enabled us to continue to provide outreach Information & Advice services once a month to veterans and their families. This is a notoriously difficult group to reach but, thanks to this successful relationship, outcomes have been significant, and feedback continues to be positive.
- ✓ Partnering with additional **hard to reach** communities, for example, The Fisherman's Mission and Making Waves (a carer support group) allowed us to provide monthly information and advice to people who may have had difficulty reaching us through the usual channels.
- ✓ Continuing to support **North Tyneside Council's** ambition to make its **Community Hubs** more prominent. We continue to deliver monthly outreach services within three of the six Community Hubs providing Information & Advice appointments into the heart of the community. This enabled us to raise our profile and partner with the local authority and CAB to address the Winter Fuel Payments change for local older residents, with a great outcome for residents.
- ✓ Quarterly engagement with a **sample of our customers** in every service to request their feedback and to ask for input to help improve and broaden service provision. All services participated, including those in HM Prison locations.
- ✓ Further cementing our support with innovators and entrepreneurs engaged with the **Centre for Ageing** and the **Internet of Caring Things.** We worked with local businesses to help them develop new products and services for the benefit of older people. We did this by joining regular workshops and introducing customers to end-user forums to explore ideas. This included physical products and apps.
- ✓ By continuing to strengthen our **partnership working with health** specifically within the ICB funded Care Point, and Admiral Nurse services. A high percentage of these interventions are made within the customer's home, ensuring that they feel confident in discussing all matters which are important to them.

2.2. Strategic Aim: To engage and consult with customers to improve services

We did this by:

- ✓ Continuing to engage with customers through quarterly service evaluations and in their own homes via **Guided Conversations**. We met with 872 customers in their own home, an increase on last year from 700. We carried out 483 conversations against a target of 149.
- ✓ Encouraging 207 customers to be involved with and accessing more than one service within our Group portfolio.
- ✓ In an increasingly online world, we increased our social media audience to a following of 12,774 against a target of 11,891. Our websites attracted on average 4,000 users each quarter.
- ✓ Our consultation and engagement work within the community allowed us to attend 107 planned events and meet face to face with 1,809 residents.
- ✓ Consulting with 872 EveryDay Care & Support & Wellbeing Centre customers, which is an increase on the 631 customers we engaged with in the previous year. The outcome showed :
  - 94% of our customers are happy with the standard of support that they receive and when they receive it.

- 99% of customers said that they feel that staff treat them with dignity and respect.
- 97% of customers reported that staff who visit them listen to them and act on what they say.
- 94% said that when staff visit them, they are involved in their care and support.
- 92% of our customers said that care and support delivered to them at home helps them maintain or improve their quality of life.
- 74% of our customers are now using technology to support them to remain living independently in their own homes.
- 94% of customers said they feel that staff have the knowledge and training to provide them with a high standard of care and support.
- 85% said that when their care worker visits them they are asked what support they need and whether they are happy with the care and support provided.

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by supporting a total of 45 campaigns against a target of six these included:

- ✓ Loneliness and isolation
- ✓ Fraud and scam awareness
- ✓ Cost of living crisis
- ✓ Elder abuse
- ✓ Know what we do – Age UK national campaign
- ✓ Cost of cold – Age UK national campaign
- ✓ Winter Fuel Payments – Age UK national campaign

We highlighted these campaigns using our social media platforms, magazine articles, our newsletter, local and regional TV news bulletins and BBC radio Newcastle.

2.4. Strategic Aim: To improve how our services are accessed

We did this by:

- ✓ Engaging with customers as part of our consultation and engagement work across the borough on the high street, at community venues, gyms, libraries and with regular groups i.e. U3A.
- ✓ Responding to telephone calls which amounted to 30,552 against a target of 11,160. Many of these calls were in response to the changes in Winter Fuel Payment eligibility.
- ✓ Engaging with housebound, older people in their own homes using the Guided Conversation model and regular customer evaluations conducted by our Customer Service Team. Our service specific evaluations exceeded the target of 29 delivering 30 evaluations across the 4 quarters.
- ✓ Continuing our outreach programme delivery within 3 of the 6 Council Community Hubs, within Operation Veteran, the Fisherman's Mission and Making Waves in addition to home and office appointments. We engaged with 279 customers within community venues against a target of 72. Benefit gains exceeded the £1.5 million target and £1,659,350 was awarded to older people in North Tyneside.
- ✓ We established a refreshed Health & Wellness activity programme right across the borough and in two Wellbeing Centres and Havelock Place. Attendances rose from 4,127 to 5,536. Customers accessing free, 12-week falls prevention classes in Strength & Balance rose to 1,115 compared to last 2023–2024, which saw 920 take advantage of the provision. These classes now take place in three different venues at three different time slots to encourage customer take up.
- ✓ By providing a virtual exercise programme for those unable to attend community venues seeing views leap to 10,135 against a target audience of 604.
- ✓ We increased delivery to 7 HMP locations providing 732 activity sessions and saw 7,447 individual attendances against a target of 7,300.
- ✓ Ensuring our Admiral Nurse service continues to be locality-based and has dedicated resources working in North Shields, Whitley Bay, Wallsend and the west of the borough. The Admiral Nurse team supported an average of 366 customers on a monthly basis against a target of 260. The team delivered 861 home visits against a target of 780.

- ✓ By continuing with our programme of dementia specific activity for those who care for people living with dementia; 110 individuals accessed these services against a target of 48.
- ✓ Home visits continue as part of our Befriending service. Customer numbers rose to an average of 29 against a baseline of 15 in the previous year. Wellbeing interventions for those who are lonely or isolated rose from 460 in the previous year to 1,365. Of those customers who touched this service, 18 long-term 'lasting relationships' were created.
- ✓ We increased the number of social offerings to 6 and worked with partners, for example, The Grief Circle to provide services from the Bradbury Centre with the aim of increasing footfall and service awareness. Attendances at these events rose to 519 against the previous year's baseline of 220.
- ✓ Establishing Care Point team members in NHS locations ensures access to health professionals and saw customers in service rise to 335; 157 customer aims and goals were achieved as a result. Care Point continues to meet with customers in their homes.
- ✓ By maintaining our 34 networks we continue to highlight our offer and have enabled additional referrals.
- ✓ Increasing our Partner portfolio to 84 partners against a target of 72 has allowed us to provide a truly holistic offer to our customers. We increased referrals to and from partners to 2,157 against a target of 1,800.
- ✓ Encouraging customers to use **technology** to maintain safety in their home, EveryDay supported 528 customers, which was an increase of 228 customers on the previous year.
- ✓ A new objective was to supported customers/families to access their care & support records digitally and we successfully supported 292 to register for our free customer/family app.
- ✓ Referring 4,037 people into services, compared with 3,600 set as the target.

2.5. Strategic Aim: To provide information and advice to people over 50
We did this by:

- ✓ Delivering 483 **guided conversations**, compared with 176 in the previous year.
- ✓ Promoting and delivering outreach services to veteran, fisherman and carer groups and within Community Hubs.
- ✓ Continuing to deliver the Information & Advice service through IAQP (**Information, Advice and Quality Programme**), an Age UK national standard.
- ✓ Engaging with 872 people in their own homes.

2.6. Strategic Aim: To support people to improve their financial independence
We did this by:

- ✓ Supporting 1,284 people in 2024–2025 to achieve financial independence, compared with 600 in the previous year.
- ✓ Securing **£1.65 million in unclaimed benefits.**
- ✓ Securing ongoing funding from Age UK, North Tyneside Council, The Headley Trust and Northern Gas Networks to maintain the team capacity.

2.7. Strategic Aim: To address social isolation and loneliness
We did this by:

- ✓ Supporting 30 customers and volunteers to maintain regular contact through home and telephone befriending. The numbers within the service fluctuated as we created 18 long-term friendships who subsequently exited the service.
- ✓ Maintaining our own social group provision and welcoming customers to 6 individual offers encouraged footfall at our headquarters, where we hoped to raise awareness of the services on offer. Facilitating 519 attendances at our social groups, compared to a target of 220.
- ✓ Maintaining the numbers of customers joining the Health & Wellness programme and for the first time introducing a membership card to encourage more regular attendances.
- ✓ Supporting 1,284 customers to improve their financial independence and quality of life compared to a target of 600.

- ✓ By increasing customer numbers within **dementia-specific social groups** from 48 to 110 and supporting more carers with information and support.
- ✓ Supporting 7,447 attendances of older people across seven **prisons:** HMP Northumberland, HMP Frankland, HMP Holme House, HMP Durham, HMP Kirklevington Grange and HMP Deerbolt. This compares with 6,110 in the previous year.
- ✓ We increased overall attendance across our three Wellbeing Centre's **Cedar Grove, Linskill Park, and Rowan Croft** by **1%, rising from 79% to 80%** against the previous year.
  - **Rowan Croft** maintained a strong attendance throughout the year, achieving a **9% increase**, exceeding the target of 75%.
  - **Linskill Park** ended the year **3%** below target, impacted by a reduction in referrals and cancellations due to ill health, bereavement, or transitions into residential care.

Despite these challenges, we continued to provide a wide range of Health & Wellbeing activities, entertainment and social activities across all sites. These included music sessions (ukulele, singing) arts and crafts activities Local entertainers and karaoke, baking and cake decorating, reminiscence sessions and quizzes, gardening and outdoor social events, use of technology – Alexa and RITA – table tennis and games, chair-based Pilates and Home Fit exercise, dancing and day trips to local venues.

We also strengthened partnerships with key organisations such as Age UK North Tyneside Health & Wellness service to enrich our range and engage the local community.

The impact of these activities continues to be significant, reducing social isolation, fostering new friendships, and improving the overall wellbeing of our customers.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes

We did this by:

- ✓ Reporting **126 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were **118 low-level**, **seven substantial** and **one critical** safeguarding reports. In the previous year we recorded 131 safeguarding reports.

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by:

- ✓ We created a customer pathway within Health & Wellness which encouraged participants within Strength & Balance to move into a Health & Wellness class on completion of their free 12-week course. Both services were delivered at the same venue to encourage a seamless transition. The virtual class offer was added for people who struggled to attend all 12 weeks to enable them to continue to exercise at home. We were funded by the ICB to deliver a pilot to support 19 pharmacy students to increase confidence and communications skills, specifically with older people. The Strength & Balance service was the vehicle for this delivery.
- ✓ Delivering the ICB-funded **Strength & Balance** programme which provided 1,115 patient attendances.
- ✓ Delivering a weekly activity program in **Extra Care Schemes** including seasonal indoor and outdoor events: parties and social gatherings, Easter, summer BBQ, Garden parties, Halloween, Christmas events , coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. **1,096** people participated, an increase compared to 365 in the previous year.

2.10 **Strategic Aim: To work within the Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long-term conditions**
We did this by:

- ✓ Maintaining the number of referrals to **Care Point** to help customers re-engage with their communities and to increase their confidence and independence. The service received 335 referrals against a baseline of 300. Referrals were received from a wide range of health practitioners throughout North Tyneside. Referral routes varied from hospital-based physios, pharmacists and nurses to community-based nurses, social workers, and well-being teams. The service is delivered as part of the enhanced Care Point programme and commissioned through the North East and North Cumbria Integrated Care Board.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme**. We supported 1,115 Strength & Balance customers to attend 226 physical activity sessions. Our sessions are delivered entirely face-to-face with customers encouraged to access either virtual or community-based offers to follow on and maintain their physical improvement.
- ✓ Increasing the number of people accessing our **Admiral Nurse** Service to a monthly average of 366 customers against a target of 310. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**.
- ✓ Our dementia activity provision remained unchanged; customer numbers increased to 110 from a baseline of 48 in the previous year. This service offers a direct gateway into Admiral Nursing when carers require additional advice and support.

1.1. **Strategic Aim: To support people to remain independent and to continue to live at home**
We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- ✓ **Care at Home in the North-West** service delivered **6,549 hours** compared with **8,494 in** the previous year, a decrease of **23%.**
- ✓ **Care at Home in Whitley Bay** service delivered **23,665 hours** of care and support, compared with **23,487** in the previous year, An increase of **0.8%**
- ✓ Care at Home in Wallsend service delivered **8,687 hours** of care compared with **10,597 hours** in the previous year, a decrease of **18%**.
- ✓ **Care at Home in North Shields** service delivered **3,858 hours** compared with**3,390 hours i**n the previous year, an increase of **14%.**
- ✓ **Care at Home Newcastle** delivered **31,695 hours** compared with **31,517** in the previous year, an increase of **0.6%.**
- ✓ **EveryDay Living** throughout the year has seen a decrease in both commissioned and private packages. The service ended the year delivering **3,357 hours** compared with **4,105** in the previous year, a decrease of **18%.**
- ✓ Extra Care Housing collectively delivered **253,045 hours** compared with **277,181 in** the previous year, a decrease of **8%.**
- ✓ In total, EveryDay Care & Support delivered **330,856 hours** compared with **350,277** in the previous year, a decrease of 6**%.**

2.12. **Strategic Aim: To provide opportunities for generations to meet**
There were limited opportunities for older and younger generations to meet, but we were successful in delivering a Christmas event within our Befriending service. This was hosted at the Bradbury Centre with Befriending Volunteers and 12 local school children participating.

2.13. Strategic Aim: To provide carer support and carer relief

Our Admiral Nurse team supported on average 366 carers at any one time during the year. Our Dementia Coordinators continue to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities. The activity programme continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team continue to interact with several local networks including Admiral Nurse NE, Making Waves, North Tyneside Palliative Care & EOL Development Group, Northumbria Healthcare Delirium & Depression Steering Group, OPMH and Dementia ICS Group, Improving Frailty Links Group: virtual wards and UCR, Northumbria Healthcare Cognitive Stimulation Therapy carers group and continue to work in close partnership with North Tyneside Carers Centre. The team regularly deliver 3D (dementia, delirium and depression) training to carers and local partners to increase knowledge. We have successfully secured additional funding from the Barbour Foundation and Dementia UK to enable us to launch an Admiral Nurse service in Newcastle.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- ✓ Conducting regular **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services, achieving a high level of customer satisfaction based on Net Promoter Scores.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 31 complaints were received during 2024–2025; 1,569 compliments were received in 2024–2025.

3.2. Strategic Aim: To maintain a high level of customer service

We did this by:

- ✓ Continuing to review the outcome of 6–8-week **customer evaluations** conducted during the year, which consistently reported a net promotor score of 10 compared with an average of 9 in the previous year.
- ✓ Encouraging 996 customers against a target of 280 to participate in service evaluation surveys.

3.3. Strategic Aim: To increase the number of people using our service

We did this by:

- ✓ Increasing the number of **contacts** with customers from 39,163 to 42,247.
- ✓ Increasing the number of **new customers** from 3,533 to 3,746.
- ✓ Supporting 756 customers to achieve their **goals**.
- ✓ We **sign posted 1,384** customers to partner services and made **4,319 referrals**, compared to the previous year the numbers recorded were 850 and 3,368.
- ✓ Increasing the number of **enquiries via our website** from 486 to 780.
- ✓ Continuing to promote our services across all social media platforms and on our websites. The Charity website achieved 4,433 users, while the EveryDay Care & Support website achieved 1,964 users.
- ✓ Offering free virtual exercise classes hosted on YouTube for the benefit of those who were unable to attend. These attracted 10,135 hits far outweighing the target of 604

3.4. Strategic Aim: To achieve external recognition as a quality provider of services

We did this by:

- ✓ Maintaining **CHAS** in May 2024 and demonstrating that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in April 2024. We were commended for demonstrating further development and for the maturity of our systems and processes.
- ✓ Completing and publishing our **Data Security & Protection Toolkit (DSPT)** register in June 2024 to measure our performance against the National Data Guardian's 10 data security standards.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

The vision to create a One Stop Shop continued and we added 9 new partners to our existing portfolio to improve our customer pathway to provide additional services. As a result, referrals to and from partners were 2,157 and signposts to partners were 1,278 for the year.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

We did this by:

- ✓ The Group Chief Executive continuing to be part of the discussions and groups working to alleviate the climate crisis in North Tyneside.
- ✓ By communicating regularly with our staff and customers on energy efficiency and carbon reduction.
- ✓ By achieving a Silver Award from North Tyneside Council in the Carbon Reduction Awards. We aim to achieve the Gold Award next year. We were also finalists in the North Tyneside Business Forum Carbon Reductions Awards.
- ✓ Using 70% of suppliers local to us, maintaining the levels achieved in the previous year.

4.3. Strategic Aim: To strengthen the relationship with partners

- ✓ We did this by identifying nine new partners during the year and offering a total of 123 services to older people.

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers

We did this by working with members of key decision-making Boards and Groups that impact on older people including:

- ✓ **North Tyneside Cabinet**
  The key items raised at Cabinet meetings by the Group Chief Executive included offering to support older people to engage in May elections and participate in the council's budget engagement, which were both taken up and actioned.
- ✓ **Health & Wellbeing Board**
  This Board focused on developing the implementation plan for the Equally Well Strategy. Age UK North Tyneside are a key delivery partner for this plan. In 2024–2025 the Group Chief Executive and the Chief Executive of Healthwatch North Tyneside presented the outcome of an extensive stakeholder engagement and consultation exercise carried out over the summer in line with the World Health Organisation's Age-friendly Cities Framework standard. The Group Chief Executive is leading on North Tyneside becoming an Age Friendly Borough on behalf of the Health & Wellbeing Board.
- ✓ **Age Friendly North Tyneside Working Group**
  This Working Group has delegated responsibility from the Health & Wellbeing Board to progress the boroughs Age Friendly status. The group is led by the Group Chief Executive and will in 2025 include refreshing the boroughs Ageing Well Strategy.
- ✓ **Poverty Intervention Partnership Board**
  The Group Chief Executive is a member of this Board which works with the Poverty Partnership Network supported by the Head of Charity Services. A key achievement during 2024-2025 was the partnership between North Tyneside Council, Citizens Advice Bureau and Age UK North Tyneside to support older people following the government's withdrawal of the Winter Fuel Payment. The partnership worked with 179 older people, submitted 248 benefit applications and secured £1,086,794 in unclaimed benefits

Age Friendly Newcastle
Our Head of Charity Services joined regular Newcastle Elders Council meetings to ensure that we were prepared with best practice and knowledge to utilise as part of an application for Age Friendly Community status should this be approved by North Tyneside Council Cabinet.

✓ **Newcastle City Hospitals Frailty Strategy Group**
The Group Chief Executive is a member of this newly formed group. The purpose of the Group is to lead and coordinate excellence in care for older people vulnerable to or living with frailty throughout the Trust, the local community and surrounding regions. The Frailty Group will:

- Oversee the development, implementation and monitoring of a Trust Frailty Strategy.
- Contribute to collation of annual frailty benchmarking and dissemination of report.
- Review relevant quality metrics such as CQUIN/BPT.
- Develop, coordinate and monitor frailty specific education and improvement projects across the Trust Oversee/disseminate service improvement projects regarding optimisation of frailty across organisation and region.
- Contribute to coordination of frailty care across region reducing duplication and producing clear referral pathways.
- Escalate areas of concern to Clinical Outcomes and Effectiveness Group and add any risks to the Risk register where appropriate.

✓ **Age UK Brand Partner**
As an Age UK Brand Partner, we were members of the Age England Association (AEA) and the Group Chief Executive was Co-Deputy Chair of the Executive Committee. The AEA prepared an annual action plan of work reflecting how brand partners would work together to benefit older people. This work focused on the development of a new Shared Strategy and Network Agreement to strengthen the brand and our collective offer to older people. The AEA became dormant on 31 March 2025 with the introduction of new governance arrangements and the first Network Committee meeting in January 2025

✓ **Age UK Board of Trustees**
The Group Chief Executive is one of two English Brand Partner Trustees, serving on the Board of Trustees of the national Charity.

✓ **Age UK Network Committee**
The Group Chief Executive was elected as the Vice Chair of the newly established Network Committee, a subcommittee of the Age UK Board of Trustees which represents the new governance arrangements implemented to support the delivery of the Age UK Shared Strategy.

✓ **Our Shared Future**
All Age UK Brand Partners signed up to a new Network Agreement and Shared Strategy in December 20224. This concluded over four years work by the Age UK Network to allow the Network to work better together to create an even greater impact for older people. The key aims of the Shared Strategy are as follows:

- **Transforming Public Attitudes**
  Age UK aims to challenge negative stereotypes and misconceptions about older people, promoting a more positive and inclusive view of aging.
- **Tackling Poverty and Inequality**
  The strategy addresses the disproportionate impact of poverty and inequality on older people, advocating for policies and services that ensure their financial security and wellbeing.
- **Building Strong Partnerships**
  Age UK works collaboratively with various stakeholders, including government, local authorities, and other organisations, to deliver services and advocate for change.
- **Delivering Impactful Services**
  The strategy focuses on providing a wide range of services, including information and advice, support for people living with long-term conditions, and assistance with navigating the benefits system.

- **Advocating for Policy Change**
  Age UK actively advocates for policies that support older people's rights and wellbeing, including housing, healthcare, and social inclusion.

Age UK North Tyneside's 2030 Strategy has been developed to ensure it delivers on the Shared Strategy in North Tyneside

5. Aim Five: To be an employer of choice

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start

We did this by:

- ✓ Meeting the demand for expanding services by **recruiting** 145 new staff, compared with 84 in 2023–2024. Our Recruiter continues to put a strong focus on recruitment to ensure we meet demand for our services.
- ✓ Recruiting 20 **new volunteers**, compared with seven in 2023–2024. We continue to actively advertise specific volunteering roles.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support in line with the industry average
- ✓ Turnover within the Charity increased during the year due to the restructuring of teams and funding ending.

5.2. Strategic Aim: To invest in the training and personal development of our staff and volunteers to help them achieve their full potential

We did this by:

- ✓ Ensuring availability of all **mandatory training** for staff and volunteers. Since we launched Access LMS e-Learning, we have seen a significant increase in completions of mandatory training
- ✓ Ensuring that many of our new volunteers were inducted into their service area by delivering service-based basic training and induction. Our volunteer onboarding is constantly being reviewed to provide a better induction experience.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing **personal development training** throughout the year. 38 employees completed personal development training in 2024–2025; many are still in progress and will be completed in the next 12 to 18 months.
- ✓ We continue to identify talent through our **appraisal** process across all levels of staff within the organisation

5.3. Strategic Aim: To communicate regularly with our staff and volunteers

We did this by:

- ✓ Producing **monthly briefings** by the Group Chief Executive and, where necessary, special briefings regarding pay changes, strategy updates, etc.
- ✓ **Quarterly Manager** meetings to discuss organisation wide performance, risk, and strategic developments
- ✓ Producing where necessary a weekly **Core Briefing** on the back of Senior Leadership Team meetings to update staff on significant changes in a timely and efficient way.
- ✓ Running **Better Health at Work** campaigns throughout the year in various forms such as email, surveys and team events which retained our **ambassador** status.
- ✓ Managers host one-to-one meetings and team meetings throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers
We did this by:

- ✓ Reviewing the **Communication and Engagement Strategy** about how we communicate and engage with staff and volunteers.
- ✓ Working with new technology to engage more frequently with everyone in the organisation.
- ✓ Carrying out regular staff surveys to monitor satisfaction including the work we undertook with Society Matters to identify those staff who might need additional support with the cost of living. We received 60 responses, 85% from North Tyneside staff and 11.67% from Newcastle staff. 81% of staff said they were making ends meet, 42% said they felt stable and there was a positive increase (from the initial survey) in people being able to make ends meet. The work enabled us to create short and longer term objectives to support our staff.
- ✓ Group Chief Executive chairing the Employer Engagement Forum which meets quarterly to ensure the staff have a voice.
- ✓ Hosting staff monthly or bi-monthly **team meetings**.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers
We did this by:

- ✓ Successfully maintaining **Ambassador** status of the Better Health at Work programme 2024–2025. Campaigns delivered included cancer awareness, quit smoking, Get Off Your Feet Britain, Mental health awareness month (wear it green day) finance and pension preparation for retirement in conjunction with DWP.
- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for staff who are suffering from stress, anxiety, or mental health issues.
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues to **Able Futures** who offer up to nine months of confidential support, guidance, and advice free of charge through a simple referral process.
- ✓ Delivering refresher training to our seven **Mental Health First Aiders.**

5.6. Strategic Aim: To identify, invest and support our future leaders
We did this by:

- ✓ Completing staff appraisals during the year.
- ✓ Supporting 20 care staff to complete their Level 2 in Adult Care.
- ✓ Supporting one staff member with their Level 5 career development.
- ✓ Supporting two apprentices to complete their apprenticeships in finance and marketing.
- ✓ Identifying talent at Officer, Coordinator and Manager level and considering future opportunities for these individuals.

5.7. Strategic Aim: To recognise and reward our staff and volunteers
We did this by:

- ✓ Maintaining our Real Living Wage employer status.
- ✓ Running employee and volunteer of the year awards and recognising finalists and winners at a lunch event hosted by the Group Chief Executive. We were delighted to award Barry Cardno (ladies walking football coach) as the Volunteer of the Year.

6. Aim Six: To make North Tyneside age-friendly

6.1. Strategic Aim: To strengthen the voice of people in later life

We did this by:

- ✓ Campaigning on 40 issues affecting older people, see 2.3.
- ✓ Regularly meeting the Older People's Champion, Councillor Janet Hunter.
- ✓ Regularly meeting with our local MPs, especially Sir Alan Campbell, to support concerns following the withdrawal of the Winter Fuel Payments in autumn 2024.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process.

6.2. Strategic Aim: To work to increase the housing options for people in later life

We did this by:

- ✓ Developing a **Housing Strategy**, which will be delivered by our subsidiary company EveryDay Homes Limited.
- ✓ Working towards Registered Provider status to drive forward wider affordable housing options.

6.3. Strategic Aim: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by:

- ✓ Working with 84 local partners who included their 84 services on a menu of services for older people to access.

6.4. Strategic Aim: To work to make North Tyneside an age-friendly borough in line with the World Health Organisation Standard

We did this by:

- ✓ Working with Healthwatch North Tyneside to carry out an extensive stakeholder consultation over the summer of 2025 collating feedback aligned to WHO's Age-friendly Cities Framework standard.
- ✓ Achieving 87% (92% in 2023–2024) of the strategic objectives set.

We have seen and felt the appetite from older people to return to both physical and social activities. We addressed this by delivering borough wide physical provision linked to a pathway of services enabling customers to remain active and engaged with our services. Strength & Balance now successfully feeds the Health & Wellness provision.

ORGANISATION FINANCIAL REVIEW

1. Overview

At the year end the Group reported an operating surplus of £104k (after exceptional charges, gains/losses on the pension scheme), compared with a surplus of £374k in 2024.

2. Incoming resources

Total incoming resources for 2024–2025 were £10.3 million compared with £9.8 million in 2023–2024. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £174k, we ended the year achieving £195k.

3. **Assets**
   The Charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 12 to the accounts.

4. **Investments**
   The Articles of Association state that, in furtherance of the objects, the Charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as bethought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".

   Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and EveryDay Homes Ltd.

5. **Pension**
   Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities (see note 21). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 2025 is £0. To maintain the surplus, the Charity is required to make additional payments of £5,017 per month over 111 months.

6. **Reserves**
   The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the Charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisation's development in line with the strategic plan.

   The annual review in March 2024 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to three months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Financial Risk Audit and the recommendations from the Budget Report.

   - ✓ The operating surplus of £140k was recognised for the year, and losses on the pension scheme were reported at £36k which returned a Group surplus of £104k for the year.
   - ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to three months of normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £1 million. Bank balances at 31 March 2025 less deferred income and payments in advance are reported at £1.5 million which exceeds the target by £500k.
   - ✓ Designated Funds – The Charity has four designated funds; the Strategic Development Fund, Replacement Fund for properties with Housing Responsibilities, Charitable Service Development in Newcastle and the Property and Defined Benefit Pension Fund. (Further details can be found in note 21.)
   - ✓ Restricted Funds – the funds balances are not available for general charity use but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found in note 17.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities, and threats

2024–2025 was the fifth and final year of the 2025 strategy, and the new financial year marks a new strategy period for the organisation, the 2030 Strategy. We have undertaken a significant strategy consultation piece in which more than 3k individuals engaged with us to help shape our strategic aims and objectives for the new five year period. The 2030 Strategy was approved by the Board of Trustees on 26 March 2025 and includes new Vision, Mission, Values and Strategic Aims as follows:

Vision	Communities that value people in later life every day
Mission	To support people in later life to live their best life every day

Values

Caring	We display kindness, empathy and compassion
Empowering	We invest in people and build confidence
Inclusive	We engage, involve and collaborate to achieve more
Bold	We welcome challenges with confidence
Proactive	We inspire people to be well motivated, high performing, and flexible
Diligent	We are responsible, open, honest and truthful
Respectful	We always consider people's feelings, rights and wishes

Aims

Aim 1	To continue to improve our financial sustainability and increase our contribution to the economy
Aim 2	To improve the lives of people in later life in line with WHO's Age-friendly Cities Framework standard
Aim 3	To continue to deliver customer-led exceptional service that consistently exceeds expectations
Aim 4	To continue to be a partner of choice and one stop shop for people over 50
Aim 5	To continue to be an employer of choice

1. **The Charity:**
   The Charity's headline 2030 Strategy was agreed as follows:

   Aim: To provide a range of services to allow people in later life to remain connected and valued by their communities

   How:

   1. By improving access to services.
   2. By strengthening the voice of people in later life.
   3. By providing a range of services to improve social participation, isolation, and loneliness.
   4. By offering opportunities for people to positively contribute to the community.
   5. By providing opportunities for people to remain living independently at home and connected to their community.
   6. By providing appropriate communication and information.
   7. By delivering a range of preventative services.

Strategic Objectives 2025–2026

No current services are being curtailed or terminated in 2025–2026, they are all aligned with the 2030 Strategy. We will:

- ✓ Continue to pursue the establishment of a Neighbourhood Network based on informal volunteering which directly links into our locality plans.
- ✓ Continue to provide a high-quality Information, Advice & Guidance service across the borough and within Community Hubs. We will continue to support customers to maximise their household income through unclaimed benefits to improve their standard of living. Our aim will be to be regarded as the 'One Stop Shop' for older people.
- ✓ Work to reduce social isolation and loneliness by providing services that address some of those feelings (e.g. Befriending, social groups, dementia specific activities, older people in prison and an enabling service via Care Point).
- ✓ Safeguard people in their communities allowing them to feel safe in their own home. Using our own and partner services i.e. Tyne and Wear Fire and Rescue Service, Safe & Healthy Homes, etc.
- ✓ Provide older people with health and wellbeing services aligned to the NHS 10 Year Plan, to promote a reduction in hospital admissions and ensure that people live longer at home whilst maintaining their independence (e.g. physical and social activities, dementia support and Admiral Nurses).
- ✓ Support more people to live independently at home by developing a handyperson service (EveryDay Homes).
- ✓ Work in partnership with the Carers Centre and others to provide carer support and carer relief by increasing the number of carers accessing our dementia and Admiral Nurse services through carers' support groups, providing activities and offering short beaks.
- ✓ Expand our dementia service into Newcastle, we have secured funding for two years through the **Barbour Foundation and Dementia UK.**
- ✓ Continue to lead on achieving Age Friendly status for North Tyneside through the Health & Wellbeing Board.
- ✓ To continue to work in partnership with Search Newcastle to develop our offer and establish a presence in Newcastle.
- ✓ To increase attendances at Wellbeing Centres and align further with Health and Wellbeing hubs and Community Health & Wellness programmes.
- ✓ To consult and engage with all stakeholders to determine the priorities for delivery in Newcastle.

2. EveryDay Care & Support

EveryDay Care & Support's headline 2030 strategy is as follows:

Aim: To provide opportunities for people to remain living independently at home and connected to their community

How:

1. By providing a range of care and support services, including specialist services to people in their own homes.
2. By being identified as a preferred care provider by local authorities across the North East of England and Registered Social Landlords of Extra Care Housing Schemes.
3. By developing domiciliary care in the community around Extra Care Housing Schemes to support a dispersed workforce and to maximise efficiencies.
4. By developing and delivering new service models to prevent individuals from being admitted to hospital and to support individuals to return home from hospital.
5. By delivering services to allow carer respite.
6. By improving access to services.
7. By offering opportunities for people to positively contribute to the community.
8. By providing appropriate communication and information.

Strategic Objectives 2025–2026

- ✓ To refresh the EveryDay Living Service across North Tyneside
- ✓ To increase the generalist care at home hours delivered in the community by continuing to use Extra Care Schemes as Hubs.
- ✓ To maintain the number of Extra Care Schemes the company delivers care into as Hubs and investing further in hybrid roles.
- ✓ To continue to deliver and improve the specialist dementia service in Havelock Place and work to maintain the scheme at capacity
- ✓ To work in partnership with North Tyneside Council to review and improve the pathways to support hospital avoidance and a safe and timely discharge from hospital
- ✓ To influence the use of Assisted Technology in individual's homes as part of care and support planning.
- ✓ To continue to deliver a health and wellbeing programme into extra care schemes as well as engaging customers in the community.
- ✓ To engage and consult quarterly with our customers, and report and implement change.
- ✓ To support the Charity's key campaigns to support the Health & Wellbeing Strategy in North Tyneside and Newcastle by tackling inequalities.
- ✓ To support the climate crisis in North Tyneside and Newcastle,
- ✓ To support the research pilot with Newcastle University by integrating a hospital to home service with the current NHS discharge medicine service.
- ✓ To implement fully all new digital platforms in line with the digital transformation programme.
- ✓ To expand the EveryDay Living Service in Newcastle.
- ✓ To expand the Care at Home service in Newcastle.
- ✓ To maintain the number of Extra Care Housing Schemes the company delivers care and support into in line with the new contract.
- ✓ To explore and submit any further opportunities for new contracts within home care and day care services in Newcastle.

3. EveryDay Homes

The EveryDay Homes headline 2030 Strategy is as follows:

Aim: To provide safe and well-designed affordable housing.

How:

1. By influencing the plans for well-designed affordable housing.
2. By increasing the number of homes available for people in later life in the North East.
3. By achieving Registered Housing provider status and providing good quality homes.
4. By delivering an excellent customer experience.

Strategic Objectives 2025–2026

- ✓ To work towards achieving Registered Housing Provider status and operate in line within the housing regulations by investing in the company's infrastructure.
- ✓ To use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in.
- ✓ To identify assets for acquisition and remodelling into affordable housing for people in later life and develop an investment strategy to secure acquisitions..

5. **Age UK NT Corporate Support Services**
   Age UK Corporate Support Service's headline 2030 strategy is as follows:

   Aim: To provide a range of support services to allow the organisation to deliver its 2030 Strategy.

   How:
   1. Improving our financial sustainability and increasing our contribution to the economy.
   2. Continuing to be an employer of choice.
   3. Continuing to deliver excellent customer-led services.
   4. Raising our profile and attracting new customers.
   5. Continuing to be a partner of choice.
   6. Regularly communicating and engaging with our stakeholders.
   7. Continuing to improve our services through the increased use of technology.
   8. Reviewing the current estate and investing in the right locations.

   Strategic Objectives 2025–2026
   - ✓ To communicate the outcomes of our 2025 Strategy to our key stakeholders and customers
   - ✓ To communicate our plans for the upcoming 2030 Strategy to our key stakeholders and customers.
   - ✓ To continue with the digital transformation programme in line with the Digital Strategy and plan to expand the digital strategy which aims to improve services to customers and families.
   - ✓ To introduce and implement new financial software for the Group in line with the digital transformation programme.
   - ✓ To review the Group's People Strategy in line with the strategic aim of continuing to be an employer of choice.
   - ✓ Reviewing key policies to strengthen the Group's position on sickness and absence and to ensure the organisation is well prepared for the Employment Rights Bill.
   - ✓ To achieve all external Quality Standards for the Group.
   - ✓ To set up new internal Quality Framework for the Group.
   - ✓ To review the Marketing Strategy in line with the new 2030 Strategy working with our marketing partner, JUMP.

STRUCTURE, GOVERNANCE AND MANAGEMENT

1. **Governing documents**
   The Charity's governing documents are its Articles of Association.
2. **Organisational structure**
   The Charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Group Chief Finance and Operating Officer, Victoria Jones; Head of Finance, Sharon Robinson; Head of Quality and Transformation, Angela Dawson; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Sonya Roe and Head of EveryDay Homes, Phillip Curran.

3. **Employment policies**
   The Charity operates several key employment policies including Equality, Diversity & Inclusion and Health & Safety.

4. **Pay policy for senior staff**
   The Board does not differentiate its pay and conditions of service for senior staff from other employees.

5. **Board of Trustees/Company Directors**

The body responsible for the governance of the Charity is the Board of Trustees, who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three-year term (maximum of nine years) and the Chair for a maximum of two three-year terms. The Board can comprise of up to 15 members, including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint people to fill any casual vacancies that occur during the year among elected members of the Board, such appointments to terminate at the end of the term for which the original member was elected.

The Board has three Committees:

The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Group's assets and liabilities, the agreement and monitoring of the Group's annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee meets four times a year with a remit to ensure effective risk and quality management systems are in operation. this includes reviewing compliance with statutory requirements under Health & Safety, diversity and inclusion and safeguarding.

The Executive Committee meets on an ad hoc basis and provides a mechanism for urgent decision-making. This Committee did not meet during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- ✓ Group Risk and Compliance Committee scrutiny of the Risk Registers.
- ✓ A Strategic Plan and Annual Budget approved by the Trustees.
- ✓ Regular consideration by the Trustees of the financial results, variances from budget, forecasts, and performance indicators.
- ✓ Delegation of authority and segregation of duties.
- ✓ Identification and management of risk and statutory compliance issues including safeguarding.

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. Five Strategic Risk Registers are in place, which are scrutinised at monthly Senior Leadership Team meetings, which can include a member from the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the Charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK Newcastle and North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these 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 2019 (FRS 102).
- ✓ Make judgements and estimates that are reasonable and prudent.
- ✓ State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- ✓ Prepare the financial statements on a 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- ✓ There is no relevant audit information of which the charitable company's auditor is unaware; and
- ✓ The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Board on 13 August 2025 and signed on their behalf by:

A L Scurfield

Alyson Scurfield
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2025

Opinion

We have audited the financial statements of Age UK Newcastle and North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- ✓ give a true and fair view of the state of the group's and 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;
- ✓ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✓ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ✓ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ✓ the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✓ the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- ✓ the financial statements are not in agreement with the accounting records and returns; or
- ✓ certain disclosures of directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- ✓ confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- ✓ obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- ✓ assessing the risk of management override including identifying and testing a sample of journal entries;
- ✓ confirmation received from the banks to verify the balance as on the last day of the accounting year;
- ✓ reviewing minutes of meetings of those charged with governance; and

✓ challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this 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.

NC

Nicholas Cunningham MSc BSc FCCA (Senior Statutory Auditor)

For and on Behalf of Robson Laidler Accountants Limited
Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne
Tyne and Wear
NE2 1TJ

22-9-2025

Age UK Newcastle and North Tyneside

Statement of Financial Activities
For the year ended 31 March 2025

Current financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
Income and endowments from:						
Donations and legacies	4	57,899	-	-	**57,899**	24,584
Charitable activities	5	2,142,824	133,512	-	**2,276,336**	2,289,153
Other trading activities	6	7,973,871	-	-	**7,973,871**	7,458,252
Total income		**10,174,594**	**133,512**	**-**	**10,308,106**	**9,771,989**
Expenditure on:						
Raising funds						
Trading activities		6,954,977	-	-	**6,954,977**	6,179,612
Charitable activities	7	3,070,596	133,512	9,393	**3,213,501**	3,183,390
Total expenditure		**10,025,573**	**133,512**	**9,393**	**10,168,478**	**9,363,002**
Net gains / losses on investments		-	-	-	-	-
Net income/(expenditure)		**149,021**	**-**	**(9,393)**	**139,628**	**408,987**
Gross transfers between funds		(202,192)	-	202,192	-	-
Other recognised gains / losses						
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(36,000)	**(36,000)**	**(35,000)**
Net movement in funds		**(53,171)**	**-**	**156,799**	**103,628**	**373,987**
Reconciliation of funds						
Fund balances at 1 April 2024		1,848,787	-	524,201	**2,372,988**	1,999,001
Fund balances at 31 March 2025	18	**1,795,616**	**-**	**681,000**	**2,476,616**	**2,372,988**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Age UK Newcastle and North Tyneside

Statement of Financial Activities
For the year ended 31 March 2025

Prior financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £
Income and endowments from:					
Donations and legacies	4	24,584	-	-	24,584
Charitable activities	5	2,098,606	190,547	-	2,289,153
Other trading activities	6	7,458,252	-	-	7,458,252
Total income		**9,581,442**	**190,547**	**-**	**9,771,989**
Expenditure on:					
Raising funds					
Trading activities		6,179,612	-	-	6,179,612
Charitable activities	7	2,983,450	190,547	9,393	3,183,390
Total expenditure		**9,163,062**	**190,547**	**9,393**	**9,363,002**
Net gains / losses on investments		-	-	-	-
Net income/(expenditure) for the year		**418,380**	**-**	**(9,393)**	**408,987**
Gross transfers between funds		-	-	-	-
Other recognised gains / losses					
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(35,000)	(35,000)
Net movement in funds		**418,380**	**-**	**(44,393)**	**373,987**
Reconciliation of funds					
Fund balances at 1 April 2023		1,430,407	-	568,594	1,999,001
Fund balances at 31 March 2024	20	**1,848,787**	**-**	**524,201**	**2,372,988**

Age UK Newcastle and North Tyneside

Group Balance Sheet
For the year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible fixed assets	12		763,380		832,722
Investments	13		-		-
			763,380		**832,722**
Current assets					
Stock	14	25,010		18,943	
Debtors	15	1,307,708		830,487	
Cash at bank and in hand		997,532		1,508,268	
		2,330,250		2,357,698	
Creditors: amounts due within 1 year	16	(617,014)		(817,432)	
Net current assets			**1,713,236**		**1,540,266**
Net assets			**2,476,616**		**2,372,988**
Reserves					
Restricted funds	17		-		-
Unrestricted funds					
General funds	18	984,616		1,140,416	
EveryDay Care & Support	18	811,000		708,371	
Designated – Strategic	18	392,000		189,640	
Designated – Property and Pension	18	289,000		334,561	
Total unrestricted funds			**2,476,616**		**2,372,988**
Total reserves			**2,476,616**		**2,372,988**

These financial statements were approved by the Board of Trustees on 13th August 2025 and are signed on their behalf by:

A Scurfield
Chair

M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 29 to 43 form part of these financial statements

Age UK Newcastle and North Tyneside

Charity Balance Sheet
For the year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible fixed assets	12		574,563		581,558
Investments	13		250,004		250,004
			824,567		**831,562**
Current assets					
Stock	14	1,035		1,275	
Debtors	15	950,797		850,509	
Cash at bank and in hand		368,794		326,542	
		1,320,626		1,178,326	
Creditors: amounts due within 1 year	16	(229,304)		(345,269)	
Net current assets			**1,091,322**		**833,057**
Net assets			**1,915,889**		**1,664,619**
Reserves					
Restricted funds	17		-		-
Unrestricted funds					
General funds	19	1,234,889		1,140,418	
Designated – Strategic	19	392,000		189,640	
Designated – Property and Pension	19	289,000		334,561	
Total unrestricted funds			**1,915,889**		**1,664,619**
Total reserves			**1,915,889**		**1,664,619**

These financial statements were approved by the Board of Trustees on 13th August 2025 and are signed on their behalf by:

A Scurfield
Chair

M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 29 to 43 form part of these financial statements

Age UK Newcastle and North Tyneside

Cash flow statement
For the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities		**(462,626)**	**443,886**
Proceeds on disposal of fixed assets		2,639	29,168
Purchase of tangible fixed assets		(50,749)	(276,856)
Net cash provided by (used in) investing activities		(48,110)	(247,688)
Cash flows from financing activities			
Repayment of borrowings		-	-
		-	-
Change in cash and cash equivalents		(510,736)	196,198
Cash and cash equivalents at the beginning of the reporting period		1,508,268	1,312,070
Cash and cash equivalents at the end of the reporting period		**997,532**	**1,508,268**
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		**997,532**	**1,508,268**

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

In November 2020, a five year financial projection was prepared for the Board of Trustees to support strategic planning for the Charity and its trading subsidiaries, EveryDay Care & Support Ltd and EveryDay Homes Ltd. These accounts reflect the final year of that five-year projection. The period has seen a significant year-on-year increase in actual turnover, which is a positive development, alongside an increase in cash reserves. The Group has recently developed its 2030 strategy, which includes a new financial strategy to guide the next planning period. The organisation is projecting a surplus for the year ending 31 March 2026 and is expected to maintain cash reserves above its reserves policy.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 **Fixed assets**

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold 100 years or lease term if less

1.6 **Impairment of fixed assets**

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 **Investments**

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 **Stocks**

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 **Debtors**

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

1.10 **Cash at bank and in hand**

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

1.11 **Creditors and provisions**

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

1.12 **Corporation tax**

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.

The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.13 **Pensions**

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.14 **Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably — this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating *to* its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.15 **Expenditure**

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

Expenditure is classified under the following headings:
Costs of raising funds are comprised of direct fundraising costs and investment management costs.
Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.
Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.16 **Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.17 **Operating leases**

The charity and the group classify the leasing of equipment as operating leases; the title to which remains with the lessor and the expected economic life of the lease.

1.18 **Joint venture**

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

2. Critical accounting estimates and areas of judgement

In the application of the group'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.

In the application of the group'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.

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

3. Company structure

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
Donations	57,899	-	-	**57,899**	22,584
Legacy	-	-	-	**-**	2,000
	57,899	**-**	**-**	**57,899**	24,584

Included in donations is an amount of £41,760 received from Tynemouth Village Day Centre following the planned closure of the charity.

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
Charitable trusts grants	189,676	133,512	-	**323,188**	429,086
Contracts/SLA income	1,268,427	-	-	**1,268,427**	1,310,064
Private individuals	621,565	-	-	**621,565**	492,553
Income from transport	63,156	-	-	**63,156**	57,450
	2,142,824	**133,512**	**-**	**2,276,336**	2,289,153

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2025 £	Total 2024 £
Income from EveryDay - Professional care and support	7,804,588	-	-	**7,804,588**	7,306,593
Catering income	155,637	-	-	**155,637**	145,763
Rental income from assets	12,669	-	-	**12,669**	5,501
Sale of sundry items	977	-	-	**977**	392
Other income	-	-	-	**-**	3
	7,973,871	**-**	**-**	**7,973,871**	7,458,252

7. Expenditure on charitable activities

7.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2025 £	Total 2024 £
Staff & volunteer costs	1,854,555	116,634	-	**1,971,189**	1,839,141
Premises costs	732,699	-	-	**732,699**	718,844
Overhead costs	330,785	9,312	-	**340,097**	473,830
Motor vehicle costs	21,373	-	-	**21,373**	23,705
Depreciation	33,173	-	9,393	**42,566**	40,578
Loss on disposal of fixed assets	-	-	-	**-**	1,365
Marketing & promotion	1,594	-	-	**1,594**	2,150
Food & provisions	7,218	-	-	**7,218**	6,053
Audit fees	8,946	-	-	**8,946**	10,920
Legal & professional fees	62,055	-	-	**62,055**	29,519
Project & development work	(9,778)	7,566	-	**(2,212)**	14,054
Sundry purchases for re-sale	27,976	-	-	**27,976**	23,231
	3,070,596	**113,512**	**9,393**	**3,213,501**	3,183,390

7.2. Support costs

	2025 £	2024 £
Executive team	192,493	147,307
Finance	148,333	168,351
HR & training	166,010	147,307
Marketing & communication	53,034	63,132
Quality & performance	64,987	42,671
Governance	45,598	42,088
Total support costs	**670,455**	610,856

7.3. Governance costs

	2025 £	2024 £
Staff related costs	45,598	38,783
Legal and professional fees	55,165	26,972
Other costs	3,113	1,854
Total governance costs	**103,876**	67,609

8. Net income from trading activity of subsidiary companies and associate companies

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £356,683 (2024 – £580,120) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. The audited financial statements will be filed with the Registrar of Companies.

Profit and loss account	**2025**	**2024**
	£	**£**
Turnover	7,960,225	7,455,087
Cost of sales	(7,660,223)	(6,899,911)
Net Profit	**300,002**	**555,176**

Balance sheet summary		
Fixed assets	188,817	251,164
Current assets	1,682,307	1,704,076
Current liabilities	(1,060,395)	(996,869)
Net assets	**810,729**	**958,371**

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the year ended 31 March 2025.

9. Net income / expenditure

The group surplus / deficit is stated after charging / (crediting)

	2025	**2024**
	£	**£**
Depreciation – owed assets	117,452	101,615

10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £17,500 (2024: £16,020)

11. Analysis of staff costs and key management remuneration:

Total salary costs analysed by:	2025	2024
	£	£
Wages and salaries	7,277,420	6,693,812
National insurance contributions	592,833	495,071
Pension contributions	219,241	192,043
	8,089,494	**7,380,926**

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2025	2024
	No.	No.
£60,001 - £70,000	1	1
£120,001 - £130,000	-	1
£130,001 - £140,000	1	-

No trustee received any remuneration or reimbursement of expenses (2024: £nil)

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £428,649 (2024 - £417,386).

The average headcount of people employed by the group (including casual and part time) during the year was:

	2025	2024
	No.	No.
Executive team	3	3
Leadership team	5	5
Managers	19	15
Co-Ordinator's	29	26
Nurses	6	6
Officers	11	17
Assistants	281	267
	354	**339**

12. Tangible fixed assets

Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2024	1,200,439	724,414	124,726	**2,049,579**
Additions	-	50,749	-	**50,749**
Disposals	-	(21,492)	-	**(21,492)**
At 31 March 2025	1,200,439	753,671	124,726	**2,078,836**
Depreciation				
At 1 April 2024	739,224	420,118	57,515	**1,216,857**
Charge for the year	9,393	91,256	16,803	**117,452**
Disposals	-	(18,853)	-	**(18,853)**
At 31 March 2025	748,617	492,521	74,318	**1,315,456**
Net book value				
At 31 March 2025	**451,822**	**261,150**	**50,408**	**763,380**
At 31 March 2024	**461,215**	**304,296**	**67,211**	**832,722**

Charity

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2024	1,200,439	385,170	43,191	**1,628,800**
Additions	-	36,569	-	**36,569**
Disposals	-	(12,569)	-	**(12,569)**
At 31 March 2025	1,200,439	409,170	43,191	**1,652,800**
Depreciation				
At 1 April 2024	739,224	275,460	32,558	**1,047,242**
Charge for the year	9,393	30,515	2,658	**42,566**
Disposals	-	(11,571)	-	**(11,571)**
At 31 March 2025	748,617	294,404	35,216	**1,078,237**
Net book value				
At 31 March 2025	**451,822**	**114,766**	**7,975**	**574,563**
At 31 March 2024	**461,215**	**109,710**	**10,633**	**581,558**

13. Investments

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Investments in wholly owned subsidiaries	-	-	**250,004**	**250,004**
	-	-	**250,004**	**250,004**

14. Stock

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Consumables	25,010	18,943	1,035	1,275

15. Debtors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade debtors	**568,488**	178,338	**50,018**	99,066
Prepayments	**330,830**	319,615	**197,533**	199,511
Accrued Income	**408,390**	332,534	**32,495**	27,226
Amounts owed by group companies	-	-	**670,751**	524,706
	1,307,708	830,487	**950,797**	850,509

At 31 March 2025, the Group was owed funds from the local authority which had been delayed due to an ongoing issue with the online portal invoicing system'

16. Creditors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade creditors	**181,683**	215,540	**149,577**	163,006
Other creditors	**42,652**	45,113	**7,950**	15,496
Other taxes and social security	**134,461**	127,856	**35,548**	40,321
Accruals	**242,376**	375,423	**20,387**	72,946
Deferred income	**15,842**	53,500	**15,842**	53,500
	617,014	817,432	**229,304**	345,269

Deferred income

Deferred income comprises grants relating to future periods or income relating to services not yet delivered.

17. Restricted funds

Group and charity

Year ended 31 March 2025	At 1/4/2024	Income	Expenditure	Transfers	At 31/3/2025
	£	£	£	£	£
Ballinger Trust	-	20,000	(20,000)	-	-
Headly Trust	-	45,000	(45,000)	-	-
NGN VCMA Funding	-	21,837	(21,837)	-	-
NHS – ICB Homefit for Students	-	36,000	(36,000)	-	-
NEAS Strategy Engagement	-	2,625	(2,625)	-	-
Veterans Places, People and Pathway Programme	-	1,250	(1,250)	-	-
Funding Climate Change Recognition	-	5,800	(5,800)	-	-
Food Support	-	1,000	(1,000)	-	-
	-	**133,512**	**(133,512)**	**-**	**-**

Restricted funds

Year ended 31 March 2024	At 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Ballinger Trust	-	20,000	(20,000)	-	-
Headly Trust	-	22,500	(22,500)	-	-
Age UK MCST Funding	-	14,623	(14,623)	-	-
Sporting Forces	-	13,784	(13,784)	-	-
NHS – ICB Digital Transformation Fund	-	67,995	(67,995)	-	-
Big Lottery Community Fund – Ageing Better	-	37,011	(37,011)	-	-
Big Lottery Ending Loneliness	-	3,000	(3,000)	-	-
NHS ICB Health Inequalities Grant	-	11,634	(11,634)	-	-
	-	**190,547**	**(190,547)**	**-**	**-**

Restricted funds

Ballinger Trust: 3 years funding from April 2023, at £20,000 received to fund two Dementia Co-Ordinator roles which are part of the Dementia Connections Service.

Headley Trust: £45,000 received consisting of £20,000 for the period April 2024 – December 2024 and an additional £30,000 for the period April 2024 – March 2025. This is to support delivery of the Information and Advice Service.

Northern Gas Networks: 2 years of VCMA project funding from January 2023 at £21,000 to support the delivery of the Information and Advice Service.

NHS IBC: Homefit for Students: £36,000 received for 1 year to support our Health and Wellness services.

NEAS: £2,625 received from NEAS to support strategy engagement as a result of our 2030 strategy.

Age UK MCST Funding: This is one off funding to support The Dementia Connections Services deliver activities.

Sporting Forces: This is the second year of a two year funding working in partnership with Age UK Northumberland to deliver the Veteran Places, Pathways and People project.

NHS – ICB Digital Transformation Fund: This is one off funding to support the Digital Transformation Project and the new CRM and Care Rostering System.

National Lottery Community Fund – RC North East & Cumbrian region: Aging Better Project with one year funding to support development and structure of activity delivery for the Strategic development of the Ageing Well Village at Backworth.

Big Lottery Ending Loneliness: This is a 4 year project working in partnership with VODA supporting Befriending services within North Tyneside which ended in June 2023.

NHS ICB Health Inequalities Grant: This is a working in partnership with North Tyneside VODA to develop and deliver activities program tailer for 50+ residents for longer term engagement sustainability.

18. Unrestricted funds - group

Year ended 31 March 2025	At 1/4/2024 £	Income £	Expenditure £	Transfers £	At 31/3/2025 £
Unrestricted funds					
General fund	1,140,416	2,214,369	(3,070,596)	700,427	984,616
Everyday Care & Support	708,371	7,960,225	(6,954,977)	(902,619)	811,000
	1,848,787	**10,174,594**	**(10,025,573)**	**(202,192)**	**1,795,616**
Designated funds					
Property and pension fund	334,561	-	(45,393)	(168)	289,000
Strategic Development fund	189,640	-	-	202,360	392,000
	524,201	-	**(45,393)**	**202,192**	**681,000**
Total Unrestricted funds	**2,372,988**	**10,174,594**	**(10,070,966)**	**-**	**2,476,616**

Unrestricted funds - group Year ended 31 March 2024	At 1/4/2023 £	Income £	Expenditure £	Transfers £	At 31/3/2024 £
Unrestricted funds					
General fund	670,617	2,126,355	(2,263,151)	606,595	1,140,416
Everyday Care & Support	759,790	7,455,087	(6,899,911)	(606,595)	708,371
	1,430,407	**9,581,442**	**(9,163,062)**	-	**1,848,787**
Designated funds					
Property and pension fund	378,954	-	(44,393)	-	334,561
Strategic Development fund	189,640	-	-	-	189,640
	568,594	**-**	**(44,393)**	**-**	**524,201**
Total Unrestricted funds	**1,999,001**	**9,581,442**	**(9,207,455)**	**-**	**2,372,988**

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding three months normal revenue expenditure plus potential staff redundancy costs in reserve. The three months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2026.

Designated funds

The property fund represents the net book value of the freehold properties.

Designated funds (continued)

The strategic development fund was to support to 2020-2025 Strategy, covering;

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ Investment in a new transport fleet which is carbon neutral
- ✓ Digital solutions to enhance our customer service and experience and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

19. Unrestricted funds – Charity

Year ended 31 March 2025	At 1/04/2024 £	Income £	Expenditure £	Transfers £	At 31/03/2025 £
Unrestricted funds					
General fund	1,140,418	3,500,771	(3,204,108)	(202,192)	1,234,889
Designated funds					
Property and pension fund	334,561	-	(45,393)	(168)	289,000
Strategic Development fund	189,640	-	-	202,360	392,000
	524,201		**(45,393)**	**202,192**	**681,000**
Total Unrestricted funds	**1,664,619**	**3,500,771**	**(3,249,501)**	**-**	**1,915,889**

Year ended 31 March 2024	At 1/04/2023 £	Income £	Expenditure £	Transfers £	At 31/03/2024 £
Unrestricted funds					
General fund	638,617	3,642,431	(3,172,630)	32,000	1,140,418
Designated funds					
Property and pension fund	410,954	-	(44,393)	(32,000)	334,561
Strategic Development fund	189,640	-	-	-	189,640
	600,594	**-**	-	**-**	**524,201**
Total Unrestricted funds	**1,239,211**	**3,642,431**	**(3,217,023)**	**-**	**1,664,619**

20. Analysis of net assets between funds

For the year ended 31 March 2025

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	763,380	-	-	**763,380**
Net current assets	1,032,236	-	681,000	**1,713,236**
	1,795,616	**-**	**681,000**	**2,476,616**

21. Pension

Defined contribution scheme
The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £219,241 (2024: £192,043).

Defined benefit scheme
The group operates a defined benefit scheme in the UK. A full actuarial valuation of the of the Age Concern Retirement Benefit Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2025 by a qualified independent actuary. As required by FRS102 the defined benefit liabilities have been measured using the projected unit method. The scheme closed to new entrants and further benefit accrual. The disclosures below is provided in respect of Age UK Retirement Benefit Scheme ("the Scheme"):

Total costs recognised in the period:	**2025 £'000**	**2024 £'000**
Current service costs	12	10
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	12	10
Amount recognised as other comprehensive income	(48)	(45)
Total recognised	**(36)**	**(35)**

The amounts recognised in the balance sheet are as follows:	**2025 £'000**	**2024 £'000**
Fair value of scheme liabilities	(1,808)	(2,070)
Fair value of scheme assets	2,019	2,190
Paragraph 28.22 surplus restriction	(283)	(120)
Surplus in the scheme	**-**	**-**

Change in present value of the defined benefit obligation:	2025 £'000	2024 £'000
Opening defined benefit obligation	2,070	2,053
Interest cost	99	97
Actuarial (gain)/loss arising on scheme liabilities	(259)	19
Benefits paid (including expenses)	(102)	(99)
Liabilities in scheme at end of the year	**1,808**	**2,070**

Change in fair value of scheme assets	2025 £'000	2024 £'000
Opening fair value of scheme assets	2,190	2,187
Expected return on scheme assets	99	97
Actuarial (losses)/gains	(144)	(40)
Employer contributions	60	55
Benefits paid (including expenses)	(114)	(109)
Total market value of assets	**2,091**	**2,190**

Major categories of scheme assets as a percentage of total assets	2025 %	2024 %
Equities	9.7	14.5
Diversified growth	-	4.9
Gifts and bonds	69.9	63.7
Infrastructure	14.5	13.4
Cash	5.9	3.5
	100	**100**

Principle actuarial assumptions at the balance sheet date	2025 %	2024 %
Discount rate	5.80	4.90
RPI Min 3% Max 5%	3.65	3.70
RPI Max 2.5%	2.00	2.05
Retail Price Index (RPI) Inflation	3.10	3.20
Inflation assumption (CPI)	2.30	2.40

The assumed life expectations on retirement at age 65	2025 Years	2024 Years
Retiring today – males	86.7	86.7
Retiring today – females	88.9	88.6
Retiring in 20 years – males	88.0	88.0
Retiring in 20 years – females	90.1	90.1

22. Commitments under operating leases

At 31 March 2025 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Within 1 year	501,324	162,240	501,324	162,240
More than 1 year and less than 5 years	15,039,720	-	15,039,720	-
	15,541,044	**162,240**	**15,541,044**	**162,240**

23. Related party transactions

There have been no related party transactions in the current or previous year.

24. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

25. Reconciliation of movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income / (expenditure) for the period	139,628	408,987
Adjustments for:		
Depreciation	117,452	101,615
Pension scheme adjustment	(36,000)	(35,000)
(Increase) / Decrease in stock	(6,067)	(11,018)
Decrease / (increase) in debtors	(477,221)	(342,152)
(Decrease) / increase in creditors	(200,418)	321,454
Net cash provided by operating activities	**(462,626)**	**443,886**

26. Analysis of changes in net debt

	1 Apr 2024	Cash flows	31 Mar 2025
	£	£	£
Short term cash borrowings	-	-	-
Long term cash borrowings	-	-	-
Total liabilities	-	-	-
Cash and cash equivalents	1,508,268	(510,736)	997,532
Total net debt	**1,508,268**	**(510,736)**	**997,532**

Age UK Newcastle and North Tyneside

England & Wales - Charity number 1049527

Accounts

Consolidated Financial Statements

For the Year Ended 31 March 2024

North Tyneside Age UK

Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

Contents, Legal and Administrative Details

Company Registration Number:	0176359 Registered in England and Wales	
Charity Registration Number:	1049527	
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
Board of Trustees:	Mr. R. Adams	(resigned February 2024)
	Mr. R.D. Morton	(resigned March 2024)
	Ms M.L. Rowell	Treasurer (appointed November 2023)
	Mr. M. Cotton	
	Mr. L. Gilder	
	Ms. T.J. Harrison	
	Mrs. A. Scurfield	Chair
	Mr. C. Swan	
	Dr A. Kent	
	Miss H Aitchison	(resigned December 23)
	Mr R. Brown	(appointed December 2023)
	Ms F.C. Brown	(appointed February 2024)
Group Chief Executive:	Ms D. McNally	Group Chief Executive
Bankers:	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX	
Auditors:	Robson Laidler Accountants Limited Fernwood House Fernwood Road Jesmond Newcastle upon Tyne NE2 1TJ	

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2024. This was the fourth year of our five-year 2025 Strategy.

Our 2025 Strategy came into effect on 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance-driven to achieve growth and the long-term sustainability of the organisation whilst ensuring a personalised customer-focused service is always maintained. This includes the Group's two wholly-owned subsidiary companies, EveryDay Care & Support Ltd and EveryDay Homes Ltd.

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The Charity's aims and objectives are reported below to provide clear and demonstrable public benefit.

Our **Vision**: "A world where everyone enjoys later life."

Our **Mission**: "To help people make more of life."

ACHIEVEMENTS AND PERFORMANCE

Our 2025 **six Strategic Aims** and performance against these aims are as follows:

1. **Aim One: To Increase our financial sustainability and contributions to our local economy**

1.1. Strategic Aim: Increase turnover by 10%
We achieved this by increasing Group turnover on the previous year by 19%. At 31 March 2024, turnover was reported at £9.77m compared with £8.17m at 31 March 2023.

1.2. Strategic Aim: Plan, control and monitor the use of funds
We budgeted to achieve a surplus of £152k for the year and reported a surplus of £374k.
We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal management and services charges. The target was to achieve £811k and we achieved £842k.

1.3. Strategic Aim: Identify and invest in new business opportunities
EveryDay Care & Support maintained its profits on the previous year from £606k to £580k
The Charity invested £72k in EveryDay Homes, which continues to prioritise its Registered Housing Provider status to allow it to offer affordable housing to people in later life.

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customers in the greatest need
We raised £252k in new income and efficiencies during the year, which exceeded the target of £110k to ensure services were delivered during 2023–2024.

1.5. Strategic aim: Maintain a level of cash reserves to manage the financial risk of the organisation
The Group's cash reserves on 31 March 2024 were reported at £1.5M against a target of £712k, which is the level required to meet the financial obligations and liabilities of the Group.

2. Aim Two: To Improve the lives of people in later life

2.1. Strategic Aim: To engage and consult with communities to provide people in later life with the right services they need to make more of life

We did this by:

- ✓ Restructuring our existing physical activity provision into one combined **Health & Wellness** service. Funding is provided for the Strength & Balance element by the ICB which enables us to support those exiting the Falls Clinic with a free 12-week course. This then feeds into private paying provision with Health & Wellness activity within the 4 localities of the borough. Ongoing customer consultation on a quarterly basis has defined the evolving content of the Health & Wellness offer. We are now additionally delivering within 3 EveryDay Care & Support locations, Havelock Place, Cedar Grove & Rowan Croft. This reduces the reliance on external, sessional led provision.
- ✓ Continuing our partnership arrangement with **Operation Veteran**. This relationship enables us to provide outreach Information & Advice services once a month to veterans and their families. This is a notoriously difficult group to reach but thanks to this successful relationship outcomes have been significant and feedback positive.
- ✓ Supporting North Tyneside Council's ambition to make their **Community Hubs** more prominent. We provided monthly outreach services within 3 of the 6 Community Hubs. This provided Information & Advice services into the heart of the community.
- ✓ Engaging on a quarterly basis with a sample of our customers in each service to request their feedback and to ask for input to help improve and broaden service provision. All services participated, including those in all 7 HM Prison locations.
- ✓ Continuing our support with those innovators engaged with the **Centre for Ageing** and the **Internet of Caring Things.** We worked with local businesses to help them to develop new products and services for the benefit of older people. We did this by joining regular workshops and introducing customers to end-user forums to explore ideas. This included physical products and apps.
- ✓ By providing training on the delivery of the Guided Conversation and MECC models to all new staff to ensure that customers benefitted from face to face, in home meetings to enable them to share their individual views and preferences.
- ✓ By continuing to strengthen our partnership working with health specifically within the Care Point, and Admiral Nurse services. Within a post Covid landscape customers are increasingly more relaxed and confident to invite us back into their own homes to support their social, physical and mental health needs.

2.2. Strategic Aim: To engage and consult with customers to improve services

We did this by:

- ✓ Continuing to engage with customers through service evaluations each quarter and in their own homes via the **Guided Conversation** and **MECC models**. We met with 685 customers in their own homes against a target of 642. Engagement would have been higher however recruitment and sickness absence stifled face to face customer engagement.
- ✓ Encouraging customers to be involved with and accessing more than one service within our Group portfolio. 1580 customers took up this offer against a target of 960. Customers were directly involved in the changing content of provision i.e. within Health & Wellness where they have expressed a desire for more demanding and less seated class provision.
- ✓ In an increasingly online world, we increased our social media audience to a following of 12,382 against a target of 10,310. Our website attracted 65,023 users against a target of 40,500. We use these platforms in addition to our new electronic Newsletter to engage and consult with residents to improve our service offer.
- ✓ Consulting with 671 EveryDay Care & Support customers, which was an increase on the 550 customers we engaged with in the previous year. The outcome showed:

- 97% of our customers are happy with the standard of support that they receive and when they receive it.
- 98 % of customers said that they feel that staff treat them with dignity and respect.
- 95% of customers reported that staff who visit them listen to them and act on what they say.
- 94% said that when staff visit them, they are involved in their care and support.
- 94% of our customers said that care and support delivered to them at home helps them maintain or improve their quality of life.
- 74% of our customers are now using technology to support them to remain living independently in their own homes.
- 93% of customers said they feel that staff have the knowledge and training to provide them with a high standard of care and support.
- 94% said that when their care worker visits them they are asked what support they need and whether they are happy with the care and support provided.

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by supporting a total of 27 campaigns against a target of 6 these included:

- ✓ Loneliness and isolation
- ✓ Fraud awareness
- ✓ Cost of living crisis
- ✓ Scam awareness
- ✓ Elder abuse
- ✓ Know what we do – national campaign
- ✓ Cost of cold – national campaign

We highlighted these campaigns using our social media platforms, magazine articles, our newsletter, local regional TV news bulletins and BBC radio.

2.4. Strategic Aim: To improve how our services are accessed

We did this by:

- ✓ Engaging with housebound, older people in their own homes using the Guided Conversations and MECC models and regular customer evaluations delivered face-to-face.
- ✓ We established a network of appointments delivered via 3 of the 6 Community Hubs in addition to office appointments.
- ✓ We continued to deliver one outreach event on a monthly basis to Veterans via our partnership with Operation Veteran.
- ✓ Customers have demonstrated a greater appetite for more physical exercise provision and more social activity interest has been seen. As a result, we have reduced our provision in North Shields and grown the borough wide offer. We are now providing Health & Wellness activity in 2 Wellbeing Centres and Havelock Place.
- ✓ By expanding our delivery into HM Prison locations. We now deliver in all 7 HMP North East locations with increased funding from NHS England. We delivered 472 activity sessions against a target of 296 and saw 6,788 individual attendances against a target of 6,100.
- ✓ Ensuring our Admiral Nurse service continues to be locality-based and has a dedicated resource working in North Shields, Whitley Bay, Wallsend and the west of the borough. The Admiral Nurse team supported an average of 269 customers on a monthly basis against a target of 260. It continues to work with local partners and offers 3D training to improve customer facing knowledge. A pilot project funded by the ICB enabled us to engage with 119 health professionals against a target of 40 to improve their knowledge when supporting those families recently diagnosed with dementia.
- ✓ Another pilot project funded by North Tyneside Council, working in partnership with its Older Person Mental Health Social Work team saw us support 31 individuals to access meaningful support and activities.

- ✓ Home visits continued in our Befriending, Information & Advice, Care Point, Dementia and Admiral Nurse Services.
- ✓ Co-locating our Care Point team in NHS locations to ensure greater access to health professionals. Of the 267 customers engaged with the service 128 met all Aims and individual objectives set with them.
- ✓ The continued growth of our networks has highlighted our offer and enabled additional referrals. We achieved 2,254 partner referrals into services against a target of 1,950. Our signposts to external partners increased to 705 against a target of 600.
- ✓ Encouraging customers to use **technology** to maintain safety in their home, EveryDay supported 300 customers, which was an increase of 58 customers on the previous year.
- ✓ Referring 4,037 people into services, compared with 3,600 set as the target.

2.5. **Strategic Aim: To provide information and advice to people over 50**
We did this by:

- ✓ Delivering 424 **Guided conversations**, compared with 398 in the previous year.
- ✓ Promoting and delivering outreach services to veteran groups and within Community Hubs.
- ✓ By engaging with health and social work professionals through pilot programmes to expand their knowledge of our services and referral mechanisms.
- ✓ Delivering the Information & Advice service through IAQP (**Information, Advice and Quality Programme**), an Age UK national standard.

2.6. **Strategic Aim: To support people to improve their financial independence**
We did this by:

- ✓ Supporting 1,011 people in 2023–2024 to achieve financial independence, compared with 660 in the previous year.
- ✓ Securing **£1.9m in unclaimed benefits,** an improvement on the previous year when £1.5m was secured.
- ✓ Securing and using funding from Age UK, North Tyneside Council, The Headley Trust, and Northern Gas Networks to increase the team's capacity.

2.7. **Strategic Aim: To address social isolation and loneliness**
We did this by:

- ✓ Supporting 50 customers and volunteers to maintain regular contact through home and telephone befriending. The numbers within service fluctuated as we created 20 long terms friendships who subsequently exited the service.
- ✓ Facilitating 2,598 attendances at our social groups, which compares to a target of 1,610 The total was greatly increased by the participation of the Covenant Funded Veteran service which has now come to an end.
- ✓ By increasing attendances at **dementia specific social groups** to 2,716 against a target of 2,688.
- ✓ Supporting 6,788 attendances of older people across seven **prisons**, HMP Northumberland, HMP Frankland, HMP Holme House, HMP Durham, HMP Kirklevington Grange and HMP Deerbolt. This compares with 1,560 in the previous year.
- ✓ We increased the attendance overall across our three **Wellbeing Centres**, Cedar Grove, Linskill Park and Rowan Croft at an average of **79%**. Rowan Croft's attendance remained strong throughout the year, achieving an increase of **10%**, reaching **97%** attendance levels. Cedar Grove attendances decreased **77%** to 69% and Linskill Park attendances decreased from **55%** to **37%** due to the lack of referrals and customers cancelling their service through ill health/death or moving into residential care.
- ✓ Continuing to provide entertainment and social activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with SportWorks and Age UKNT Health & Wellbeing Services, volunteer-led weekly ukulele, singing sessions, arts and crafts activities, local entertainers, Karaoke, outside social events, baking and cake decorating, reminiscence sessions, gardening, games and quizzes, use of technology Alexa and Rita., table tennis, chair-based Pilates and 'HomeFit " fitness exercise, dancing and trips out to local venues.

- ✓ Overall, the impact of the activities/events delivered across the Group reduced social isolation by allowing individuals to meet, develop friendships and improve their wellbeing.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes

We did this by:

- ✓ Reporting **131 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were **112 low-level**, **19 substantial** and **0 critical** safeguarding reports. In the previous year we recorded 99 safeguarding reports.
- ✓ Recording a reduced number of customer falls, incidents or accidents from 428 recorded in the previous year to 325 recorded at the end of the year. We attributed to the impact of the joint bid with **SportWorks** where we continued chair-based Pilates and timely referrals through the GP to the falls clinic.

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by:

- ✓ Restructuring the Health & Wellness service by combining Strength & Balance, Health & Wellness and HomeFit. We added a virtual offer to ensure that if customers were unable to attend for any reason, they were able to continue to progress at home. This provided a 'pipeline' offer to ensure that customers maintained and improved their physical wellbeing with safe and suitable activity. The Health & Wellness programme saw 4,440 attendances against a target of 3,600.
- ✓ Delivering the ICB-funded **Strength & Balance** programme which provided 2,025 patient attendances.
- ✓ Delivering a weekly activity program in **Extra Care Schemes** including seasonal indoor and outdoor events: Seasonal parties and social gatherings, Easter, Summer BBQ Garden parties, Halloween, Christmas parties, coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. **4,440** people participated this year compared with **3,600** in the previous year.
- ✓ Delivering weekly chair-based **Pilates/Making Movements** within Extra Care Schemes and Wellbeing Centres and extending the program for a further 3 months whilst further funding in partnership with **SportWorks** is sourced. This program reached **180** people over the year and reported an increase in mobility monitored against individuals' personal goals.

2.11. Strategic Aim: To work within the Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long-term conditions

We did this by:

- ✓ Increasing the number of referrals to **Care Point** to re-engage with their communities and to increase their confidence and independence. The service received 267 referrals against a baseline of 248. Referrals were received from a wide range of health practitioners throughout North Tyneside. Referral routes varied from hospital-based physios, pharmacists and nurses to community-based nurses, social workers, and well-being teams. From the 267 referrals, we supported 128 patients to achieve their Aims and re-engage with their local community, increase their confidence, and maintain their independence. This service refers to social and physical activities as well as dementia specific provision, Information & Advice and numerous partner services. The service is delivered as part of the Enhanced Care Point Programme and commissioned through the North East and North Cumbria Integrated Care Board.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme**. We supported customers to attend 2025 physical activity sessions. Our sessions are delivered entirely face-to-face with customers encouraged to access either a virtual or community-based offer to follow on and maintain their physical improvement.
- ✓ Increasing the number of people accessing our **Admiral Nurse** Service to a monthly average of 269 customers against a target of 220. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**. We were commissioned by the ICB through our Admiral Nurse service to provide personalisation support and training to GPs in the borough to enhance their knowledge of personalisation in care and dementia

specific sources of support. This project saw 119 professionals take up the offer against a target of 40.

- ✓ Our dementia activity provision remained unchanged, which enhanced our core offer whilst working with the North Tyneside Council Older Person Mental Health Service. We supported 31 individuals specifically within this pilot project whilst increasing activity dementia attendances to 2,716 against a target of 2,688.

2.11. Strategic Aim: To support people to remain independent and to continue to live at home

We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- ✓ **Care at Home in the North-West** service delivered **8,494 hours** compared with **10,495** in the previous year, a decrease of **19%**.
- ✓ **Care at Home in Whitley Bay** service delivered **23,487 hours** of care and support, compared with **26,689** in the previous year, a decrease of **12%**.
- ✓ Care at Home in Wallsend service delivered **10,597 hours** of care compared with **11,586 hours** in the previous year, a decrease of **8%**.
- ✓ **Care at Home in North Shields** service delivered **3,390 hours** compared with **4,659 hours** in the previous year, a decrease of **27%**.
- ✓ **Care at Home Newcastle** delivered **31,517 hours** compared with **21,974** in the previous year, an increase **of 30%.**
- ✓ **EveryDay Living** throughout the year has seen an increase in both commissioned and private packages. The service ended the year delivering **4,105 hours** compared with **3,553** in the previous year, an increase of **14%.**
- ✓ Extra Care Housing collectively delivered **277,181 hours** compared with **239,328** in the previous year, an increase of **14%.**
- ✓ In total EveryDay Care & Support delivered **350,277 hours** compared with **308,244** in the previous year, an increase of **12%.**

2.12. Strategic Aim: To provide opportunities for generations to meet

There were no opportunities for older and younger generations to meet.

2.13. Strategic Aim: To provide carer support and carer relief

Our Admiral Nurse team supported 269 carers at any one time during the year. Our Mental Health & Wellbeing Coordinators continued to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities in addition to directly supporting 31 individuals diagnosed with a cognitive impairment through the OPMHSW team pilot programme. The activity programme continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team continues to develop several local networks including Making Waves, North Tyneside Palliative Care & EOL Development Group, Northumbria Healthcare Delirium & Depression Steering Group, OPMH and Dementia ICS Group, Improving Frailty Links Group: virtual wards and UCR, Northumbria Healthcare Cognitive Stimulation Therapy carers group and continues to work in close partnership with North Tyneside Carers Centre. They additionally created an North East Admiral Nurse Network for the benefit of other nurses across the North East region. The team provides training for the benefit of partners and GPs within North Tyneside.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- ✓ Conducting regular **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services achieving a high level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 38

complaints were received during 2023–2024. 510 compliments were received in 2023-2024.

3.2. Strategic Aim: To maintain a high level of customer service
We did this by:

- ✓ Continuing to review the outcome of 4–6-week **customer evaluations** conducted during the year, which consistently reported a net promotor score of 9 compared with an average of 8 in the previous year.

3.3. Strategic Aim: To increase the number of people using our service
We did this by:

- ✓ Increasing the number of **contacts** with customers from 37,263 to 39,163.
- ✓ Increasing the number of **new customers** from 3,533 to 3,746.
- ✓ Supporting 839 customers to achieve their **goals**.
- ✓ We **sign posted 1,384** customers to partner services and made **4,319 referrals**, compared to the previous year the numbers recorded were 850 and 3,368.
- ✓ Increasing the number of **enquiries via our website** from 352 to 486.
- ✓ Continuing to promote our services across all social media platforms and on our websites. Tracking for website visitors was affected in the 2023 to 2024 financial year due to the switch to Google Analytics 4 and the launch of the new EveryDay website. However, we still saw high levels of users. The Charity website achieved 44,873 users, while the EveryDay Care & Support website achieved 17,747 users.

3.4. Strategic Aim: To achieve external recognition as a quality provider of services
We did this by:

- ✓ Maintaining **CHAS** in May 2023 and demonstrating that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in April 2023. We were commended for demonstrating further development and for the maturity of our systems and processes.
- ✓ Completing and publishing our **Data Security & Protection Toolkit (DSPT)** register in June 2023 to measure our performance against the National Data Guardian's 10 data security standards.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

The vision to create a One Stop Shop continued and we added 18 new partners to our existing portfolio to improve our customer pathway to provide additional services. As a result referrals to and from partners increased to 4,319 against a target of 3,750. Signposts increased from 1,384 against a target of 1,200.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside
We did this by:

- ✓ The Group Chief Executive continuing to be part of the discussions and groups working to alleviate the climate crisis in North Tyneside.
- ✓ By achieving a Silver Award from North Tyneside Council in the Carbon Reduction Awards. We aim to achieve the Gold Award.
- ✓ Replacing two petrol vehicles with two hybrid vehicles during the year.
- ✓ Using 70% of suppliers local to us, maintaining the levels achieved in the previous year.

4.3. Strategic Aim: To strengthen the relationship with partners

- ✓ We did this by identifying 18 new partners during the year and offering a total of 114 services.

4.4. **Strategic Aim: To work collaboratively to improve the lives of our customers**

We did this by working with members of key decision-making Boards and Groups that impact on older people including:

- ✓ **North Tyneside Cabinet**
  The key items raised at Cabinet meetings by the Group Chief Executive included offering to support older people to engage in May elections and participate in the council's budget engagement, which were both taken up and actioned. Additional funding for the most vulnerable people in North Tyneside, specifically funding for rising energy costs, was raised in new grants.
- ✓ **Health & Wellbeing Board**
  This Board focused on developing the implementation plan for the Equally Well Strategy. Age UK North Tyneside are a key delivery partner for this plan.
- ✓ **Ageing Well/Living Well Board**
  Continuing to work on the delivery of the Ageing Well Strategy, Age UK North Tyneside is a key delivery partner for this plan. As previously reported, the strategy includes all aspects of ageing well for the first time, including housing and transport. The vision for an Ageing Well Village and One Stop Shop is part of all strategic partners' plans as an exemplar of integrated services.
- ✓ **Mental Wellbeing in Later Life Board**
  This Board continues to oversee the implementation of the Mental Wellbeing in Later Life Strategy. The key task of this Board was reviewing and updating this strategy.
- ✓ **Digital Strategy North Tyneside**
  This North Tyneside Council led group aims to develop a Digital Inclusion Strategy, which had invested in developing a borough-wide survey to determine the level of digital exclusion. Age UK North Tyneside supported older people to complete the survey. The outcomes informed the Digital Strategy for the borough.
- ✓ **Age UK Brand Partner**
  As an Age UK Brand Partner, we work we are members of the Age England Association, of which the Group Chief Executive is Co-Deputy Chair of the Executive Committee. The AEA prepares an annual action plan of work that reflects how brand partners will work together to benefit older people. This work is focused on the development of a new Shared Strategy and Network Agreement to strengthen the brand and our collective offer to older people.
- ✓ **Age UK Board of Trustees**
  The Group Chief Executive is the English Brand Partners' nominated Trustee, serving on the Board of Trustees. The Board is also very involved in the development of the new Shared Strategy.
- ✓ **Our Shared Future**
  This is all Age UK brand partners working together to develop a new Shared Strategy, which will commence during 2024-2025. The Age UK North Tyneside Board of Trustees and senior staff have been heavily involved in the development of this new strategy.

5. Aim Five: To be an employer of choice

5.1. **Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start**

We did this by:

- ✓ Meeting the demand for expanding services by **recruiting** 84 new staff, compared with 134 in 2022-2023. We have now hired a recruiter to provide a strong focus on recruitment to ensure we meet demand for our services.
- ✓ Recruiting 7 **new volunteers**, compared with 9 in 2022-2023. There has been little interest from people wanting to become a volunteer, however we are now actively advertising for specific volunteering roles.

- ✓ Achieving low **staff turnover** in EveryDay Care & Support, calculated at an average of 24%, (a decrease of 2% from the previous year) which is lower than the industry average for domiciliary care of 30%.
- ✓ Turnover within the Charity decreased from 29% in the previous year to 26% in 2023–2024. This was still higher than anticipated due to the restructuring of teams and funding ending.

5.2. **Strategic Aim: To invest in the training and personal development of our staff and volunteers to help them achieve their full potential**
We did this by:

- ✓ Ensuring availability of all **mandatory training** for staff and volunteers. Since we launched Access LMS training, we have seen a significant increase in completing mandatory training, we achieved 96% of mandatory training compared to 60% in 2022-2023.
- ✓ Ensuring that many of our new volunteers were inducted into their service area by delivering service-based basic training and induction. Our volunteer onboarding procedure is currently under review to provide a better induction experience.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing personal development training throughout the year. 24 employees completed Personal Development Training in 2023–2024; many are still in progress and will be completed in the next 12 to 18 months.
- ✓ Promoting our Trainee Marketing Manager to Marketing Manager, a Marketing Apprentice to Marketing Officer, and Dementia Co-ordinating Officer to Dementia Co-Ordinator.

5.3. **Strategic Aim: To communicate regularly with our staff and volunteers**
We did this by:

- ✓ Producing **monthly briefings** by the Group Chief Executive and, where necessary, special briefings regarding pay changes.
- ✓ Quarterly Manager meetings to discuss organisation wide performance, risk, and strategic developments
- ✓ Producing where necessary a weekly **Core Briefing** on the back of Senior Leadership Team meetings to update staff on significant changes in a timely and efficient way.
- ✓ Running **Better Health at Work** campaigns throughout the year in various forms such as email, surveys, and team events which retained our **ambassador** status.
- ✓ Managers host one-to-one meetings and team meetings throughout the year.

5.4. **Strategic Aim: To regularly engage and consult with our staff and volunteers**
We did this by:

- ✓ Reviewing the **Communication and Engagement Strategy** about how we communicate and engage with staff and volunteers. Working with new technology to engage more frequently with everyone in the organisation.
- ✓ Conducting a **volunteer survey** to establish who wanted to continue in their role and in what capacity. The results meant we reduced the number of volunteers we have, but it will allow us to place volunteers in areas where their skills were best matched.
- ✓ Hosting staff monthly or bi-monthly **team meetings**.

5.5. **Strategic Aim: To improve the health and wellbeing of our staff and volunteers**
We did this by:

- ✓ Successfully maintaining **Ambassador** status of the Better Health at Work programme 2023–2024. Campaigns delivered included cancer awareness, quit smoking, Get Off Your Feet Britain, Mental health awareness month (wear it green day) finance and [pension preparation for retirement in conjunction with DWP.

- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for those staff who are suffering from stress, anxiety, or mental health issues. We referred 15 staff to Anxious Minds between April 2023 and March 2024.
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues to **Able Futures** who offer up to nine months of confidential support, guidance, and advice free of charge through a simple referral process. We are unable to report how many staff refer to this service as it is private and confidential between both parties.
- ✓ Delivering refresher training to our 8 **Mental Health First Aiders.**

5.6. Strategic Aim: To identify, invest and support our future leaders
We did this by:

- ✓ Completing staff appraisals during the year.
- ✓ Supporting 4 care staff to complete their Level 2 in Adult Care.
- ✓ Supporting 1 staff member with their Level 5 career development.
- ✓ Supporting 3 apprentices to complete their apprenticeships in finance, HR, and marketing.
- ✓ Promoting one employee into a manager role, one apprentice to officer, one officer to coordinator.

5.7. Strategic Aim: To recognise and reward our staff and volunteers
We did this by:

- ✓ Awarding care staff with a further hourly rate increase of 3% during the year.
- ✓ Running employee and volunteer of the year awards and recognising finalists and winners at a lunch event hosted by the Group Chief Executive.

6. Aim Six: To make North Tyneside age-friendly

6.1. Strategic Aim: To strengthen the voice of people in later life
We did this by:

- ✓ Campaigning on 27 issues affecting older people, see 2.3.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process.
- ✓ Supporting older people to engage in the North Tyneside Housing strategy

6.2. Strategic Aim: To work to increase the housing options for people in later life
We did this by:

- ✓ Opening the first Extra Care Housing Scheme for people in later life with cognitive impairment, Havelock Place, in partnership with Northumberland Estates and North Tyneside Council. The scheme was completed in July 2021 and opened in April 2022.
- ✓ Developing a **Housing Strategy**, which will be delivered by our subsidiary company EveryDay Homes Limited.
- ✓ Working towards Registered Provider status to drive forward wider affordable housing options.

6.3. Strategic Aim: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+
We did this by:

- ✓ Identifying a potential site for the One Stop Shop, including a Wellness Hub and Integrated Care Frailty Hub for people in later life in Backworth. The Ageing Well Village was approved by the North Tyneside Planning Authority in 2022.

6.4. Strategic Aim: To work to make North Tyneside an age-friendly borough in line with the World Health Organisation Standard

We did this by:

- ✓ Progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.
- ✓ Achieving 92% (87% in 2022-2023) of the strategic objectives set

We have seen and felt the appetite from older people to return to both physical and social activities. We are addressing this by looking at borough wide physical provision linked to a pathway of services enabling customers to remain active and engaged with our services.

We have introduced a Ladies Who Lunch offer which has proved successful and our intention will be to create a similar male offer. This against a landscape of multiple offers which are already in place in the 4 localities. Our ongoing consultation process will inform future provision.

ORGANISATION FINANCIAL REVIEW

1. **Overview**
   At the year end the Group reported an operating surplus of £408k (before exceptional charges, gains/losses on the pension scheme), compared with a surplus of £143k in 2023. A surplus of £152k was originally budgeted for the year, additional Income Generation and efficiencies across the year ensured a positive result of £408k was achieved at the year end.

2. **Incoming resources**
   Total incoming resources for 2023–2024 were £9.77 million compared with £8.17 million in 2022–2023. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £110k, we ended the year achieving £252k.

3. **Assets**
   The Charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 12 to the accounts.

4. **Investments**
   The Articles of Association state that, in furtherance of the objects, the Charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as bethought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".

   Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and EveryDay Homes Ltd (see note 13).

5. **Pension**
   Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities (see note 21). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 2024 is £0. To maintain the surplus, the Charity is required to make additional payments of £5,017 per month over 111 months.

6. **Reserves**
   The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the Charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisation's development in line with the strategic plan.

   The annual review in March 2024 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent but to increase normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash to three months. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.
   - ✓ The operating surplus of £408k was recognised for the year, and losses on the pension scheme were reported at £35k which returned a Group surplus of £373k for the year.
   - ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months of normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £712k. Bank balances at 31 March 2024 less deferred income and payments in advance are reported at £1 million which exceeds the target by £288k.

- ✓ Designated Funds – The Charity has four designated funds; the Strategic Development Fund, Replacement Fund for properties with Housing Responsibilities, Charitable Service Development in Newcastle and the Property and Defined Benefit Pension Fund. (Further details can be found in note 19.)
- ✓ Restricted Funds – the funds balances are not available for general charity use but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found in note 19.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities, and threats

2023–2024 was the fourth year of the 2025 strategy, and as we deliver our plans for 2024–2025 this will mean greater public consultation and engagement to inform our Strategic Plans for 2024–2025 which were approved by the Board of Trustees, the headlines from these plans include:

Through the Charity in North Tyneside:

- ✓ To consult, engage with and be the voice of stakeholders on services and campaigns which impact older people in the proposed Age Friendly North Tyneside borough. (Our Community & Locality Engagement Coordinator will lead; this will inform and influence our next five-year strategy). We will do this in partnership with Healthwatch North Tyneside.
- ✓ To continue to pursue the establishment of a Neighbourhood Network based on informal volunteering which directly links into our locality plans.
- ✓ To continue to provide a high-quality Information, Advice & Guidance service across the borough and within Community Hubs. We will continue to support customers to maximise their household income through unclaimed benefits to improve their standard of living. Our aim will be to be regarded as the 'One Stop Shop' for older people.
- ✓ To reduce social isolation and loneliness by providing services that address some of those feelings (e.g. Befriending, social groups, dementia specific activities, older people in prison and an enabling service via Care Point).
- ✓ To safeguard people in their communities allowing them to feel safe in their own home. Using our own and partner services i.e. T&WFRS, Safe & Healthy Homes, etc.
- ✓ To provide older people with health and wellbeing services aligned to the NHS 10 Year Plan, to promote a reduction in hospital admissions and ensure that people live longer at home whilst maintaining their independence (e.g. physical and social activities, dementia support and Admiral Nurses).
- ✓ To support more people to live independently at home by developing a Handyperson Service (EveryDay Homes).
- ✓ To work in partnership with the Carers Centre and others to provide carer support and carer relief by increasing the number of carers accessing our dementia and Admiral Nurse services through carers' support groups, providing activities and offering short beaks.

Through the Charity in Newcastle:

- ✓ To seek permission from Age UK to change our name to Age UK Newcastle & North Tyneside, and to use the brand in Newcastle.
- ✓ To continue to work in partnership with Search Newcastle to develop our offer and establish a presence in Newcastle.
- ✓ To update our Articles to extend our area of benefit, as well as general updating.
- ✓ To use profits from EveryDay Care & Support Newcastle contracts to employ a senior member of staff.
- ✓ To consult and engage with all stakeholders to determine the priorities for delivery in Newcastle.
- ✓ To develop a new 2030 Strategy, Budget and Income Generation Plan use the findings from the engagement work

Through EveryDay Care & Support Ltd in North Tyneside:

- ✓ To refresh the EveryDay Living Service across North Tyneside
- ✓ To increase the generalist care at home hours delivered in the community by continuing to use Extra Care Schemes as Hubs and investing further in hybrid roles. This contract is subject to tender during the year

- ✓ To maintain the number of Extra Care Schemes the company delivers care into as Hubs and investing further in hybrid roles. This contract is subject to tender during the year
- ✓ To continue to deliver and improve the specialist dementia service into Havelock Place and work to maintain the scheme at capacity
- ✓ To increase attendances at Wellbeing Centres and align further with Health and Wellbeing hubs and Community Health & Wellness programmes
- ✓ To work in partnership with North Tyneside Council to review and improve the pathways to support hospital avoidance and a safe and timely discharge from hospital
- ✓ To influence the use of Assisted Technology in individual's homes as part of care and support planning.
- ✓ To recruit and integrate a Consultant Admiral Nurse to develop and deliver Age UK North Tyneside's Mental Wellbeing in Later Life strategy, and lead on specialist mental wellbeing services
- ✓ To review the Catering Service and make a decision made about is future, do we retain an in-house service, expand using the under-capacity or move to outsource from a local provider?
- ✓ To continue to deliver a health and wellbeing programme into our wellbeing centres and extra care schemes as well as engaging customers in the community.
- ✓ To engage and consult quarterly with our customers, and report and implement change.
- ✓ To support the Charity's key campaigns to support the Health & Wellbeing Strategy in North Tyneside and Newcastle by tackling inequalities.
- ✓ To support the climate crisis in North Tyneside and Newcastle we will aim to replace a further 2 of the Well-Being Centre Mini-Buses.
- ✓ To support the research pilot with Newcastle university by integrating a Hospital to Home service with the current NHS discharge medicine service.
- ✓ To support the group engagement and consultation plans to develop a new 2030 strategy for the group and the company.
- ✓ To implement fully all new digital platforms in line with the digital transformation programme.

Through EveryDay Care & Support Ltd in Newcastle:

- ✓ To expand the EveryDay Living Service in Newcastle.
- ✓ To expand the Care at Home service in Newcastle in line with the new contract secured in November 2022.
- ✓ To maintain the number of Extra Care Housing Schemes the company delivers care and support into in line with the new contract.
- ✓ To explore and submit any further opportunities for new contracts within home care and day care services in Newcastle.

Through EveryDay Homes to:

- ✓ To secure Registered Housing Provider status and operate in line within the housing regulations by investing in the company's infrastructure.
- ✓ To secure the 4 Saville Street flats and work in partnership with Karbon Homes to support customers to live independently via a management agreement.
- ✓ To use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in.
- ✓ To identify assets for acquisition and remodelling into affordable housing for people in later life and develop an investment strategy to secure acquisitions. The priority is to purchase Havelock Place.

Through Age UK NT Corporate Support:

- ✓ To embed the digital transformation programme in line with the Digital Strategy and plan to expand the digital strategy to make it interactive for customers and families to access.
- ✓ To introduce and implement new financial software for the Group.
- ✓ To achieve all external Quality Standards for the Group.
- ✓ To set up new internal Quality Framework for the Group.
- ✓ To continue to deliver the Marketing Strategy in line with the new shared strategy, working with the new Age UK National Brand Communications Director.

- ✓ New website for EveryDay Care and Support allowing the Marketing Team to control the content and interactive interface.
- ✓ Use more visual presentations from customers and employees, moving away from words on a PowerPoint.

✓ To support our People Strategy to focus on recruitment and retention. Investing in a new recruiter role to manage the end-to-end process of recruitment through to initial onboarding. Reviewing key policies to strengthen the organisations position on sickness and absence.

✓ To improve customer service across the organisation, in line with the Customer Excellence Strategy through the digital transformation project.

STRUCTURE, GOVERNANCE AND MANAGEMENT

1. **Governing documents**
   The Charity's governing documents are its Articles of Association.

2. **Organisational structure**
   The Charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Group Chief Operating Officer, Michelle Adams; Head of Finance, Sharon Robinson; Head of Quality and Transformation, Angela Dawson; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Sonya Roe and Head of EveryDay Homes, Phillip Curran.

3. **Employment policies**
   The Charity operates several key employment policies including Equality Diversity & Inclusion and Health & Safety.

4. **Pay policy for senior staff**
   The Board does not differentiate its pay and conditions of service for senior staff from other employees.

5. **Board of Trustees/Company Directors**
   The body responsible for the governance of the Charity is the Board of Trustees, who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three-year term (maximum of nine years agreed from April 2015) and the Chair for a maximum of two three-year terms. The Board can comprise of up to 15 members, including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

   None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint people to fill any casual vacancies that occur during the year among elected members of the Board, such appointments to terminate at the end of the term for which the original member was elected.

   The Board has three Committees:

   The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Group's assets and liabilities, the agreement and monitoring of the Group's annual budget and management of the investment portfolio.

   The Group Risk and Compliance Committee meets four times a year with a remit to ensure effective risk and quality management systems are in operation. this includes reviewing compliance with statutory requirements under Health & Safety, diversity and inclusion and safeguarding.

   The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision-making. This Committee did not meet during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- ✓ Group Risk and Compliance Committee scrutiny of the Risk Registers.
- ✓ A Strategic Plan and Annual Budget approved by the Trustees.
- ✓ Regular consideration by the Trustees of the financial results, variances from budget, forecasts, and performance indicators.
- ✓ Delegation of authority and segregation of duties.
- ✓ Identification and management of risk and statutory compliance issues including safeguarding.

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. Five Strategic Risk Registers are in place, which are scrutinised at monthly Senior Leadership Team meetings, which can include a member from the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the Charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these 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 2019 (FRS 102).
- ✓ Make judgements and estimates that are reasonable and prudent.
- ✓ State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- ✓ Prepare the financial statements on a 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- ✓ There is no relevant audit information of which the charitable company's auditor is unaware; and
- ✓ The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

Robson Laidler Accountants Limited were elected as auditor for the ensuing year at the Annual General Meeting in accordance with section 487 of the Companies Act 2006.

Approved by the Board on 15 August 2024 and signed on their behalf by:

A L Scurfield

Alyson Scurfield
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2024

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- ✓ give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2024, 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;
- ✓ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✓ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ✓ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ✓ the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✓ the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- ✓ the financial statements are not in agreement with the accounting records and returns; or
- ✓ certain disclosures of directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- ✓ confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- ✓ obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- ✓ assessing the risk of management override including identifying and testing a sample of journal entries;
- ✓ confirmation received from the banks to verify the balance as on the last day of the accounting year;
- ✓ reviewing minutes of meetings of those charged with governance; and
- ✓ challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this 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.

Michael Moran (Senior Statutory Auditor)

For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne
Tyne and Wear
NE2 1TJ

14 October 2024

Age UK North Tyneside

Statement of Financial Activities
For the year ended 31 March 2024

Current financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Income and endowments from:						
Donations and legacies	4	24,584	-	-	24,584	91,565
Charitable activities	5	2,098,606	190,547	-	2,289,153	1,809,946
Other trading activities	6	7,458,252	-	-	7,458,252	6,274,468
Total income		**9,581,442**	**190,547**	**-**	**9,771,989**	**8,175,979**
Expenditure on:						
Raising funds						
Trading activities		6,179,612	-	-	6,179,612	5,102,191
Charitable activities	7	2,983,450	190,547	9,393	3,183,390	2,953,519
Total expenditure		**9,163,062**	**190,547**	**9,393**	**9,363,002**	**8,055,710**
Net gains / losses on investments		-	-	-	-	**22,869**
Net income/(expenditure) for the year		**418,380**	**-**	**(9,393)**	**408,987**	**143,138**
Gross transfers between funds		-	-	-	-	-
Other recognised gains / losses						
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(35,000)	(35,000)	**(32,000)**
Net movement in funds		**418,380**	**-**	**(44,393)**	**373,987**	**111,138**
Reconciliation of funds						
Fund balances at 1 April 2023		1,430,407	-	568,594	1,999,001	1,887,863
Fund balances at 31 March 2024	19	**1,848,787**	**-**	**524,201**	**2,372,988**	**1,999,001**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Age UK North Tyneside

Statement of Financial Activities
For the year ended 31 March 2024

Prior financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £
Income and endowments from:					
Donations and legacies	4	91,565	-	-	**91,565**
Charitable activities	5	1,631,944	178,002	-	**1,809,946**
Other trading activities	6	6,274,468	-	-	**6,274,468**
Total income		**7,997,977**	**178,002**	**-**	**8,175,979**
Expenditure on:					
Raising funds					
Trading activities		5,102,191	-	-	5,102,191
Charitable activities	7	2,765,627	178,002	9,890	2,953,519
Total expenditure		**7,867,818**	**178,002**	**9,980**	**8,055,710**
Net gains / losses on investments		22,869	-	-	**22,869**
Net income/(expenditure) for the year		**153,028**	-	**(9,890)**	**143,138**
Gross transfers between funds		349,259	-	(349,259)	-
Other recognised gains / losses					
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(32,000)	(32,000)
Net movement in funds		**502,287**	**-**	**(391,149)**	**111,138**
Reconciliation of funds					
Fund balances at 1 April 2022		928,120	-	959,743	1,887,863
Fund balances at 31 March 2023	20	**1,430,407**	**-**	**568,594**	**1,999,001**

Age UK North Tyneside

Balance Sheet
For the year ended 31 March 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		832,722		686,649
Investments	13		-		-
			832,722		**686,649**
Current assets					
Stock	14	18,943		7,925	
Debtors	15	830,487		488,335	
Cash at bank and in hand		1,508,268		1,312,070	
		2,357,698		1,808,330	
Creditors: amounts due within 1 year	16	(817,432)		(495,978)	
Net current assets			**1,540,266**		**1,312,352**
Net assets			**2,372,988**		**1,999,001**
Reserves					
Restricted funds	17		-		-
Unrestricted funds					
General funds	18	1,140,416		670,617	
Everyday Care & Support	18	708,371		759,790	
Designated – strategic	18	189,640		189,640	
Designated – property and pension	18	334,561		378,954	
Total unrestricted funds			2,372,988		1,999,001
Total reserves			**2,372,988**		**1,999,001**

These financial statements were approved by the Board of Trustees on 14 August 2024. and are signed on their behalf by:

A Scurfield
Chair

M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 27 to 44 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		581,558		562,122
Investments	13		250,004		4
			831,562		**562,126**
Current assets					
Stock	14	1,275		885	
Debtors	15	850,509		332,138	
Cash at bank and in hand		326,542		526,154	
		1,178,326		859,177	
Creditors: amounts due within 1 year	16	(345,269)		(182,092)	
Net current assets			**833,057**		**677,085**
Net assets			**1,664,619**		**1,239,211**
Reserves					
Restricted funds	17		-		-
Unrestricted funds					
General funds	19	1,140,418		638,617	
Designated – strategic	19	189,640		189,640	
Designated – property and pension	19	334,561		410,954	
Total unrestricted funds			1,664,619		1,239,211
Total reserves			**1,664,619**		**1,239,211**

These financial statements were approved by the Board of Trustees on 14 August 2024 and are signed on their behalf by:

A Scurfield
Chair

M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 27 to 44 form part of these financial statements

Age UK North Tyneside

Cash flow statement
For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities		**443,886**	**293,092**
Cash flows from investing activities			
Proceeds on disposal of investment property		-	396,216
Proceeds on disposal of fixed assets		29,168	113,414
Purchase of tangible fixed assets		(276,856)	(162,021)
Net cash provided by (used in) investing activities		(247,688)	347,609
Cash flows from financing activities			
Repayment of borrowings		-	(82,714)
		-	(82,714)
Change in cash and cash equivalents		196,198	557,987
Cash and cash equivalents at the beginning of the reporting period		1,312,070	754,083
Cash and cash equivalents at the end of the reporting period		**1,508,268**	**1,312,070**
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		**1,508,268**	**1,312,070**

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, C19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2023-2024. The organisation is projecting a surplus for the year ended 31 March 2025 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going Concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 **Fixed assets**

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold 100 years or lease term if less

1.6 **Impairment of fixed assets**

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 **Investments**

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 **Stocks**

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 **Debtors**

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

1.10 **Cash at bank and in hand**

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

1.11 **Creditors and provisions**

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

1.12 **Corporation tax**

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.

The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.13 **Pensions**

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.14 **Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably — this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating *to* its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.15 **Expenditure**

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

Expenditure is classified under the following headings:
Costs of raising funds are comprised of direct fundraising costs and investment management costs.
Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.
Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.16 **Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.17 **Operating leases**

The charity and the group classify the leasing of equipment as operating leases: the title to which remains with the lessor and the expected economic life of the lease.

1.18 **Joint venture**

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

2. **Critical accounting estimates and areas of judgement**

In the application of the group'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.

In the application of the group'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.

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

3. **Company structure**

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Donations	22,584	-	-	**22,584**	21,565
Legacy	2,000	-	-	**2,000**	70,000
	24,584	**-**	**-**	**24,584**	91,565

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Charitable trusts grants	238,539	190,547	-	**429,086**	418,353
Contracts/SLA income	1,310,064		-	**1,310,064**	1,036,862
Private individuals	492,553	-	-	**492,553**	301,507
Income from transport	57,450	-	-	**57,450**	53,244
	2,098,606	**190,547**	**-**	**2,289,153**	1,809,946

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2024 £	Total 2023 £
Income from EveryDay - Professional care and support	7,306,593	-	-	**7,306,593**	6,140,435
Catering income	145,763	-	-	**145,763**	126,951
Rental income from assets	5,501	-	-	**5,501**	6,220
Sale of sundry items	392	-	-	**392**	162
Other income	3	-	-	**3**	700
	7,458,252	**-**	**-**	**7,458,252**	6,274,468

7. Expenditure on charitable activities

7.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2024 £	Total 2023 £
Staff & volunteer costs	1,695,519	143,622	-	**1,839,141**	1,717,285
Premises costs	718,844	-	-	**718,844**	755,995
Overhead costs	462,610	11,220	-	**473,830**	264,808
Motor vehicle costs	23,705	-	-	**23,705**	23,315
Depreciation	31,185	-	9,393	**40,578**	40,141
Loss on disposal of fixed assets	1,365	-	-	**1,365**	2,670
Marketing & promotion	350	1,800	-	**2,150**	3,494
Food & provisions	6,053	-	-	**6,053**	4,732
Audit fees	10,920	-	-	**10,920**	8,520
Legal & professional fees	29,519	-	-	**29,519**	38,339
Project & development work	(19,851)	33,905	-	**14,054**	60,474
Sundry purchases for re-sale	23,231	-	-	**23,231**	33,746
	2,983,450	**190,547**	**9,393**	**3,183,390**	**2,953,519**

7.2. Support costs

	2024 £	2023 £
Executive team	147,307	102,189
Finance	168,351	143,549
HR & training	147,307	160,581
Marketing & communication	63,132	42,579
Quality & performance	42,671	34,063
Governance	42,088	25,547
Total support costs	**610,856**	**508,508**

7.3. Governance costs

	2024 £	2023 £
Staff related costs	38,783	26,046
Legal and professional fees	26,972	19,996
Other costs	1,854	1065
Total governance costs	**67,609**	**47,107**

8. Net income from trading activity of subsidiary companies and associate company

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £580,120 (2023 – £606,595) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit and loss account	2024	2023
	£	£
Turnover	7,455,087	6,261,930
Cost of sales	(6,899,911)	(5,655,335)
Net Profit	**555,176**	**606,595**
Balance sheet summary		
Fixed assets	251,164	124,528
Current assets	1,704,076	1,160,617
Current liabilities	(996,869)	(525,355)
Net assets	**958,371**	**759,790**

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2024.

9. Net income / expenditure

The group surplus / deficit is stated after charging / (crediting)

	2024	2023
	£	£
Depreciation – owed assets	65,522	60,513

10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £16,020 (2023: £13,600)

11. Analysis of staff costs and key management remuneration:

Total salary costs analysed by:	2024 £	2023 £
Wages and salaries	6,693,812	5,732,100
National insurance contributions	495,071	416,534
Pension contributions	192,043	171,664
	7,380,926	**6,320,298**

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2024 No.	2023 No.
£70,001 - £80,000	-	-
£80,001 - £90,000	1	1

No trustee received any remuneration or reimbursement of expenses (2023: £nil)

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £417,386 (2023 - £401,969).

The average headcount of persons employed by the group (including casual and part time) during the year was:

	2024 No.	2023 No.
Executive team	3	2
Leadership team	5	6
Managers	15	17
Co-ordinators	26	32
Nurses	6	1
Officers	17	24
Assistants	267	250
	339	**332**

12. Tangible fixed assets

Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2023	1,200,439	534,532	101,126	**1,836,097**
Additions	-	253,256	23,600	**276,856**
Disposals	-	(63,374)	-	**(63,374)**
At 31 March 2024	1,200,439	724,414	124,726	**2,049,579**
Depreciation				
At 1 April 2023	729,831	384,506	35,111	**1,149,448**
Charge for the year	9,393	69,818	22,404	**101,615**
Disposals	-	(34,206)	-	**(34,206)**
At 31 March 2024	739,224	420,118	57,515	**1,216,857**
Net book value				
At 31 March 2024	**461,215**	**304,296**	**67,211**	**832,722**
At 31 March 2023	**470,608**	**150,026**	**66,015**	**686,649**

Charity

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2023	1,200,439	344,962	43,191	**1,588,592**
Additions	-	63,754	-	**63,754**
Disposals	-	(23,546)	-	**(23,546)**
At 31 March 2024	1,200,439	385,170	43,191	**1,628,800**
Depreciation				
At 1 April 2023	729,831	267,625	29,014	**1,026,470**
Charge for the year	9,393	28,223	3,544	**41,160**
Disposals	-	(20,388)	-	**(20,388)**
At 31 March 2024	739,224	275,460	32,558	**1,047,242**
Net book value				
At 31 March 2024	**461,215**	**109,710**	**10,633**	**581,558**
At 31 March 2023	**470,608**	**77,337**	**14,177**	**562,122**

13. Investments

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Investments in wholly owned subsidiaries	-	-	250,004	4
	-	-	250,004	4

14. Stock

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Consumables	18,943	7,925	1,275	885

15. Debtors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade debtors	178,338	105,868	99,066	41,489
Prepayments	319,615	43,232	199,511	18,859
Accrued Income	332,534	339,235	27,226	59,606
Amounts owed by group companies	-	-	524,706	212,184
	830,487	488,335	850,509	332,138

16. Creditors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade creditors	215,540	59,921	163,006	32,190
Other creditors	45,113	38,353	15,496	13,243
Other taxes and social security	127,856	100,167	40,321	28,475
Accruals	375,423	224,367	72,946	35,014
Deferred income	53,500	73,170	53,500	73,170
	817,432	495,978	345,269	182,092

Deferred income

Deferred income comprises grants relating to future periods or income relating to services not yet delivered.

17. Restricted funds

Year ended 31 March 2024	At 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Ballinger Trust	-	20,000	(20,000)	-	-
Headly Trust	-	22,500	(22,500)	-	-
Age UK MCST Funding	-	14,623	(14,623)	-	-
Sporting Forces	-	13,784	(13,784)	-	-
NHS – ICB Digital Transformation Fund	-	67,995	(67,995)	-	-
Big Lottery Community Fund – Ageing Better	-	37,011	(37,011)	-	-
Big Lottery Ending Loneliness	-	3,000	(3,000)	-	-
NHS ICB Health Inequalities Grant	-	11,634	(11,634)	-	-
	-	**190,547**	**(190,547)**	-	-

Restricted funds Year ended 31 March 2023	At 1/4/2022	Income	Expenditure	Transfers	At 31/3/2023
	£	£	£	£	£
Ballinger Trust	-	10,000	(10,000)	-	-
Headly Trust	-	17,500	(17,500)	-	-
Age UK Later Life Goals	-	13,991	(13,991)	-	-
Armed Forces Covenant trust	-	24,528	(24,528)	-	-
Sporting Forces	-	18,689	(18,689)	-	-
Big lotters Friendly Faces in Local Places		8,916	(8,916)	-	-
Big Lottery Community Fund – Ageing Better	-	12,338	(12,338)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	60,040	(60,040)	-	-
	-	**178,002**	**(178,002)**	-	-

Restricted funds

Ballinger Trust: This is one off funding to support the Dementia Connections Services deliver activities.

Headley Trust This is the second year of a two year project supporting the delivery of the Information and Advice Service.

Age UK MCST Funding: This is one off funding to support the Dementia Connections Services deliver activities.

Sporting Forces: This is the second year of a two year funding working in partnership with Age UK Northumberland to deliver the Veteran Places, Pathways and People project.

NHS – ICB Digital Transformation Fund: This is one off funding to support the Digital Transformation Project and the new CRM and Care Rostering System.

National Lottery Community Fund – RC North East & Cumbrian region: Aging Better Project with one year funding to support development and structure of activity delivery for the Strategic development of the Ageing Well Village at Backworth.

Big Lottery Ending Loneliness: This is a 4 year project working in partnership with VODA supporting Befriending services within North Tyneside which ended in June 2023.

NHS ICB Health Inequalities Grant: This is a working in partnership with North Tyneside VODA to develop and deliver activities program tailer for 50+ residents for longer term engagement sustainability.

18. Unrestricted funds - group

Year ended 31 March 2024	At 1/4/2023 £	Income £	Expenditure £	Transfers £	At 31/3/2024 £
Unrestricted funds					
General fund	670,617	2,126,355	(2,263,151)	606,595	1,140,416
Everyday Care & Support	759,790	7,455,087	(6,899,911)	(606,595)	708,371
	1,430,407	**9,581,442**	**(9,163,062)**	-	**1,848,787**
Designated funds					
Property and pension fund	378,954	-	(44,393)	-	334,561
Strategic Development fund	189,640	-	-	-	189,640
	568,594	-	**(44,393)**	-	**524,201**
Total Unrestricted funds	**1,999,001**	**9,581,442**	**(9,207,455)**	-	**2,372,988**

Unrestricted funds - group Year ended 31 March 2023	At 1/4/2022 £	Income £	Expenditure £	Transfers £	At 31/3/2023 £
Unrestricted funds					
General fund	411,778	1,753,460	(2,765,627)	907,454	670,617
Everyday Care & Support	516,342	6,267,386	(5,102,191)	(558,195)	759,790
	928,120	**8,020,846**	**(7,867,818)**	**349,259**	**1,430,407**
Designated funds					
Property and pension fund	840,103	-	(9,890)	(451,259)	378,954
Strategic Development fund	119,640	-	-	70,000	189,640
	959,743	-	**(9,890)**	**(349,259)**	**568,594**
Total Unrestricted funds	**1,887,863**	**8,020,846**	**(7,877,708)**	-	**1,999,001**

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2024.

Designated funds

The property fund represents the net book value of the freehold properties less the mortgages relating to these properties

Designated funds (continued)

The strategic development fund is to support to 2020-2025 Strategy, covering;

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- ✓ Investment in a new transport fleet which is carbon neutral
- ✓ Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

19. Unrestricted funds – Charity

Year ended 31 March 2024	At 1/04/2023 £	Income £	Expenditure £	Transfers £	At 31/03/2024 £
Unrestricted funds					
General fund	638,617	3,642,431	(3,172,630)	32,000	1,140,418
Designated funds					
Property and pension fund	410,954	-	(44,393)	(32,000)	334,561
Strategic Development fund	189,640	-	-	-	189,640
	600,594	**-**	-	**-**	**524,201**
Total Unrestricted funds	**1,239,211**	**3,642,431**	**(3,217,023)**	-	**1,664,619**

Year ended 31 March 2023	At 1/04/2022 £	Income £	Expenditure £	Transfers £	At 31/03/2023 £
Unrestricted funds					
General fund	1,371,116	2,850,944	(2,972,959)	349,259	638,617
Designated funds					
Property and pension fund	840,103	-	(9,890)	(419,259)	410,954
Strategic Development fund	119,640	-	-	70,000	189,640
	959,743	**-**	**(9,890)**	**(349,259)**	600,594
Total Unrestricted funds	**1,371,116**	**2,850,944**	**(2,982,849)**	**-**	**1,239,211**

20. Analysis of net assets between funds (continued)

For the year ended 31 March 2024

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	497,161	-	334,561	**831,722**
Net current assets	1,350,626	-	189,640	**1,540,266**
	1,848,787	**-**	**524,201**	**2,372,988**

21. Pension

Defined contribution scheme

The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £130,115 (2023: £122,786).

Defined benefit scheme

The group operates a defined benefit scheme in the UK. A full actuarial valuation of the of the Age Concern Retirement Benefit Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2024 by a qualified independent actuary. As required by FRS102 the defined benefit liabilities have been measured using the projected unit method. The scheme closed to new entrants and further benefit accrual. The disclosures below is provided in respect of Age UK Retirement Benefit Scheme ("the Scheme"):

Total costs recognised in the period:	**2024 £'000**	**2023 £'000**
Current service costs	10	14
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	10	14
Amount recognised as other comprehensive income	(45)	(46)
Total recognized	**(35)**	**(32)**

The amounts recognised in the balance sheet are as follows:	**2024 £'000**	**2023 £'000**
Fair value of scheme liabilities	(2,070)	(2,053)
Fair value of scheme assets	2,190	2,187
Surplus in the scheme (not recognised)	**120**	**134**

Change in present value of the defined benefit obligation:	2024 £'000	2023 £'000
Opening defined benefit obligation	2,053	2,560
Interest cost	97	70
Actuarial (gain)/loss arising on scheme liabilities	19	(464)
Benefits paid (including expenses)	(99)	(113)
Liabilities in scheme at end of the year	**2,070**	**2,053**

Change in fair value of scheme assets	2024 £'000	2023 £'000
Opening fair value of scheme assets	2,187	2,735
Expected return on scheme assets	97	70
Actuarial (losses)/gains	(40)	(551)
Employer contributions	55	60
Benefits paid (including expenses)	(109)	(127)
Total market value of assets	**2,190**	**2,187**

Major categories of scheme assets as a percentage of total assets	2024 %	2023 %
Equities	14.5	9.1
Diversified growth	4.9	4.8
Gifts and bonds	63.7	70.2
Infrastructure	13.4	13.0
Cash	3.5	2.9
	100	**100**

	2024 £'000	2023 £'000
The actual return on scheme assets for the year was	**57**	**(481)**

Principle actuarial assumptions at the balance sheet date	2024 %	2023 %
Discount rate	4.90	4.85
Rate of increase in payment of pre 2006 pensions	3.70	3.70
Rate of increase in payment of post 2006 pensions	2.05	2.10
Inflation rate (RPI)	3.20	3.25
Inflation assumption (CPI)	2.40	2.45

The assumed life expectations on retirement at age 65	2024 Years	2023 years
Retiring today – males	86.7	86.8
Retiring today – females	88.6	88.8
Retiring in 20 years – males	88.0	88.1
Retiring in 20 years – females	90.1	90.2

22. Commitments under operating leases

At 31 March 2024 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Within 1 year	162,240	468,000	162,240	468,000
More than 1 year and less than 5 years	-	156,000	-	156,000
	162,240	**624,000**	**162,240**	**624,000**

23. Related party transactions

There have been no related party transactions in the current or previous year.

A person connected to a Trustees holds a contact of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

24. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

25. Reconciliation of movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income / (expenditure) for the period	408,987	143,138
Adjustments for:		
Depreciation	101,615	60,513
Pension scheme adjustment	(35,000)	(32,000)
(Increase) / Decrease in stock	(11,018)	12,796
Decrease / (increase) in debtors	(342,152)	27,072
(Decrease) / increase in creditors	321,454	81,573
Net cash provided by operating activities	**443,886**	**293,092**

26. Analysis of changes in net debt

	1 Apr 2023	Cash flows	31 Mar 2024
	£	£	£
Short term cash borrowings	-	-	-
Long term cash borrowings	-	-	-
Total liabilities	-	-	-
Cash and cash equivalents	1,312,070	196,198	1,508,268
Total net debt	**1,312,070**	**196,198**	**1,508,268**

Age UK Newcastle and North Tyneside

England & Wales - Charity number 1049527

Accounts

Consolidated Financial Statements

For the Year Ended 31 March 2023

North Tyneside age UK

Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2023

Company Registration Number:	01763579 Registered in England and Wales	
Charity Registration Number:	1049527	
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
Board of Trustees:	Mr. R. Adams	Chair
	Mr. R.D. Morton	Treasurer
	Mr. R. Brown	(resigned December 2022)
	Mr. M. Cotton	
	Mr. L. Gilder	(elected March 2023)
	Ms. T.J. Harrison	
	Mrs. A. Scurfield	
	Mr. C. Swan	
	Dr A. Kent	(elected June 2022)
	Miss H Aitchison	(elected April 2023)
Group Chief Executive:	Ms D. McNally	Group Chief Executive
Bankers:	Barclays Bank plc 86 Park View Whitley Bay Tyne & Wear NE26 3RA	
Auditors:	Robson Laidler Accountants Limited Fernwood House Fernwood Road Jesmond Newcastle upon Tyne NE2 1TJ	

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2023. This was the third year of our five-year 2025 Strategy.

Our 2025 Strategy came into effect on 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance-driven to achieve growth and the long-term sustainability of the organisation whilst ensuring a personalised customer-focused service is always maintained. This includes the Group's two wholly owned subsidiary companies, EveryDay Care & Support Ltd and EveryDay Homes Ltd.

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The Charity's aims and objectives are reported below to provide clear and demonstrable public benefit.

Our **Vision**: "A world where everyone enjoys later life."

Our **Mission**: "To help people make more of life."

ACHIEVEMENTS & PERFORMANCE

Our 2025 six **Strategic Aims** and performance against these aims are as follows:

1. Aim One: To Increase our financial sustainability and contributions to our local economy

1.1. Strategic Aim: Increase turnover by 10%
We achieved this by increasing Group turnover on the previous year by 25%. At 31 March 2023, turnover was reported at £8.17m compared with £6.54m at 31 March 2022.

1.2. Strategic Aim: Plan, control and monitor the use of funds
We budgeted to achieve a surplus of £30k for the year and reported a surplus of £111k.
We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal management and services charges. The target was to achieve £661k and we achieved £681k.

1.3. Strategic Aim: Identify and invest in new business opportunities
EveryDay Care & Support increased its profits by 127% on the previous year from £267k to £607k.
The Charity invested £52k in EveryDay Homes, which is prioritising its Registered Housing Provider status to allow it to offer affordable housing to people in later life.

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customers in the greatest need
We raised £357k in new income and efficiencies during the year, which exceeded the target of £237k to ensure services were delivered during 2022–2023.

1.5. Strategic aim: Maintain a level of cash reserves to manage the financial risk of the organisation
The Group's cash reserves on 31 March 2023 were reported at £1.31M against a target of £654k, which is the level required to meet the financial obligations and liabilities of the Group.

2. Aim Two: To Improve the lives of people in later life.

2.1. Strategic Aim: To engage and consult with communities to provide people in later life with the right services they need to make more if life

We did this by:

- ✓ Launching our refreshed **Health & Wellness** service funded by Age UK, the Big Lottery Fund and Health Inequalities monies, and following extensive customer consultation both online via our social channels and with existing customers. This informed our programme content and location choices. We aim to bring a parity of offer across the borough. Customer confidence was slow to return post Covid-19 meaning that both physical and social opportunities to engage were slower to resume than anticipated.
- ✓ Continuing our partnership arrangement with **Operation Veteran**. This arrangement is funded by the Covenant Fund and has seen significant financial impacts for those it has supported via the Information & Advice service. Additionally, veterans and their families have been supported via our Care Point and Health & Wellness services. This arrangement further improved our profile and engagement with the wider Armed Forces community.
- ✓ Engaging with customers via our **Healthwatch North Tyneside** partnership to help better appreciate their appetite for additional digital inclusion. This was financially supported by North Tyneside Council and informed the council's Digital Strategy.
- ✓ Supporting North Tyneside Council's ambition to bring **Community Hubs** to fruition. We did this by supporting and sharing the council's media messaging to understand from a resident's perspective how community hubs would bring value to the borough. We joined regular workshops to bring the view of older people to the table.
- ✓ Engaging with our customers in each specific service every quarter to request their feedback and to ask for input to help improve and broaden service provision. We took the opportunity to ask them how they were feeling post-pandemic and used this intelligence to inform wider local and national strategies. All services participated, including those in HM prison locations.
- ✓ Supporting the **Centre for Ageing** and the **Internet of Caring Things**, to work with local businesses and innovators to develop and bring new products and services to older people. We did this by regular workshop attendance and introducing customers to end-user forums to explore ideas.
- ✓ Engaging with **North Tyneside Mental Health Alliance** to understand and support the needs of older people living with mental health concerns. We co-produced a menu of suitable and accessible services across the borough and now have the ability to access additional training for our team to enhance knowledge when working with others.

2.2. Strategic Aim: To Engage and consult with customers to improve services.

We did this by:

- ✓ Continuing to engage with customers through service evaluations every quarter and in their own homes via **Guided Conversations**. Guided Conversation training was made mandatory to improve the knowledge of all team members making home visits in December 2022. We met with 1,001 customers in their own homes against a target of 562.
- ✓ Introducing service improvements based on the outcome of our customer evaluations to inform the provision and location of new physical and social activities. The North Tyneside Health Inequalities Strategy and funding promotes parity of provision across the borough and we aimed to deliver this through a refreshed borough-wide programme, as opposed to locating the majority of services in North Shields.
- ✓ Consulting with 550 EveryDay Care & Support customers, which was an increase on the 480 customers we engaged with in the previous year. The outcome showed:
  - Well led – 96% which is higher than the previous year of 94%.
  - Safe – 85% which is lower than the previous year of 88%
  - Effective – 90% which is lower than the previous year of 92%.

- Caring – 98% which is higher than the previous year of 93%.

2.3. Strategic Aim: To campaign on issues that affect people in later life.

We did this by:

Supporting seven campaigns over the year which were:

- ✓ Loneliness and isolation
- ✓ Fraud awareness
- ✓ Cost of living crisis
- ✓ Scam awareness
- ✓ Carbon monoxide
- ✓ Know what we do – national campaign.
- ✓ Cost of cold – national campaign

We highlighted these campaigns through all social media platforms, magazine articles, local regional TV news bulletins and BBC radio.

2.4. Strategic Aim: To improve how our services are accessed.

We did this by:

- ✓ Engaging with housebound older people in their own homes using Guided Conversations and regular customer evaluations delivered face-to-face. Office appointment schedules were re-established, and customers are beginning to return to social and physical activity with a greater appetite shown for these through regular evaluations.
- ✓ Ensuring our Admiral Nurse service was locality-based and had a dedicated resource working in North Shields, Whitley Bay, Wallsend and the west of the borough.
- ✓ Resuming home visits in our Befriending Service, Information & Advice, Care Point, Dementia Services and Admiral Nurse Service, providing 2,553 accessible face-to-face meetings.
- ✓ Co-locating our Care Point and Admiral Nurse teams in the community and NHS locations to ensure greater access to health professionals. Regular partner workshops have enabled our referrers to better appreciate our offer and the support available to their patients. The continued growth of our networks has highlighted our offer and enabled additional referrals.
- ✓ Reaching more people using **technology**, with EveryDay Care & Support using fifty tablet devices allocated across Extra Care Schemes and Wellbeing Centres and engaging with 242 customers, which was an increase of 185 customers on the previous year.
- ✓ Continuing discussions with North Tyneside Council and local partners on Community Hub locations in multiple potential locations across the borough (Killingworth, Whitley Bay, North Shields, Wideopen and Wallsend).
- ✓ Referring 3,768 people into services, compared with 573 in the previous year.
- ✓ Continuing discussions with local **Primary Care Networks** about co-locating our team with them to reach more people.

2.5. Strategic Aim: To provide Information and Advice to people over 50.

We did this by:

- ✓ Delivering 564 **guided conversations** compared to 406 the previous year.
- ✓ Delivering the information and advice service through IAQP (**Information, Advice and Quality Programme**) an Age UK national standard.
- ✓

2.6. Strategic Aim: To support people to improve their financial independence.

We did this by:

- ✓ Supporting 660 people in 2022-2023 to achieve financial independence, compared to 647 in the previous year.
- ✓ Securing **£1.5m in unclaimed benefits,** an improvement on the previous year when £1.1m was secured.

- ✓ Securing and using funding from Age UK, North Tyneside Council, The Headley Trust, and Northern Gas Networks to increase the capacity of the team.

2.7. Strategic Aim: To address social isolation and loneliness.
We did this by:

- ✓ Supporting 56 customers and volunteers to maintain regular contact through home and telephone befriending. This compares with 134 customers in 2022 when the service was in peak demand due to the Covid-19 pandemic. As a result, we supported the **End Loneliness Partnership** with **VODA** and the **North Tyneside Carers Centre** while promoting the campaign with support from Befriending Networks and Age UK. This support was funded by the Big Lottery Fund.
- ✓ Facilitating 231 attendances at our social groups, which compares with 1,208 virtual attendances in 2022 when face-to-face attendance was not an option. Customers were slow to resume social activity and our aim was to encourage them to play a part in developing a new programme. The virtual programme came to a natural end as customer confidence grew.
- ✓ Supporting 3,230 attendances of older people across three prisons, HMP Northumberland, HMP Frankland and HMP Holme House, allowing them to access purposeful activities. This compares with 2,630 in the previous year. This work continues to be funded by NHS England and will expand to a further three locations, HMP Low Newton, HMP Durham and HMP Kirklevington, in the next financial year due to the feedback and positive impact the provision has on its recipients.
- ✓ Maintaining attendance at our three **Wellbeing Centres**, Cedar Grove, Linskill Park and Rowan Croft at an average of 75%. Rowan Croft's attendance remained strong throughout the year, achieving an increase of 15%, reaching 87% attendance levels. Cedar Grove attendances increased from 69% to 77% and Linskill Park attendances decreased from 81% to 55% due to the lack of referrals and customers cancelling their service through ill health/death or moving into residential care. Our Wellbeing Centres continued to operate under North Tyneside Council's Covid-19 guidelines and restrictions began to ease in the latter part of the year.
- ✓ Continuing to provide entertainment and activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with **SportWorks**, volunteer-led weekly ukulele sessions, arts and crafts activities, local entertainers, Karaoke and outside social events, baking and cake decorating, reminiscence sessions, gardening, games and quizzes, singalong, table tennis, chair-based Pilates and "HowFit" fitness exercise, dancing and trips out to local venues. Overall, the impact of the activities/events delivered across the Group reduced social isolation by allowing individuals to meet, develop friendships and improve their wellbeing.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes.
We did this by:

- ✓ Increasing the number of people receiving information about **scams** by working with the **Yorkshire Bank** to promote scam awareness. We had 5,083 total plays on our Yorkshire Building Society scam videos across Facebook, Instagram, TikTok and LinkedIn. We additionally provided one scam awareness session with local veterans and their families. We continue to support 25 veteran families on a monthly basis using our partnership agreement with Operation Veteran which is funded by the Covenant Fund.
- ✓ Reporting **99 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were 81 low-level, 16 substantial and two critical safeguarding reports. In the previous year we recorded 126 safeguarding reports.
- ✓ Recording a reduced number of customer falls which we attributed to the impact of the joint bid with **SportWorks** where we introduced Making Movements, an extension of chair-based Pilates, and continued HowFit home exercise program in Extra Care Housing Schemes in North Tyneside. The HowFit programme was funded by the Integrated Care Board and saw 40 customers at home, 30 extra care schemes and 342 customers in sheltered accommodation take advantage of the seated exercise programmes.

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing.

We did this by:

- ✓ Consolidating the number of physical activity groups to 14 and consulted with 196 existing customers to develop a refreshed programme. This work was funded by **The Big Lottery** to support the **North Tyneside Equally Well Strategy** and our Ageing Well Village vision.
- ✓ Delivering the **HowFit programme** to 40 customers at home, and in 30 extra care and sheltered housing locations supporting 342 residents to engage in chair-based physical activity delivered by our in-house trainers. Funding from the Integrated Care Board (ICB) had been secured for an 18-month trial period but despite its huge success in fall prevention has sadly not been continued into 2023–2024.
- ✓ Delivering the ICB-funded **Strength & Balance** programme to 875 patients with physical activity delivered by our in-house trainers. In the previous year we supported 1,715 patients with virtual weekly programmes and DVDs.
- ✓ Delivering a weekly activity programme in **Extra Care Schemes** including seasonal indoor and outdoor events: Easter, Summer BBQ Garden parties, Halloween, Christmas parties, coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, Live Link Bingo across all Extra Care Schemes, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. 1,044 people participated this year compared with 660 in the previous year.
- ✓ Delivering weekly chair-based **Pilates/Making Movements** within Extra Care Schemes and Wellbeing Centres and extending this programme for a further 12 months with funding from **SportWorks**. This programme reached 150 people over the year and reported an increase in mobility monitored against individuals' personal goals.

2.10 Strategic Aim: To work within Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions.

We did this by:

- ✓ Maintaining the number of referrals to **Care Point** to re-engage with their communities and to increase confidence and independence. Last year the Care Point team received 248 referrals from a wide range of health practitioners throughout North Tyneside. The team received on average 21 referrals per month, with the lowest number of referrals coming over the winter period (14-16 per month) and the highest being throughout the summer (26-34 per month). Referral routes varied from hospital-based physios, pharmacists and nurses to community-based nurses, social workers, and well-being teams. From the 248 referrals, we supported 202 patients to re-engage with their local community, increase their confidence, and maintain their independence. The Care Point team also assisted 29% of the referred individuals to access practical advice and informative services - working with organisations such as DWP, DVLA, Citizen's Advice and our own Information & Advice service which provides advice on bereavement, will writing and help with benefits. This service is delivered as part of the **Enhanced Care Point Programme** and commissioned through the **North East and North Cumbria Integrated Care Board**.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme**. We supported 875 customers compared with 1,715 in the previous year, such was the need following lockdown conditions. Our sessions are now delivered entirely face-to-face.
- ✓ Increasing the number of people accessing our **Dementia Connections Service** from 488 to 553 customers. We also provided 220 carers with carer relief. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**. We were additionally commissioned by the ICB to provide personalisation support and training to GPs in the borough to enhance their knowledge of personalisation in care.

2.11. Strategic Aim: To support people to remain independent and to continue to live at home.

We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- ✓ **Care at Home in the North-West** service delivered **10,651 hours** compared with **16,387** in the previous year, a decrease of **35%**.
- ✓ **Care at Home in Whitley Bay** service delivered **37,827 hours** of care and support, compared with **39,281** in the previous year, a decrease of **4%**.
- ✓ **Care at Home in Wallsend** service delivered **11,670 hours** of care compared with **13,177** in the previous year, a decrease of **11%**.
- ✓ **Care at Home in North Shields** service delivered **4,667 hours** compared with **7,085** in the previous year, a decrease of **34%**.
- ✓ **Care at Home Newcastle** delivered **21,974** hours compared with **1,011** in the previous year, the increase follows the successful award of the Home Care contract in November 2022.
- ✓ **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages, which has overall impacted our ability to grow the service further. The service ended the year delivering **3,553 hours** compared with **4,888** in the previous year, a decrease of **27%**.
- ✓ **Extra Care Housing** collectively delivered **248,007 hours** compared with **207,512** in the previous year, an increase of **20%**.
- ✓ In total EveryDay Care & Support delivered **338,349 hours** compared with **279,781** in the previous year, an increase of **21%**.

2.12. Strategic Aim: To provide opportunities for generations to meet through:

The **Healthy Habits** programme which ran in partnership with the **YMCA** and supported 24 people to interact together. This successful service closed when the grant from North Tyneside CCG expired in October 2022. Customer confidence restricted the opportunity and appetite for social gatherings.

2.13. Strategic Aim: To provide carer support and carer relief through:

Our Admiral Nurse team which supported 220 individual carers and our Dementia Connections Coordinators continued to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities. The activity programme has since moved over to our MHSOP team and continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team has developed several local networks including; Making Waves, North Tyneside Palliative Care & EOL Development Group, Northumbria Healthcare Delirium & Depression Steering Group, OPMH and Dementia ICS Group, Improving Frailty Links Group: virtual wards and UCR, Northumbria Healthcare Cognitive Stimulation Therapy carers group and continues to work in close partnership with North Tyneside Carers Centre,

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction.

We did this by:

- ✓ Conducting regular **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services achieving an important level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 21 complaints were received during 2022–2023 compared with 20 in 2021–2022. 308 compliments were received in 2022–2023 compared with 410 in 2021–2022.

3.2. Strategic Aim: To maintain a high level of customer service.

We did this by:

- ✓ Continuing to review the outcome of 4–6-week **customer evaluations** conducted during the year, which consistently reported a net promotor score between 8 and 10. An overall average of 9 compared with an average of 8 in the previous year.

3.3. Strategic Aim: To increase the number of people using our service.

We did this by:

- ✓ . Increasing the number of **contacts** with customers from 37,263 to 39,163.
- ✓ Increasing the number of **new customers** from 3,533 to 3,746.
- ✓ Supporting 909 customers to fully achieve their **goals**.
- ✓ We **signposted** 850 customers to partner services and made 3,368 **referrals**, last year these numbers were 224 and 573.
- ✓ Increasing the number of **enquiries via our website** from 274 to 352.
- ✓ Continuing to promote our services across all **social media platforms** and on our websites. We achieved a high number of hits on our websites: the Charity achieved 55,120, which was an increase from the previous year's 42,951; and EveryDay Care & Support achieved 25,675, which was an increase from the previous year's 7,295 hits.

3.4. Strategic Aim: To achieve external recognition as a quality provider of services.

We did this by:

- ✓ Maintaining **CHAS** in May 2022 and demonstrating that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in July 2022. We were commended for demonstrating further development and for the maturity of our systems and processes.
- ✓ Maintaining a **'GOOD' rating with CQC** following an onsite inspection in October 2022.
- ✓ Successfully maintaining **IAQP** and **CQS** with Age UK as part of our Brand Partner status.

4. Aim Four: To be a partner of choice.

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers.

The vision to create a One Stop Shop continued and we added 18 partners to our existing portfolio to improve our Customer Pathway to provide additional services.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

We did this by:

- ✓ The Group Chief Executive continuing to be part of the discussions and groups working to alleviate the climate crisis in North Tyneside.
- ✓ Replacing five petrol vehicles with five hybrid vehicles during the year.
- ✓ Using 68% of suppliers local to us, compared with 66% in the previous year.

4.3. Strategic Aim: To strengthen the relationship with partners.

We did this **by** identifying 18 new partners during the year and offering 76 services.

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers.

We did this by working with members of key decision-making Boards and Groups work that impacts on older people:

- ✓ **North Tyneside Cabinet**
  The key items raised at Cabinet meetings by the Group Chief Executive included offering to support older people to engage in May elections and participate in the council's budget engagement, which were both taken up and actioned. Additional funding for the most vulnerable people in North Tyneside, specifically funding for rising energy costs, was raised in new grants.
- ✓ **Health & Wellbeing Board**
  This Board focused on developing the implementation plan for the Equally Well Strategy. Age UK North Tyneside are a key delivery partner for this plan.
- ✓ **Future Care Board**
  The Group Chief Executive was invited to become a member of this board during the year to represent older people.
- ✓ **Ageing Well/Living Well Board**
  Continuing to work on the delivery of the Ageing Well Strategy, Age UK North Tyneside is a key delivery partner for this plan. As previously reported, the strategy includes all aspects of ageing well for the first time, including housing and transport. The vision for an Ageing Well Village and One Stop Shop is now part of all strategic partners' plans as an exemplar of integrated services.
- ✓ **Mental Wellbeing in Later Life Board**
  This Board continues to oversee the implementation of the Mental Wellbeing in Later Life Strategy. The key things influenced through this Board were the commissioning of an Admiral Nurse allocated to localities and the investment and commissioning of a care co-ordination service. The Group Chief Executive is part of a small group reviewing and updating this strategy.
- ✓ **Digital Strategy North Tyneside**
  This group aims to develop a Digital Inclusion Strategy, which this year invested in developing a borough-wide survey to determine the level of digital exclusion. Age UK North Tyneside supported older people to complete the survey. The outcome will inform the Digital Strategy for the borough.
- ✓ **Age UK Brand Partner**
  As an Age UK Brand Partner, we work we are members of the Age England Association, of which the Group Chief Executive is Co-Deputy Chair of the Executive Committee. The AEA prepares an annual action plan of work that reflects how brand partners will work together to benefit older people. This work is focused on the development of a new Shared Strategy and Network Agreement to strengthen the brand and our collective offer to older people.
- ✓ **Age UK Board of Trustees**
  The Group Chief Executive is the English Brand Partners' nominated Trustee, serving on the Board of Trustees. The Board is also very involved in the development of the new Shared Strategy.
- ✓ **Our Shared Future**
  This is all Age UK brand partners working together to develop a new Shared Strategy, which will commence on 1 April 2024. The Age UK North Tyneside Board of Trustees and senior staff have been heavily involved in the development of this new strategy.

5. Aim Five: To be an employer of choice.

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start.

We did this by:

- ✓ Meeting the demand for expanding services by **recruiting** 134 new staff, compared to 92 in 2022.

- ✓ Recruiting nine **new volunteers**, compared with 24 in 2022. There has been little interest from people wanting to become a volunteer. The shift seems to be after the pandemic, when people have re-evaluated their time.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support, calculated at an average of 26%, (an increase of 2% from the previous year) which is lower than the industry average for domiciliary care of 30%.

Turnover within the Charity increased from 13% in the previous year to 29% in 2022–2023. This was through funding ending and staff sadly being made redundant.

5.2. Strategic Aim: To invest in training and personal development of our staff and volunteers to help them achieve their full potential.

We did this by:

- ✓ Ensuring availability of all **mandatory training** for staff and volunteers.
- ✓ Ensuring as many of our new volunteers were inducted into their service area by delivering service-based basic training and induction.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing personal development training throughout the year. Four staff members completed Personal Development Training in 2022–2023; many are still in progress and will be completed in the next 12 to 18 months.

Promoting two people to Lead Coordinators, one Trainee Marketing Manager, one person into a Head of Service role and one person into the Group Chief Operating Officer role.

5.3. Strategic Aim: To communicate regularly with our staff and volunteers.

We did this by:

- ✓ Producing **monthly briefings** by the Group Chief Executive and, where necessary, special briefings regarding pay changes.
- ✓ Producing a weekly **Core Briefing** on the back of Senior Leadership Team meetings to update staff on important changes in a timely and efficient way.
- ✓ Running **Better Health at Work** campaigns throughout the year in various forms such as email, surveys, and team events which gained us **Ambassador** status and our HR Manager an Advocate award.
- ✓ Managers hosting one-to-one meetings and team meetings throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers.

We did this by:

- ✓ Reviewing the **Communication and Engagement Strategy** about how we communicated and engaged with staff and volunteers, we now send out a weekly core briefing for the managers to share with their teams as appropriate.
- ✓ Conducting a **volunteer survey** to establish who wanted to continue in their role and in what capacity. The results meant that we reduced the number of volunteers we have but it allowed us to place volunteers in areas where their skills were best matched.
- ✓ Hosting staff monthly or bi-monthly **team meetings**.
- ✓ Conducting a cost-of-living survey to understand how the crisis was affecting our staff and using the feedback to communicate benefits available to them, such as **Reward Me Now**, and the **Blue Light** discount card that could help their finances.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers.

We did this by:

- ✓ Successfully achieving the **Ambassador** level of the Better Health at Work programme 2022–2023. Campaigns delivered included cancer awareness, quit smoking, Get Off Your Feet Britain and fruity Fridays.

- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for those staff who are suffering from stress, anxiety, or mental health issues. We referred 13 staff to Anxious Minds between April 2022 and March 2023.
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues with **Able Futures** who offer up to nine months of confidential support, guidance, and advice free of charge through a simple referral process. We are unable to report how many staff take this up as it is private and confidential between both parties.
- ✓ Delivering refresher training to our nine **Mental Health First Aiders** to ensure they were up to date and felt confident in their role, which meant we achieved the target set.

5.6. Strategic Aim: To identify, invest and support our future leaders.

We did this by:

- ✓ Completing staff appraisals during the year.
- ✓ Supporting six care staff to complete their Level 2 in Adult Care.
- ✓ Supporting four staff members with their Level 5 career development.
- ✓ Supporting two apprentices to complete their apprenticeships in finance and HR.
- ✓ We promoted two Coordinators to lead roles, one people into a trainee Manager role, one Head of Service, and one in to the Group Chief Operating Officer role.

5.7. Strategic Aim: To recognise and reward our staff and volunteers.

We did this by:

- ✓ Awarding care staff with a further hourly rate increase of 3% during the year.
- ✓ Entering 11 staff into the NE Great British Care Awards where Alex Rose and Michelle Orange won their categories and were then highly commended after coming second in the national awards.

6. Aim Six: To make North Tyneside Age Friendly.

6.1. Strategic Aim: To strengthen the voice of people in later life.

We did this by:

- ✓ Campaigning on six key issues affecting older people, see 2.3.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process.

6.2. Strategic Aim: To work to increase the housing options for people in later life.

We did this by:

- ✓ Opening the first Extra Care Housing Scheme for people in later life with cognitive impairment, Havelock Place, in partnership with Northumberland Estates and North Tyneside Council. The scheme was completed in July 2021 and opened in April 2022.
- ✓ Developing a **Housing Strategy** which will be delivered by our subsidiary company EveryDay Homes Limited

6.3. Strategic Aim: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by:

- ✓ Identifying a potential site for the One Stop Shop, including Wellness Hub and Integrated Care Frailty Hub for people in later life in Backworth. The Ageing Well Village was approved by North Tyneside Planning Authority on 5 July 2022.

6.4. Strategic Aim: To work to make North Tyneside an Age Friendly borough in line with the World Health Organisation Standard

We did this by:

- ✓ Progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.
- ✓ Age UK North Tyneside achieved 87% of the strategic objectives it set, which is considered satisfactory performance in a year still impacted by C19.

Older people were less keen to return to social activities, preferring to come out of their homes for a purpose such as keeping fit and active. C19 has impacted heavily on people in later life with people reporting higher levels of social isolation and loneliness and a deterioration in their physical health. Both of these issues are priorities for the organisation to address in 2023-2024

ORGANISATION FINANCIAL REVIEW

1. **Overview**
   At the year end the Group reported an operating surplus of £143k (before exceptional charges, gains/losses on the pension scheme), compared with a surplus of £86k in 2022. A surplus of £30k was originally budgeted for the year, additional Income Generation and efficiencies across the year ensured a positive result of £143k was achieved at the year end.

2. **Incoming resources**
   Total incoming resources for 2022–2023 were £8.17 million compared with £6.54 million in 2021–2022. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £223k, we ended the year achieving £154k.

3. **Assets**
   The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 13 to the accounts.

4. **Investments**
   The Articles of Association state that in furtherance of the objects the charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as bethought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".
   Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and in EveryDay Homes Ltd. (See note 14).

5. **Pension**
   Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 22). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 23 is £0. To maintain the surplus, the charity is required to make additional payments of £5,017 per month over 111 months.

6. **Reserves**
   The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conduct an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the Charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisation's development in line with the strategic

plan.

The annual review in March 2022 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

- ✓ The operating surplus of £143k was recognised for the year, and losses on the pension scheme were reported at £32k which returned a Group surplus of £111k for the year.
- ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months of normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £653k. Bank balances at 31 March 2023 less deferred income and payments in advance are reported at £1.31 million which exceeds the target by £657k.
- ✓ Designated Funds – The Charity has two designated funds; the Strategic Development Fund and the Property and Defined Benefit Pension Fund. (Further details can be found in note 20.)
- ✓ Restricted Funds – the funds balances are not available for general charity use but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found in note 19.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities, and threats

2022–2023 was the third year of the 2025 strategy, and it was another year when the world continued to operate in the context of a pandemic. As we plan for 2023–2024 this will mean continuing to operate in an environment which will need tight infection controls to allow older people to feel able to reconnect with their communities whilst feeling safe. The Strategic Plans for 2023–2024 were approved by the Board of Trustees on 23 March 2023, the headlines from these plans include:

Through the Charity:

- ✓ Engage and consult with older people in partnership with Healthwatch North Tyneside on services for older people in the borough, Ageing Well Village and Digital Inclusion. To continue to pursue the Neighbourhood Network based on informal volunteering that directly links into locality plans. To engage and consult with customers to improve services by regularly engaging with customers, families, and carers.
- ✓ Be the voice of older people by campaigning on eight issues that older people have told us are important to them.
- ✓ Improve access to services by increasing the number of home visits and digital solutions.
- ✓ Continue to provide high-quality Information, Advice & Guidance service that will enable us to be the One Stop Shop for older people and link us into the Integrated Frailty Pathway.
- ✓ Support people to improve their financial independence by supporting more older people to secure unclaimed benefits.
- ✓ Reduce social isolation and loneliness by providing services that address some of those feelings (for example, befriending, social groups, older people in prison and enabling services).
- ✓ Safeguard people in their communities allowing them to feel safe in their own homes.
- ✓ Provide older people with health and wellbeing services (for example, physical activities, dementia support).
- ✓ Support more people to live independently at home by developing a Handyperson Service.
- ✓ Work in partnership with the Carers Centre to provide carer support and carer relief by increasing the number of carers accessing our services for carer relief through support groups and activities.
- ✓ Work to have North Tyneside recognised as an age-friendly borough.

Through EveryDay Care & Support Ltd:

- ✓ Maintain the generalist Care at Home in the community service by continuing to use Extra Care Schemes as Hubs and investing further in hybrid roles within North Tyneside.

- ✓ Expand the Care at Home service in Newcastle in line with the new contract secured in November 2022.
- ✓ Maintain the number of Extra Care Schemes the company delivers care and support within North Tyneside and expand the number of Extra Care Schemes the company delivers care and support into Newcastle.
- ✓ Continue to deliver a specialist dementia service into Havelock Place and work to maintain the scheme at capacity.
- ✓ Expand the EveryDay Living service in North Tyneside and Newcastle.
- ✓ Increase attendance at the Wellbeing Centres and align further with health and wellbeing hubs.
- ✓ Identify and set up a Newcastle EveryDay Office in partnership with Age UK North Tyneside.
- ✓ Work with Healthwatch North Tyneside to review the home from hospital pathway.
- ✓ Recruit and integrate a mental health nurse into the home care service to support work with a recognised Assisted Technology provider and the increased use of technology in individuals' homes.
- ✓ Continue to deliver a health and wellbeing programme into our Wellbeing Centres and Extra Care Schemes as well as engaging customers in the community.
- ✓ Engage and consult quarterly with our customers and report and implement changes.
- ✓ Support the Charity's key campaigns to support the Health & Wellbeing Strategy in North Tyneside and Newcastle by tackling inequalities.
- ✓ Implement the recommendations from the Digital Strategy and plan to achieve efficiencies for 2024-2025.

Through EveryDay Homes:

- ✓ Achieve Registered Housing Provider status and operate in line with the housing regulations by investing in the company's infrastructure.
- ✓ Acquire 4 Saville Street Flats and work in partnership with Karbon Homes to support customers to live independently.
- ✓ Use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in, including the Ageing Well Village at Backworth.
- ✓ Identify assets for acquisition and remodelling into affordable supported housing for people in later life and developing an investment strategy to secure further acquisitions.

Through Age UK NT Corporate Support

- ✓ Implement a digital transformation programme in line with the Digital Strategy.
- ✓ Continue the work to deliver the Ageing Well Village.
- ✓ Continue to deliver the Marketing Strategy.
- ✓ Achieve the Carbon Reduction Silver Award in North Tyneside.
- ✓ Support our People Strategy to focus on recruitment and retention and supporting staff through the cost-of-living crisis.
- ✓ Improve our customer service in line with the Customer Excellence Strategy through our digital transformation programme.

STRUCTURE, GOVERNANCE AND MANAGEMENT

1. Governing documents

The charity's governing documents are its Articles of Association.

2. Organisational structure

The Charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Group Chief Operating Officer, Michelle Adams: Head of Finance, Sharon Robinson; Head of Quality and Transformation, Angela Dawson; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Sonya Roe and Head of EveryDay Homes, Phillip Curran.

3. Employment policies

The charity operates a number of key employment policies including Equality & Diversity and Health & Safety.

4. **Pay policy for senior staff.**
The Board does not differentiate its pay and conditions of service for senior staff from other employees.

5. **Board of Trustees/Company Directors**
The body responsible for the governance of the Charity is the Board of Trustees, who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three-year term (maximum of nine years agreed from April 2015) and the Chair for a maximum of two three-year terms. The Board can comprise of up to 15 members, including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint people to fill any casual vacancies that occur during the year among elected members of the board, such appointments to terminate at the end of the term for which the original member was elected.

The Board has three Sub Committees:

The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Group's assets and liabilities, the agreement and monitoring of the Group's annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee met twice a year with a remit to ensure effective Risk and Quality management systems are in operation. This includes reviewing compliance with statutory requirements under Health & Safety, diversity and inclusion and safeguarding. In 2023–2024 this Committee will meet quarterly to increase scrutiny of the Risk Registers and Health and Safety Management Systems as the organisation expands

The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision-making. This Committee did meet during the year to discuss several cross-cutting strategic objectives including the Ageing Well Village, Registered Social Housing Provider status and changes to the Senior Leadership Team.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- ✓ Group Risk and Compliance Committee scrutiny of the Risk Registers.
- ✓ A Strategic Plan and Annual Budget approved by the Trustees.
- ✓ Regular consideration by the Trustees of the financial results, variances from budget, forecasts, and performance indicators.
- ✓ Delegation of authority and segregation of duties.
- ✓ Identification and management of risk and statutory compliance issues including safeguarding.

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. Five Strategic Risk Registers are in place, which are scrutinised at monthly Senior Leadership Team meetings, which can include a member from the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the Charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these 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 2019 (FRS 102);
- ✓ make judgements and estimates that are reasonable and prudent;
- ✓ state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- ✓ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

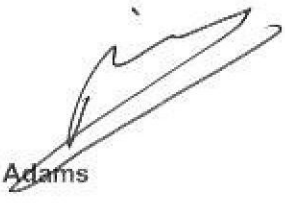
In so far as the Trustees are aware:

- ✓ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ✓ the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

Robson Laidler Accountants Limited were elected as auditor for the ensuing year at the Annual General Meeting in accordance with section 487 of the Companies Act 2006.

Approved by the board on 16 August 2023 and signed on their behalf by:



Richard Adams
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2023

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- ✓ give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2023, 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;
- ✓ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✓ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ✓ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ✓ the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✓ the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- ✓ the financial statements are not in agreement with the accounting records and returns; or
- ✓ certain disclosures of directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- ✓ confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- ✓ obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- ✓ assessing the risk of management override including identifying and testing a sample of journal entries;
- ✓ confirmation received from the banks to verify the balance as on the last day of the accounting year;
- ✓ reviewing minutes of meetings of those charged with governance; and
- ✓ challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this 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.

Michael Moran (Senior Statutory Auditor)

For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne
NE2 1TJ

Date 14 September 2023

Age UK North Tyneside

Consolidated Statement of Financial Activities
For the year ended 31 March 2023

Current financial year

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Designated funds 2023 £	Total 2023 £	Total 2022 £
Income from:						
Donations and legacies	4	91,565	-	-	91,565	**12,974**
Charitable activities	5	1,631,944	178,002	-	1,809,946	**1,570,076**
Other trading activities	6	6,274,468	-	-	6,274,468	**4,959,303**
Total Income		**7,997,977**	**178,002**	**-**	**8,175,979**	**6,542,353**
Expenditure on:						
Cost of raising funds						
Trading activities		5,102,191	-	-	5,102,191	**4,287,247**
Charitable activities	7	2,765,627	178,002	9,890	2,953,519	**2,169,098**
Impairment of fixed assets		-	-	-	-	-
Total expenditure		**7,867,818**	**178,002**	**9,890**	**8,055,710**	**6,456,345**
Net gains / losses on investments		22,869	-	-	22,869	-
Net incoming/(outgoing) resources before transfers		**153,028**	-	**(9,890)**	**143,138**	**86,008**
Gross transfers between funds		349,259	-	(349,259)	-	-
Other recognised gains and						
Actuarial gain / (Loss) on defined benefit pension scheme		-	-	(32,000)	(32,000)	**(15,000)**
Net movement in funds		**502,287**	-	**(391,149)**	**111,138**	71,008
Fund balances at 1 April 2022		928,120	-	959,743	1,887,863	**1,816,855**
Fund balances at 31 March 2023		**1,430,407**	-	**568,594**	**1,999,001**	**1,887,863**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Age UK North Tyneside

Consolidated Statement of Financial Activities
For the year ended 31 March 2023

Prior financial year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £
Income from:				
Donations and legacies	12,974	-	-	12,974
Charitable activities	1,227,832	342,244	-	1,570,076
Other trading activities	4,959,303	-	-	4,959,303
Total income	**6,200,109**	**342,244**	**-**	**6,542,353**
Expenditure on:				
Cost of raising funds				
Trading activities	4,287,247	-	-	4,287,247
Charitable activities	1,806,664	342,244	20,190	2,169,098
Impairment of fixed assets	-	-	-	-
Total expenditure	**6,093,911**	**342,244**	**20,190**	**6,456,345**
Net gains / losses on investments	-	-	-	-
Net incoming/(outgoing) resources before transfers	**106,198**	**-**	**(20,190)**	**86,008**
Gross transfers between funds	45,042	-	(45,042)	-
Other recognised gains and losses				
Actuarial gain / (Loss) on defined benefit pension scheme	-	-	(15,000)	(15,000)
Net movement in funds	**151,240**	**-**	**(80,232)**	**71,008**
Fund balances at 1 April 2021	776,880	-	1,039,975	1,816,855
Fund balances at 31 March 2022	**928,120**	**-**	**959,743**	**1,887,863**

Age UK North Tyneside

Consolidated Balance Sheet
For the year ended 31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		686,649		721,424
Investments	13		-		373,347
			686,649		**1,094,771**
Current assets					
Stocks	14	7,925		20,721	
Debtors	15	488,335		515,407	
Cash at bank and in hand		1,312,070		754,083	
		1,808,330		1,290,211	
Creditors: amounts falling due within one year	16	(495,978)		(414,405)	
Net current assets			**1,312,352**		**875,806**
Total assets less current liabilities			**1,999,001**		**1,970,577**
Creditors: amounts falling due after one year	17		-		(82,714)
Net assets excluding pension scheme liability			**1,999,001**		**1,887,863**
Defined pension scheme liability	22		-		-
Total assets less current liabilities			**1,999,001**		**1,887,863**
The funds of the charity					
Restricted funds	19		-		-
Unrestricted funds					
General funds	20	670,617		411,778	
Everyday Care & Support	20	759,790		516,342	
Designated - strategic	20	189,640		119,640	
Designated - Property and pension	20	378,954		840,103	
Total unrestricted funds			1,999,001		1,887,863
Total charity funds			**1,999,001**		**1,887,863**

These financial statements were approved by the Board of Trustees on 16 August 2023 and are signed on their behalf by:

R Adams
Chair

R Morton
Treasurer

Company registration number: 01763579

The notes on pages 25 to 45 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		562,122		650,386
Investments	13		4		373,351
			562,126		**1,023,737**
Current assets					
Stocks	14	885		1,081	
Debtors	15	332,138		450,444	
Cash at bank and in hand		526,154		147,897	
		859,177		599,422	
Creditors: amounts falling due within one year	16	(182,092)		(169,329)	
Net current assets			**677,085**		**430,093**
Total assets less current liabilities			**1,239,211**		**1,453,830**
Creditors: amounts falling due after one year	17		-		(82,714)
Net assets excluding pension scheme liability			**1,239,211**		**1,371,116**
Pension scheme liabilities	22		-		-
Total assets less current liabilities			**1,239,211**		**1,371,116**
The funds of the charity					
Restricted funds	19		-		-
Unrestricted funds					
General funds	20	638,617		411,373	
Designated - strategic	20	189,640		119,640	
Designated - Property and pension	20	410,954		840,103	
Total Unrestricted funds	20		1,239,211		1,371,116
Total charity funds			**1,239,211**		**1,371,116**

These financial statements were approved by the Board of Trustees on 16 August 2023 and are signed on their behalf by:

R Adams
Chair

R Morton
Treasurer

Company registration number: 01763579

The notes on pages 25 to 45 form part of these financial statements

Cash flow statement
For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities	26	**293,092**	**80,636**
Cash flows from investing activities			
Proceeds on disposal of investment property		396,216	-
Proceeds on disposal of fixed assets		113,414	-
Purchase of tangible fixed assets		(162,021)	(112,474)
Net cash provided by (used in) investing activities		347,609	(112,474)
Cash flows from financing activities			
Repayment of borrowings		(82,714)	(10,000)
		(82,714)	(10,000)
Change in cash and cash equivalents		557,987	(41,838)
Cash and cash equivalents at the beginning of the reporting period		754,083	795,921
Cash and cash equivalents at the end of the reporting period		**1,312,070**	**754,083**
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		**1,312,070**	**754,083**

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, C19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2022-2023. The organisation is projecting a surplus of £40k for the year ended 31 March 2023 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going Concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 **Fixed assets**

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold 100 years or lease term if less

1.6 **Impairment of fixed assets**

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 **Investments**

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 **Stocks**

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 **Debtors**

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

1.10 **Cash at bank and in hand**

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

1.11 **Creditors and provisions**

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

1.12 **Corporation tax**

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.

The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.13 **Pensions**

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.14 **Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably — this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating to its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.15 **Expenditure**

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

Expenditure is classified under the following headings:
Costs of raising funds are comprised of direct fundraising costs and investment management costs.
Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.
Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.16 **Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.17 **Operating leases**

The charity and the group classify the leasing of equipment as operating leases; the title to which remains with the lessor and the expected economic life of the lease.

1.18 **Joint venture**

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

2. **Critical accounting estimates and areas of judgement**

In the application of the group'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.

In the application of the group'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.

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

3. **Company structure**

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £	Total 2022 £
Donations	21,565	-	-	**21,565**	11,632
Legacy	70,000	-	-	**70,000**	1,342
	91,565	**-**	**-**	**91,565**	**12,974**

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £	Total 2022 £
Charitable trusts grants	240,351	178,002	-	**418,353**	565,861
Contracts/SLA income	1,036,862	-	-	**1,036,862**	808,852
Private individuals	301,507	-	-	**301,507**	149,527
Income from transport	53,224	-	-	**53,224**	45,836
	1,631,944	**178,002**	**-**	**1,809,946**	**1,570,076**

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2023 £	Total 2022 £
Income from EveryDay - Professional care and support	6,140,435	-	-	**6,140,435**	4,847,395
Catering income	126,951	-	-	**126,951**	74,726
Rental income from assets	6,220	-	-	**6,220**	25,168
Sale of sundry items	162	-	-	**162**	114
Other income	700	-	-	**700**	11,900
	6,274,468	**-**	**-**	**6,274,468**	**4,959,303**

7. Expenditure on charitable activities

7.1. Direct costs

	Unrestricted Funds	Restricted Funds	Designated Fund	Total 2023	Total 2022
	£	£	£	£	£
Staff & volunteer costs	1,594,984	122,301	-	**1,717,285**	1,538,349
Premises costs	755,995	-	-	**755,995**	110,039
Overhead costs	250,618	14,190	-	**264,808**	257,327
Motor vehicle costs	23,315	-	-	**23,315**	17,623
Depreciation	30,251	-	9,890	**40,141**	47,595
Loss on disposal of fixed assets	2,670	-	-	**2,670**	-
Marketing & promotion	2,959	535	-	**3,494**	12,170
Food & provisions	4,732	-	-	**4,732**	3,004
Audit fees	8,520	-	-	**8,520**	7,200
Legal & professional fees	38,339	-	-	**38,339**	63,250
Project & development work	19,498	40,976	-	**60,474**	95,033
Sundry purchases for re-sale	33,746	-	-	**33,746**	17,508
	2,765,627	**178,002**	**9,890**	**2,953,519**	**2,169,098**

7.2. Support costs

	2023	2022
	£	£
Executive team	102,189	60,588
Finance	143,549	114,883
HR & training	160,581	114,590
Marketing & communication	42,579	35,562
Quality & performance	34,063	19,757
Governance	25,547	22,391
Total support costs	**508,508**	**367,771**

7.3. Governance costs

	2023	2022
	£	£
Staff related costs	26,046	30,803
Legal and professional fees	19,996	18,346
Other costs	1,065	(197)
Total governance costs	**47,107**	**48,952**

8. Net income from trading activity of subsidiary companies and associate company

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £606,595 (2022 - £230,932) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit and loss account	2023	2022
	£	£
Turnover	6,261,930	4,922,121
Cost of sales	(5,655,335)	(4,691,189)
Net Profit	**606,595**	**230,932**
Balance sheet summary		
Fixed assets	124,528	71,038
Current assets	1,160,617	905,304
Current liabilities	(525,355)	(459,595)
Net assets	**759,790**	**516,747**

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2023.

9. Net income / expenditure

The group surplus / deficit is stated after charging / (crediting)

	2023	2022
	£	£
Depreciation – owed assets	**60,513**	**58,413**

10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £13,600 (2022: £13,600)

11. Analysis of staff costs and key management remuneration:

Total salary costs analysed by:	2023 £	2022 £
Wages and salaries	5,732,100	4,931,828
National insurance contributions	416,534	325,298
Pension contributions	171,664	152,807
	6,320,298	**5,409,933**

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2023 No.	2022 No.
£70,001 - £80,000	-	-
£80,001 - £90,000	1	1

No trustee received any remuneration or reimbursement of expenses (2022: £nil)

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £401,969 (2022 - £322,643).

The average headcount of persons employed by the group (including casual and part time) during the year was:

	2023 No.	2022 No.
Executive team	2	2
Leadership team	6	6
Managers	17	17
Co-ordinators	32	32
Nurses	1	1
Officers	24	24
Assistants	25	228
	332	**310**

12. Tangible fixed assets

Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2022	1,286,719	648,292	74,864	2,009,875
Additions	31,020	76,316	54,685	**162,021**
Disposals	(117,300)	(190,076)	(28,423)	**(335,799)**
At 31 March 2023	1,200,439	534,532	101,126	**1,836,097**
Depreciation				
At 1 April 2022	725,930	511,669	50,852	**1,288,451**
Charge for the year	9,890	41,782	8,841	**60,513**
Disposals	(5,989)	(168,945)	(24,582)	**(201,800)**
At 31 March 2023	729,831	384,506	35,111	**1,149,448**
Net book value				
At 31 March 2023	**470,608**	**150,026**	**66,015**	**686,649**
At 31 March 2022	**560,789**	**136,623**	**24,012**	**721,424**

Charity	Freehold Land & Buildings £	Fixtures &Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2022	1,286,719	476,413	43,191	**1,806,323**
Additions	31,020	45,349	-	**76,369**
Disposals	(117,300)	(176,800)	-	**(294,100)**
At 31 March 2023	1,200,439	344,962	43,191	**1,588,592**
Depreciation				
At 1 April 2022	725,930	405,719	24,288	**1,155,937**
Charge for the year	9,890	26,003	4,726	**40,619**
	(5,989)	(164,097)	-	**(170,086)**
At 31 March 2023	729,831	267,625	29,014	**1,026,470**
Net book value				
At 31 March 2023	**470,608**	**77,337**	**14,177**	**562,122**
At 31 March 2022	**560,789**	**70,694**	**18,903**	**650,386**

Freehold land and buildings were recognised using a previous market rate valuation as a deemed cost on transaction to SORP (FRS 102). The comparable historical cost for the freehold land and buildings included at valuation:

	£
At 1 April 2023 and 31 March 2023	1,235,652
Depreciation At 1 April 2022	375,472
Charge for the year	12,357
At 31 March 2023	387,829
Net book value	
At 31 March 2023	**847,823**
At 31 March 2022	**860,180**

Market value was conducted in May 2015 by Rickard Chartered Surveyors who are FRICS qualified surveyors.

13. Investments

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Investments in wholly owned subsidiaries	-	-	4	4
Investment Property	-	373,347	-	373,347
	-	373,347	4	373,351

	Investment property £
Cost or valuation	
At 1 April 2022	373,347
Additions	-
Disposals	(373,347)
At 31 March 2023	-

14. Stock

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Consumables	7,925	20,721	885	1,081

15. Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade debtors	**105,868**	185,307	**41,489**	132,389
Prepayments	**43,232**	43,773	**18,859**	19,825
Other debtors	**-**	30,620	**-**	30,620
Accrued Income	**339,235**	255,707	**59,606**	53,089
Amounts owed by group companies	**-**	-	**212,184**	214,521
	488,335	515,407	**332,138**	450,444

16. Creditors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade creditors	**59,921**	52,259	**32,190**	22,933
Other creditors	**38,353**	33,741	**13,243**	14,730
Amounts owed to group undertakings	**-**	-	**-**	-
Other taxes and social security	**100,167**	88,153	**28,475**	31,173
Accruals	**224,367**	206,876	**35,014**	67,117
Deferred income	**73,170**	23,376	**73,170**	23,376
Mortgage (see note 18)	**-**	10,000	**-**	10,000
	495,978	414,405	**182,092**	169,329

Deferred income

Deferred income comprises grants relating to future periods as follows:

	£
As at 1 April 2022	23,376
Additions in the year	73,170
Released to income	(23,376)
As at 31 March 2023	**73,170**

17. Creditors: amounts falling due after one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Mortgage	**-**	82,714	**-**	82,714

18. Financial instruments

Financial instruments measured at amortised cost comprise the loan financing by Barclays Bank Plc to the charitable company and group.

Loan payable falling due

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Within 1 year	-	10,000	-	10,000
Between 2 and 5 years	-	40,000	-	40,000
More than 5 years	-	42,714	-	42,714
	-	92,714	-	92,714

The loan was repaid in full during the 2022/23 financial year.

19. Restricted funds

Year ended 31 March 2023	At 1/4/2022 £	Income £	Expenditure £	Transfers £	At 31/3/2023 £
Ballinger Trust	-	10,000	(10,000)	-	-
Headley Trust	-	17,500	(17,500)	-	-
Age UK Later Life Goals	-	13,991	(13,991)	-	-
Armed Forces Covenant trust	-	24,528	(24,528)	-	-
Sporting Forces	-	18,689	(18,689)	-	-
Big lottery Friendly Faces in Local Places	-	8,916	(8,916)	-	-
Big Lottery Community Fund – Ageing Better	-	12,338	(12,338)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	60,040	(60,040)	-	-
	-	178,002	(178,002)	-	-

Restricted funds Year ended 31 March 2022	At 1/4/2021	Income	Expenditure	Transfers	At 31/3/2022
	£	£	£	£	£
Ballinger Trust – Dementia Connections	-	50,000	(50,000)	-	-
Sport England – Active Age	-	51,217	(51,217)	-	-
Later Life Goals	-	20,500	(20,500)	-	-
Vodafone Connect Age	-	17,145	(17,145)	-	-
Armed Forces Covenant trust	-	18,835	(18,835)	-	-
Sporting Forces	-	4,672	(4,672)	-	-
Big lotters Friendly Faces		31,469	(31,469)	-	-
Big Lottery Befriending Service	-	35,664	(35,664)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	100,742	(100,742)	-	-
	-	**342,244**	**(342,244)**	**-**	**-**

Ballinger Trust: This is one off funding to support the Dementia Connections Services deliver activities.

Headley Trust This is the first year of a two year project supporting the delivery of the Information and Advice Service.

Age UK Later Life Goals: This is a three year funded project which commenced in October 2018 and due to the success of the project has been extended through to September 2022

Armed Forces Covenant Trust: a one year programme starting in November 2021 working with Operation Veteran providing coordinated support and Information & Advice session along with social opportunities

Sporting Forces: this is providing two year funding working in partnership with Age UK Northumberland to deliver the Veteran Places, Pathways and People project.

Big Lottery Friendly Faces in Local Places: This is the third year of a three year project funded through the Building Connections fund.

National Lottery Community Fund – RC North East & Cumbrian region Aging Better Project with one year funding to support development and structure of activity delivery for the Strategic development of the Ageing Well Village at Backworth.

Big Lottery Ending Loneliness: this is a 4 year project working in partnership with VODA supporting Befriending services within North Tyneside

North Tyneside CCG - Health Habits: This is a three year funded project which commenced in November 2019 working in partnership with the YMCA

20. Unrestricted funds - group

Year ended 31 March 2023	At 1/4/2022 £	Income £	Expenditure £	Transfers £	At 31/3/2023 £
Unrestricted funds					
General fund	411,778	1,753,460	(2,765,627)	907,454	670,617
Everyday Care & Support	516,342	6,267,386	(5,102,191)	(558,195)	759,790
	928,120	**8,020,846**	**(7,867,818)**	**349,259**	**1,430,407**
Designated funds					
Property fund	840,103	-	(9,890)	(451,259)	378,954
Strategic Development fund	119,640	-	-	70,000	189,640
	959,743	**-**	**(9,890)**	**(349,259)**	**568,594**
Total Unrestricted funds	**1,887,863**	**8,020,846**	**(7,877,708)**	**-**	**1,999,001**

Year ended 31 March 2022	At 1/4/2021 £	Income £	Expenditure £	Transfers £	At 31/3/2022 £
Unrestricted funds					
General fund	491,065	1,277,988	(1,806,664)	449,389	411,778
Everyday Care & Support	285,815	4,922,121	(4,287,247)	(404,347)	516,342
	776,880	**6,200,109**	**(6,093,911)**	**45,042**	**928,120**
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	**-**	**(20,190)**	**(60,042)**	**959,743**
Total Unrestricted funds	**1,816,855**	**6,200,109**	**(6,114,101)**	**(15,000)**	**1,887,863**

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2024.

Designated funds

The property fund represents the net book value of the freehold properties less the mortgages relating to these properties

Designated funds (continued)

The strategic development fund is to support to 2020-2025 Strategy, covering;

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- ✓ Investment in a new transport fleet which is carbon neutral
- ✓ Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

Unrestricted funds – Charity

Year ended 31 March 2023	At 1/04/2022 £	Income £	Expenditure £	Transfers £	At 31/03/2023 £
Unrestricted funds					
General fund	1,371,116	2,850,944	(2,972,959)	349,259	638,617
Designated funds					
Property fund	840,103	-	(9,890)	(419,259)	410,954
Strategic Development fund	119,640	-	-	70,000	189,640
Final salary pension liability	-	-	-	-	-
	959,743	**-**	**(9,890)**	**(349,259)**	600,594
Total Unrestricted funds	**1,371,116**	**2,850,944**	**(2,982,849)**	**-**	**1,239,211**

Year ended 31 March 2022	At 1/4/2021 £	Income £	Expenditure £	Transfers £	At 31/3/2022 £
Unrestricted funds					
General fund	290,304	2,224,935	(2,163,908)	60,042	411,373
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	**-**	**(20,190)**	**(60,042)**	**959,743**
Total Unrestricted funds	**1,330,279**	**2,225,935**	**(2,184,098)**	**-**	**1,371,116**

21. Analysis of net assets between funds

For the year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	216,041	-	470,608	**686,649**
Net current assets	1,214.,366	-	97,986	**1,312,352**
Creditors due after one year	-	-	-	-
Defined pension scheme liability	-	-	-	-
	1,430,407	-	568,594	**1,999,001**

For the year ended 31 March 2022

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	160,635	-	934,136	**1,094,771**
Net current assets	767,485	-	108,321	**875,806**
Creditors due after one year	-	-	(82,714)	**(82,714)**
Defined pension scheme liability	-	-	-	-
	928,120	-	959,743	**1,887,863**

22. Pension

Defined contribution scheme
The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £171,664 (2022: £152,807).

Defined benefit scheme
The group operates a defined benefit scheme in the UK. A full actuarial valuation of the of the Age Concern Retirement Benefit Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2023 by a qualified independent actuary. As required by FRS102 the defined benefit liabilities have been measured using the projected unit method. The scheme closed to new entrants and further benefit accrual. The disclosures below is provided in respect of Age UK Retirement Benefit Scheme ("the Scheme"):

Total costs recognised in the period:	**2023 £'000**	**2022 £'000**
Current service costs	14	13
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	14	13
Amount recognised as other comprehensive income	(46)	(28)
Total recognised	**(32)**	**(15)**

The amounts recognised in the balance sheet are as follows:	**2023 £'000**	**2022 £'000**
Fair value of scheme liabilities	(2,053)	(2,560)
Fair value of scheme assets	2,187	2,735
Surplus in the scheme (not recognised)	**134**	**175**

Change in present value of the defined benefit obligation:	2023 £'000	2022 £'000
Opening defined benefit obligation	2,560	2,663
Interest cost	70	55
Actuarial (gain)/loss arising on scheme liabilities	(464)	(73)
Benefits paid (including expenses)	(113)	(85)
Liabilities in scheme at end of the year	**2,053**	**2,560**

Change in fair value of scheme assets	2023 £'000	2022 £'000
Opening fair value of scheme assets	2,735	2,644
Expected return on scheme assets	70	55
Actuarial (losses)/gains	(551)	74
Employer contributions	60	60
Benefits paid (including expenses)	(127)	(98)
Total market value of assets	**2,187**	**2,735**

Major categories of scheme assets as a percentage of total assets	2022 %	2022 %
Equities	9.1	16.7
Diversified growth	4.8	12.6
Gifts and bonds	70.2	59.9
Infrastructure	13	9.5
Cash	2.9	1.3
	100	**100**

	2023 £'000	2022 £'000
The actual return on scheme assets for the year was	**(481)**	**129**

Principle actuarial assumptions at the balance sheet date	2023 %	2022 %
Discount rate	4.85	2.8
Rate of increase in payment of pre 2006 pensions	3.70	3.6
Rate of increase in payment of post 2006 pensions	2.1	2.5
Inflation rate (RPI)	3.25	3.6
Inflation assumption (CPI)	2.45	2.8

The assumed life expectations on retirement at age 65	2023 Years	2022 years
Retiring today – males	86.8	87.1
Retiring today – females	88.8	89.5
Retiring in 20 years – males	88.1	88.1
Retiring in 20 years – females	90.2	90.6

23. Commitments under operating leases

At 31 March 2022 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Within 1 year	**468,000**	14,216	**468,000**	14,216
More than 1 year and less than 5 years	**156,000**	-	**156,000**	-
	624,000	**14,216**	**624,000**	**14,216**

24. Related party transactions

There have been no related party transactions in the current or previous year.

A person connected to a Trustees holds a contact of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

25. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

26. Reconciliation of movement in funds to net cash flow from operating activities

	2022 £	2022 £
Net income / (expenditure) for the period	143,138	86,008
Adjustments for:		
Investment income	-	-
Depreciation	60,513	58,413
Pension scheme adjustment	(32,000)	(34,000)
(Increase) / Decrease in stock	12,796	(9,229)
Decrease / (increase) in debtors	27,072	50,953
(Decrease) / increase in creditors	81,573	(71,509)
Net cash provided by operating activities	**293,092**	**80,636**

27. Analysis of changes in net debt

	1 Apr 2022	Cash flows	31 Mar 2023
	£	£	£
Short term cash borrowings	(10,000)	10,000	-
Long term cash borrowings	(82,714)	82,714	-
Total liabilities	(92,714)	92,714	-
Cash and cash equivalents	754,083	557,987	1,312,070
Total net debt	**661,369**	**650,701**	**1,312,070**

Age UK Newcastle and North Tyneside

England & Wales - Charity number 1049527

Accounts

Consolidated Financial Statements

For the Year Ended 31 March 2022

North Tyneside Age UK

Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2022

Company Registration Number:	0176357 Registered in England and Wales	
Charity Registration Number:	1049527	
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
Board of Trustees:	Mr R. Adams	Chair
	Mr R.D. Morton	Treasurer
	Mr J Booth	(resigned March 2022)
	Ms J. Gillson	(resigned January 2022)
	Ms T.J. Harrison	
	Mr C Swan	
	Mrs A Scurfield	
	Mr R Brown	
	Mr M Cotton	(elected September 2021)
Group Chief Executive:	Ms D. McNally	Group Chief Executive
Bankers:	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX	
Auditors:	Robson Laidler Accountants Limited Fernwood House Fernwood Road Jesmond Newcastle upon Tyne NE2 1TJ	

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2022. This was the second year of our five year 2025 Strategy.

Our 2025 Strategy came into effect from 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance driven to achieve growth and the long term sustainability of the organisation whilst ensuring a personalised customer focused service is maintained at all times, this includes the Group's two wholly owned subsidiary companies EveryDay Care & Support Ltd and EveryDay Homes Ltd.

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The charity's aims and objectives above are reported clearly below to provide clear and demonstrable public benefit.

Our **Vision**: "A world where everyone enjoys later life".

Our **Mission**: "To help people make more of life".

ACHIEVEMENTS & PERFORMANCE

Our 2025 **six Strategic Aims** and performance against these aims is as follows:

1. **Aim 1: To increase our financial sustainability and contribution to the local economy:**

1.1. Strategic Aim: Increase Turnover by 10%
We achieved this by increasing group turnover on the previous year by 12.5%. At 31 March 2022 turnover is reported at £6.54m, compared to £5.81m at 31 March 20221.

1.2. Strategic Aim: Plan, control and monitor the use of funds
We budgeted to achieve a surplus of £27k for the year and reported a surplus of £71k.
We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal Management and Services Charges, the target was to achieve £485k, and we achieved £527k.

1.3. Strategic Aim: Identify and invest in new business opportunities
EveryDay Care & Support increased its profits by 28% on the previous year from £208k to £267k.
The Charity invested £187k in EveryDay Homes which is prioritising its Registered Housing Provider status to allow it to offer affordable housing to people in later life.

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customer in the greatest need
We raised £337k in new income and efficiencies during the year which exceeded the target of £287k to ensure services were delivered during 2021-2022, including new essential services during the pandemic

1.5. Strategic Aim: Maintain a level of cash reserves to manage the financial risk of the organisation
The group cash reserves at 31 March 2022 were reported at £752k, against a target of £493k, which is the level required to meet the financial obligations and liabilities of the group.

2. Aim 2: To Improve the lives of people in later life

2.1. Strategic Aim: To Engage and consult with communities to provide people in later life with the right services they need to make more if life

We did this by:

- ✓ Raising our profile through advertising, promotion and surveys due the impact of the C19 pandemic lockdowns/restrictions and the limitations/challenges that we had faced for public engagement. However, as C19 restrictions eased in October 2021 we reverted back to traditional face to face **community engagement events** in shopping centres and community venues and by the end of the year we had reached out to 113,147 people. By comparison in 2020-2021 we reached 14,714 homes via advertising and reached 7,439 older people against a target of 39,300. The outcome in 2021-2022 was an increase of 1,520% on the previous year. Our engagement work was funded from our own reserves.
- ✓ Continuing to work with VODA to identify funding opportunities for a **Neighborhood Network**, and worked with Healthwatch, North Tyneside Council and a mutual aid group in the North West to look at how the Neighborhood Network could be part of the work around relieving the pressure on Social Care. The Neighborhood Network remains a priority for funding to reach those people in later life who are most isolated to help them re-engage with their communities and services that could improve their lives.
- ✓ Recruiting a Veterans Coordinator and set up the **Veterans Community Engagement and Outreach service** in partnership with the Operation Veteran CIC with funding from The Armed Forces Covenant Fund Trust. This service reached and connected with 58 ex-service men and women.
- ✓ Recruiting 2 Digital Champion Coordinators and 10 volunteers who actively assisted and supported 43 **older people to get online**. This was possible following a successful funding application to Age UK for a 6 months pilot. Following the pilot the service will be connected to other Digital Champion projects across North Tyneside.

2.2. Strategic Aim: To Engage and consult with customers to improve services

We did this by:

- ✓ Engaging with 2,288 people through customer surveys as face to face meetings were not permissible for most of the year due to C19 restrictions. In comparison to 2020-2021 when we reached 680 people through customer surveys, which represents an increase of 26% in customer engagement year on year.
- ✓ Introducing service improvements based on the outcome of our customer surveys when the social and physical groups returned from July 2021, such as enhanced C19 precautions and restriction of group sizes to increase confidence on returning to community based activities.
- ✓ Consulting with 1,688 customers, which was an increase on the 1,608 customers we engaged with in the previous year. The outcome showed :
  - We were Well Led/ Safe – 88%, lower than previous year of 92%
  - We were Well Led/Effective – 92% lower than previous year of 97%
  - We were Well Led/Caring – 93% lower than previous year of 96%

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by:

Supporting six campaigns over the year which were:

- ✓ Social Isolation & Loneliness
- ✓ Value of Social Care
- ✓ Digital Poverty
- ✓ Scams
- ✓ Domestic Abuse
- ✓ Health & Wellbeing

Two new national campaigns were added and supported during the year, "The Cost of the Cold" and "Access

to online banking".

We highlighted these campaigns through 27 separate marketing opportunities, in comparison last year we held 17 campaign activities.

Over the year we raised awareness over a variety of media platforms, including an interview with BBC Look North News, to promote the energy crisis which was disproportionately affecting older people ahead of the removal of the price cap on energy bills.

Our campaigns work reached **8,433** people and in August 2021 we campaigned for "Make Care Fair" by encouraging people to petition their local MP and, the Parliamentary Act to introduce a cap on the cost of social care, the outcome was that this cap **was put on hold**.

2.4. Strategic Aim: To improve how our services are accessed

We did this by:

- ✓ Engaging with **housebound older people** in their own home when the C19 restrictions eased by reintroducing face to face groups, office based appointments and home visits. However as there was some customer hesitancy, we continued to engage with customers by digital/online, letter, and telephone.
- ✓ During the year home visits within the Charity were delivered via different services including Home Befriending, Care Point, Information & Advice and Admiral Nurses. We achieved 916 visits which compares to 71 home visits in 2020-2021.
- ✓ Reaching more people through the use of **technology** with EveryDay Care & Support issuing 43 tablet devices allocated across Extra Care Schemes and Wellbeing Centres, engaging with 185 customers which was an increase of 131 customers on the previous year.
- ✓ Continuing to offer **digital online groups** across our services: Dementia Connections, Healthy Habits, Fit As A Fiddle, Social Groups and Active Age, attended by 1,191 individuals. In the previous year, we achieved 1,396 digital interactions.
- ✓ Supporting individuals who made **13,919** telephone calle to our Customer Services Team, this was a new task for 2021-2022 so cannot be compared to the previous year. Our Customer Service Team were part funded by NEA SMART meters GB during the year
- ✓ Continuing discussions with North Tyneside Council on being co-located with other partners to have locality hubs in the 4 **Customer First Centres** (Killingworth, Whitley Bay, North Shields and Wallsend). However this was delayed for the first half of the year due to venues retaining C19 restricted access.
- ✓ Referring 573 people into services, compared to 895 in the previous year.
- ✓ Starting discussions with local **Primary Care Networks** about co-locating with them to reach more people.

2.5. Strategic Aim: To provide Information and Advice to people over 50

We did this by:

- ✓ Delivering 211 **guided conversations** against a target of 120 for the year, in 2020-2021 we achieved 402 demonstrating the increased needs during the pandemic.
- ✓ Increasing the number of people receiving **more than one service** to 1,914 in 2021-2022
- ✓ Achieving IAQP (**Information, Advice and Quality Programme**) an Age UK national standard in May 2021.

2.6. Strategic Aim: To support people to improve their financial independence

We did this by:

- ✓ Supporting 6,081 people in 2020-2021 to achieve financial independence.
- ✓ Securing **£1.3m in unclaimed benefits,** a significant improvement on the previous year when £1.1m was secured.
- ✓ Securing and using funding from Age UK, NEA Smart Meters GB, North Tyneside Council and North Tyneside Council Poverty Intervention Fund to increase the capacity of the team.

2.7. Strategic Aim: To address social isolation and loneliness

We did this by:

- ✓ Maintaining contact with 96 individuals through our **Befriending Service**. By comparison in 2020-2021 when both the home and telephone befriending service were in peak demand and both fully funded, we supported 134 customers through the C19 pandemic. 50% of the funding ceased at 31 March 2022, therefore numbers were managed down during the final quarter to secure the service to those who most needed it. This service was funded by the National Lottery Community Fund, North Tyneside Council and Community Foundation during the year
- ✓ Maintaining attendances at our social groups and activities across North Tyneside. 759 people attended in person compared to 1,208 virtual attendances in 2020-2021. There were no new groups introduced following customer engagement, customers were reluctant to return to social groups and activities after C19. North Tyneside CCG, continued to part fund the co-ordination of the work alongside the National Lottery Community Fund.
- ✓ Maintaining contact with 2,630 **older prisoners** allowing them to access purposeful activities, the numbers were a decrease on the previous year as activities had to cease for months at a time due to C19. This work continued to be funded by NHS England
- ✓ Increasing attendances at our three **Wellbeing Centres**, Cedar Grove, Linskill Park and Rowan Croft, by 5%. Rowan Croft's attendance remained strong at 87% throughout the year with conversion rates the highest of the three at 98%. Linskill referrals increased to 81% from 72% and 97% of tasters turned into new business. Cedar Grove attendances increased from 67% to 69% and their conversion rate for taster sessions was 90%. Our Wellbeing Centres continued to operate under North Tyneside Councils C19 guidelines and restrictions.
- ✓ Continuing to provide entertainment and activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with local musicians funded by National Lottery Community Fund, Volunteer led weekly Ukulele sessions, Arts & Crafts activities, local singers, Karaoke and outside social events, baking and cake decorating, reminiscence sessions, gardening, games and quizzes, singalong, table tennis, Chair-based Pilates and "HowFit" fitness exercise, dancing and a trips out to a local pub for lunch.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes

We did this by:

- ✓ Increasing the number of people receiving information about **scams** and supporting four scams: nuisance phone calls, letterbox scams, cyberattack and software to keep people safe. Scams information was circulated to all customers. This was a new task for 2021-2022 so cannot be compared to the previous year.
- ✓ Supporting 306 staff, 159 volunteers and 548 customers to ensure they were **fully vaccinated against C19**
- ✓ Reporting **136 safeguarding** reports in line with the North Tyneside Safeguarding threshold. 127 low level, 9 substantial and zero critical safeguarding reports. In the previous year we recorded 100 safeguarding reports
- ✓ Providing weekly/bi-weekly and monthly information updates on C19 and our services via our websites and **Chief Executive Briefings**
- ✓ Recording a reduced number of customer falls which we attributed to the impact of the joint bid with Sports Works where we introduced chair based Pilates, and more recently our successful commission of £50k from North Tyneside Council's Public Health Department to deliver the HowFit home exercise programme to all Extra Care Housing Schemes in North Tyneside

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by:

- ✓ Increasing the range of **physical groups** and activities across North Tyneside from 15 toto 17 groups following the introduction of 2 new Walking Football groups in July 2021. This work was funded by Sport England, and North Tyneside CCG, who continued to part fund the co-ordination of the work.

- ✓ Achieving 2,291 attendances across the range of physical groups, by comparison in 2020-2021 we delivered the entire programme online and achieved 1,156 attendances.
- ✓ Increasing the number of people accessing our **Healthy Habits** programme which was delivered over the year via online 1-2-1, and face to face group sessions. Healthy Habits peer support was accessed by 34 people compared to 13 in the previous year. This programme was funded by North Tyneside CCG and delivered in partnership with YMCA North Tyneside.
- ✓ Restarting most of the weekly activity programmes in **Extra Care Schemes** which included: seasonal events: Easter bonnet parade and egg decorating, afternoon tea, visits by local entertainers, coffee mornings, chatterbox, choir visits, movie nights, Saturday night take away get-togethers, bingo, quizzes, arts and crafts and board games. 660 people participated this year compared to 425 in the previous year.
- ✓ Delivering weekly chair-based **Pilates** within Extra Care Schemes and Wellbeing Centres and extending this programme for a further 12 months with funding from SportsWorks. This programme reached 121 people over the year and reported an increased in mobility monitored against personal goals of 55%
- ✓ Hosting themed **Making Movement** sessions in Extra Care Schemes, Halloween, Christmas and Burns Night in which 325 customers happily participated and enjoyed, compared to 105 in the previous year.
- ✓ Continuing to **encourage more customers** to participate either face to face and virtually using tablets or other IT devices.

2.10. Strategic Aim: To work within Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions
We did this by:

- ✓ Increasing the number of individual referrals into **Care Point** to re-engage with their communities and to increase confidence and independence, achieving 38 referrals per month, a 47% increase on the previous year. This service is delivered as part of the Enhanced Care Point Programme and commissioned through North Tyneside CCG.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme** we supported 1,715 customers compared to 400 customers in 2020-2021. This programme is commissioned by North Tyneside CCG.
- ✓ Increasing the number of people accessing our **Dementia Connections Service** from 386 customers per month in 2020-2021 to 488 customers per month in 2021-2022, an increase of 26% on the previous year. This service continued to be funded by North Tyneside CCG, North Tyneside Council, Ballinger Charitable Trust Fund, and delivered in partnership with Dementia UK

2.11. Strategic Aim: To support people to remain independent and to continue to live at home
We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- ✓ **Care at Home in the North-West** service delivered **16,387** hours compared to **12,060** in the previous year, an increase of **12%**.
- ✓ **Care at Home in Whitley Bay** service delivered **39,281** hours of care and support, compared to **41,076** in the previous year, a decrease of **6%**.
- ✓ **Care at Home in Wallsend** service delivered **13,117** hours of care compared to **12,301** in the previous year, an increase of **7%**.
- ✓ **Care at Home in North Shields** service delivered **9,182** hours compared to **9,221** in the previous year, a decrease of **1%**.
- ✓ **Care at Home Newcastle** delivered **1,011** hours compared to **786** in the previous year, an increase of **13%**.
- ✓ **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages due to C19, which has overall impacted our ability to grow the service further. The service ended the year delivering **4,888** hours compared to **5,364** in the previous year, a decrease of **8%**.
- ✓ **Extra Care Housing** collectively delivered **207,512** hours compared to **188,605** in the previous year, an increase of **10%**.
- ✓ In total EveryDay Care & Support delivered **279,781** hours compared to **267,627** in the previous year, an

increase of 10%.

These services continued to operate under North Tyneside Council and Newcastle City Council C19 guidance and restrictions'

2.12. Strategic Aim: To provide opportunities for generations to meet through:

The **Healthy Habits** programme ran in partnership with the YMCA and supported 19 people to interact together.

2.13. Strategic Aim: To provide carer support and carer relief through:

Our **Dementia Connections Service** which supported 578 carers, 3 carers support groups, a bereavement group and developed Meeting Centre activities where attendances increased by **43%**.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- ✓ Carrying out **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services achieving a high level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 20 complaints were received during 2021-2022 compared to 9 in 2020-2021. The increase was due to paid carers delivering extra services throughout lockdown which then ceased when we transitioned back to normal life and customers, and or their families, were dissatisfied that the additional work could not continue. 410 compliments were received in 2021-2022 compared to 417 in 2020-2021.

3.2. Strategic Aim: To maintain a high level of customer service

We did this by:

- ✓ Continuing to review the outcome of 4-6 week **customer evaluations** carried out during the year, which consistently reported a score between 8 and 10. An overall average of 8.5 compared to an average of 8 in the previous year.
- ✓ Continuing to **keep in touch** with our customers who could not access our face to face services, via letters and phone calls

3.3. Strategic Aim: To increase the number of people using our service

We did this by:

- ✓ Increasing the number of **contacts** with customers by 12% from 33,223 to 37,263
- ✓ Increasing customer **referrals** by 33% from 4,008 to 5,331
- ✓ Improving our **conversion of referrals** into services from 12% to 14%
- ✓ Increasing the number of **new customers** by 17% from 3,022 to 3,533
- ✓ Supporting 3,712 customers to achieve their **goals**
- ✓ Increasing the number of customers **signposted** to services by 36% from 912 to 1,244
- ✓ Interacting with 46 people on **live chat** functions, an increase of 48% on the previous year
- ✓ Increasing the number of **enquiries via our website** by 51% from 182 to 274
- ✓ We continued to promote our services across all **social media platforms** and on our websites. We achieved a high number of hits on our websites with 89% of these being new users to the Charity (42,951 hits) and 88% for EveryDay Care & Support (7,295 hits).

3.4. Strategic Aim: To achieve external recognition as a quality provider of services

We did this by:

- ✓ Maintaining **CHAS** in May 2021 which demonstrated that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in July 2021. We were commended for demonstrating further development and for the maturity in our systems and processes.
- ✓ Maintaining a **'GOOD' rating with CQC** following a C19 telephone assessment. The assessment covered Safe, Care & Treatment, Staffing, Protection from Abuse, Assurance Processes, Monitoring and Risk Management. CQC confirmed that we had managed the impact of the C19 pandemic within our business.
- ✓ Successfully achieving **IAQP** and **CQS assessments** with Age UK as part of our Brand Partner status.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

The vision to create a One Stop Shop continued despite C19. We recorded 76 new partners and services for people in later life, which was an increase of 28% on the previous year.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

The Chief Executive remains part of the discussions and groups working to alleviate the climate crisis in North Tyneside.

4.3. Strategic Aim: To strengthen the relationship with partners

We did this by identifying 76 new partners during the year and adding 76 new services to our Menu of Services

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers

We did this by working with members of key decision making Boards and Groups work that impacts on older people:

- ✓ **North Tyneside Cabinet**
  The key items raised at Cabinet meetings by the Group Chief Executive included, offering to support older people to engage in May elections and to engage with NTC budget engagement, which were both taken up and actioned. Additional funding for the most vulnerable people in North Tyneside specifically funding for rising energy costs was raised, NTC secured new grants to support the most vulnerable older people.
- ✓ **Health & Wellbeing Board**
  This Board focused on developing the implementation plan for the Equally Well Strategy. Age UK North Tyneside submitted feedback which was then reflected in the redrafted plan. Age UK North Tyneside are a key delivery partner for this plan.
- ✓ **Future Care Board**
  The Group Chief Executive was invited to become a member of this board during the year to represent older people.
- ✓ **Ageing Well Board**
  Continued to work on the delivery of the Ageing Well Strategy, Age UK North Tyneside are a key delivery partner for this plan. As previously reported the strategy includes all aspects of ageing well, for the first time including housing and transport. The vision for an Ageing Well Village and One Stop Shop is now part of all strategic partners plans as an exemplar of integrated services. This Board is to be joined up with the Living Well Board later in 2022.
- ✓ **Mental Wellbeing in Later Life Board**
  This Board continue to oversee the implementation of the Mental Wellbeing in Later Life Strategy. The key things influenced through this Board were the commissioning of an Admiral Nurse allocated to localities and the investment and commissioning a good care co-ordination service. The Group Chief Executive is part of a small group reviewing and updating this strategy.

- ✓ **Digital Strategy North Tyneside**
  The aim of this group is to develop a Digital Inclusion Strategy, which this year saw North Tyneside CCG invest and develop a borough wide survey to determine the level of digital exclusion. Age UK North Tyneside supported older people to complete the survey. The outcome will inform the Digital Strategy for the borough.

5. Aim Five: To be an employer of choice

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start.

We did this by:

- ✓ Meeting the demand of expanding services by **recruiting** 92 new staff
- ✓ Achieving the recruitment target for **new volunteers** which was exceeded with 241 volunteers recruited against a target of 40.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support calculating at an average of 24%, which is lower than the industry average for Domiciliary Care of 30%.
- ✓ Achieving a low staff turnover for the Charity which calculated at 13%

5.2. Strategic Aim: To invest in training and personal development of our staff and volunteers to help them achieve their full potential

We did this by:

- ✓ Ensuring our **mandatory training** for staff took priority as much as was possible during C19 restrictions reverting to TEAM's where we could and reducing numbers in attendance for classroom sessions.
- ✓ Ensuring as many of our new volunteers were inducted into their service area by delivering service based basic training/induction
- ✓ Delivering our Group Induction for staff and volunteers via video link during C19 restrictions and then reverting back to face to face in the second part of the year

5.3. Strategic Aim: To communicate regularly with our staff and volunteers

We did this by:

- ✓ Producing bi-weekly and then **weekly briefings** throughout the year by the Group Chief Executive, and where necessary special briefings, depending on how the situation with C19 or other key issues changed and developed.
- ✓ Making use of WhatsApp Groups which had been set up in the previous year to keep staff teams across all services up to date
- ✓ Hosting 1:1 meetings and team meetings either face to face or via **TEAMs** throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers

We did this by:

- ✓ Reviewing the **Communication and Engagement Strategy** in relation to how we communicated and engaged with staff and volunteers.
- ✓ Carrying out a **volunteer survey**
- ✓ Hosting staff monthly/bi-monthly **team meetings** were ongoing throughout the year either face to face or via Teams.
- ✓ Carrying out a '**Big Survey**' as part of managing our remote working programme, with staff who were working between home and the office to find out if there were any issues or areas of concern that we needed to address in particular around mental health & wellbeing.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers

We did this by:

- ✓ Successfully achieving the **'Maintaining Excellence'** level of the Better Health at Work Award and continuing to work to this level for a further year. Our Health Campaigns included Exercise & Physical Activity, Mental Wellbeing, Healthy Eating and General Health
- ✓ Maintaining **low absence rates** throughout the year which averaged at **7%** against the **5%** in the previous year.
- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for those staff who were suffering with stress, anxiety or mental health issues. 14 staff were referred during the year
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues with **Able Futures** who offer up to nine months confidential support, guidance and advice free of charge through a simple referral process. We are unable to report how many staff take this up as it is private and confidential between both parties
- ✓ Delivering refresher training to our 20 Mental Health First Aiders to ensure they were up to date and felt confident in their role which meant we achieved the target set

5.6. Strategic Aim: To identify, invest and support our future leaders

We did this by:

- ✓ Completing 70% of staff Appraisals during the year despite the focus on service delivery
- ✓ Supporting 24 care staff to complete their Level 2 in Adult Care
- ✓ Supporting 2 staff members with their Level 5, 1 in Health & Social Care Management and 1 in Level 5 in Operational Management.
- ✓ Supporting 2 apprentices to complete their apprenticeships in marketing and finance.

5.7. Strategic Aim: To recognise and reward our staff and volunteers

We did this by:

- ✓ Awarding care staff with a further hourly rate increase with Care at Home staff receiving an additional 1% and a 2% increase for Care in the Community staff from 1 April 2021
- ✓ Rewarding our care staff by giving them a bonus in their December pay for the second year running to show our appreciation for their dedication and continued support in keeping older people safe during what has been another challenging year
- ✓ Applying a 6.6% increase to all pay elements across care, along with a 50% increase on the mileage allowance which increased from 20p to 30p from 1 December 2021.
- ✓ Entering 4 staff in to the NE Great British Care Awards with 3 making it through to the final and were very proud that Kerry Parker, Head of EveryDay Care & Support won the NE Registered Manager Award.

6. Aim Six: To make North Tyneside Age Friendly

6.1. Strategic Aim: To strengthen the voice of people in later life

We did this by:

- ✓ Campaigning on six key issues affecting older people, see 2.3.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process

6.2. Strategic Aim: To work to increase the housing options for people in later life

We did this by:

- ✓ Developing the first Extra Care Housing Scheme for people in later life with a cognitive impairment, Havelock Place, in partnership with Northumberland Estates and North Tyneside Council. The scheme was completed in July 2021 and opened in April 2022.
- ✓ Developing a **Housing Strategy** which will be delivered by our subsidiary company EveryDay Homes Limited

6.3. Strategic Aim: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by identifying a potential site for the One Stop Shop, including Wellbness Hub and Integrated Care Frailty Hub for people in later life in Backworth. The Ageing Well Village was approved by North Tyneside Planning Authority on 5 July 2022.

6.4. Strategic Aim: To work to make North Tyneside an Age Friendly borough in line with the World Health Organisation Standard

We did this by progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.

Age UK North Tyneside achieved 87% of the strategic objectives it set which is considered satisfactory performance in a year still dominated by C19.

Older people were less keen to return to social activities preferring to come out of their homes for a purpose such as keeping fit and active. C19 has impacted heavily on people in later life with people reporting higher levels of social isolation and loneliness and a deterioration in their physical health. Both of these issues are priorities for the organisation to address in 2022-2023

OUR C19 RESPONSE

It was inevitable that our performance in 2021-2022 would be impacted significantly by the world wide pandemic. We are extremely proud of what we have achieved during this last year which would not have been possible without the leadership of the Executive & Leadership Teams and every member of staff and all volunteers.

We received countless applauds during the year from our local Mayor, Norma Redfern, local Councillors, MPs and the Lord Lieutenant of Tyne & Wear.

We proactively monitored local data and constantly risk assessed and updated our customers, staff and volunteers on which services operated and the infections controls that were needed. We monitored our C19 Toolkits daily and recorded the following headline data:

- ✓ Number of customer recorded deaths due to C19 - 5 out of 5,922 customers
- ✓ Staff absence, lowest recorded at 5%, highest recorded 8%
- ✓ Staff vaccinated with both doses 98%
- ✓ Our care services operated continuously and continue to do so
- ✓ New essential services were implemented including essential shopping and telephone befriending

All our funders were and continue to be incredibly supportive, often paying funds in advance.
Older people benefited from the proactive response of this organisation and all our partners in North Tyneside and Newcastle.

The World Wide Pandemic was recognised as a real threat to the operational and financial viability of many organisations and companies. Age UK North Tyneside has managed and continues to manage the risk through

proactively planning and reviewing C19 Service Plans that identified New Risks and the Additional Controls constantly. In addition the finances were reviewed regularly to reassess the organisations financial **Age UK North Tyneside** resilience, the outcome was a live budget and cashflow which is updated regularly and immediately any changes to income or expenditure are known. The organisation delivered a small surplus for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

ORGANISATION FINANCIAL REVIEW

1. **Overview**
   At the year end the group reported an operating surplus of £86k (before exceptional charges, gains/losses on the pension scheme) compared to a surplus of £87k in 2021. A surplus of £27k was originally budgeted for the year, additional Income Generation and efficiencies across the year ensured a positive result was achieved at the year-end.

2. **Incoming resources**
   Total incoming resources for 2021-2022 were £6.54 million compared to £5.84 million in 2020-2021. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £114k, we ended the year achieving £147k.

3. **Assets**
   The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 13 to the accounts.

4. **Investments**
   The Articles of Association state that in furtherance of the objects the charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".
   Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and in EveryDay Homes Ltd. (See note 14).

5. **Pension**
   Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 23). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 22 is £0. In order to maintain the surplus the charity is required to make additional payments of £5,017 per month over 111 months.

6. **Reserves**
   The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisations development in line with the strategic plan.

   The annual review in March 2022 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

   ✓ The operating surplus of £86k was recognised for the year, losses on the pension scheme were reported at £15k which returned a group surplus of for the year of £71k.

- ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £493k. Bank balances at 31 March 2022 less deferred income and payments in advance are reported at £720k which exceeds the target by £227k.
- ✓ Designated Funds – The charity has two designated funds; the property fund and the defined benefit pension fund, further details can be found in note 21.
- ✓ Restricted Funds – the funds balances are not available for general charity use, but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found on note 20.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities and threats

2021-2022 was the second year of the 2025 strategy, and it was another year when the world continued to operate in the context of a pandemic. As we plan for 2022-2023 this will mean continuing to operate in an environment which will need tight infection controls to allow older people to feel able to reconnect with their communities whilst feeling safe. The Strategic Plans for 2022-2023 were approved by the Board of Trustees on the 23 March 2022, the headlines from these plans include:

Through the Charity:

- ✓ To engage and consult (**Community Engagement & Development Strategy**) with communities to provide people in later life with the right services they need to make more of life; we aim to achieve this by continuing to develop a borough wide Neighbourhood Network of informed volunteers. Our aim is to reach and engage with more older people in their community using trusted people they will be familiar with, the Volunteer Ambassadors.
- ✓ To campaign (**Campaigns & Influencing Strategy**) on issues that affect people in later life, by influencing one key change on issues affecting older people.
- ✓ To improve how our services are accessed by relocating services into locality bases
- ✓ To address social isolation and loneliness (**Health & Wellbeing Strategy**) by exploring and investing in new services and activities
- ✓ To engage more people in activities to improve their physical wellbeing (**Health & Wellbeing Strategy**), by launching our Wellness Plans
- ✓ To work within the Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions (**Health & Wellbeing Strategy**)
- ✓ To provide carer support and carer relief (**Health & Wellbeing Strategy**), by increasing the number of carers accessing our services for carer relief through carers support groups and providing activities that enable their loved ones to be occupied giving them free time
- ✓ To invest and implement new technology to ensure the organisation remains fit for the future

Through EveryDay Care & Support Ltd:

- ✓ To expand further into Newcastle by successfully tendering for more home care and day care contracts
- ✓ To maintain service levels for generalist and low level services in North Tyneside
- ✓ To deliver a specialist dementia home care service into Havelock Place and working to maintain the scheme at capacity
- ✓ To further align the Wellbeing Centres to health as health and wellbeing hubs
- ✓ To support the climate crisis in North Tyneside and Newcastle we will aim to replace one third of the pool cares with electric carbon neutral vehicles

Through EveryDay Homes:

- ✓ To achieve Registered Housing Provider status and to operate in line with the housing regulations by investing in the company's infrastructure.

- ✓ To acquire 4 Saville Street Flats and work in partnership with Karbon Homes to support customers to live independently
- ✓ To use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in, including the Ageing Well Village at Backworth
- ✓ To identify assets for acquisition and remodelling into affordable supported housing for people in later life, and developing an investment strategy to secure further acquisitions.

STRUCTURE, GOVERNANCE AND MANAGEMENT

1. Governing documents

The charity's governing documents are its Articles of Association.

2. Organisational structure

The charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Group Chief Operating Officer, Helen Easton: Head of Finance, Sharon Robinson; Head of Corporate Support, Angela Dawson; Head of Corporate Support Designate, Michelle Adams; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Yvonne Probert and Head of EveryDay Homes, Phillip Curran.

3. Employment policies

The charity operates a number of key employment policies including Equality & Diversity and Health & Safety.

4. Pay policy for senior staff

The Board does not differentiate its pay and conditions of service for senior staff from other employees.

5. Board of Trustees/Company Directors

The body responsible for the governance of the charity is the Board of Trustees who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three year term (maximum nine years agreed from April 2015) and the Chair for a maximum of two three year terms. The Board can comprise of up to 15 members including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint persons to fill any casual vacancies that occur during the year amongst elected members of the board, such appointments to terminate at the end of the term for which the original member was elected.

The Board has three Sub Committees:
The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Groups assets and liabilities, the agreement and monitoring of the Group annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee meets twice a year with a remit to ensure effective Risk and Quality management systems are in operation. This includes reviewing compliance with statutory requirements under health & Safety, Diversity & Inclusion and Safeguarding.

The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision making. This committee has not met during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- ✓ Group Risk and Compliance Committee scrutiny of the Risk Registers
- ✓ A Strategic Plan and Annual Budget approved by the Trustees
- ✓ Regular consideration by the Trustees of the financial results, variances from budget, forecasts and performance indicators
- ✓ Delegation of authority and segregation of duties
- ✓ Identification and management of risk and statutory compliance issues including Safeguarding.

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. A Risk Register is in place which is scrutinised at monthly Senior Leadership Team meetings which can include a member from the Group Risk and Compliance Committee. This meeting reports biannually to the Board through the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these 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 2019 (FRS 102);
- ✓ make judgements and estimates that are reasonable and prudent;
- ✓ state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- ✓ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- ✓ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ✓ the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

Robson Laidler Accountants Limited were elected as auditor for the ensuing year at the Annual General Meeting in accordance with section 487 of the Companies Act 2006.

Approved by the board on 17 August 2022 and signed on their behalf by:



Richard Adams
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2022

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- ✓ give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2022, 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;
- ✓ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✓ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ✓ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

However, not all future events or conditions can be predicted. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the company's trade, customers, suppliers and wider economy. The Trustees' view on the impact of Covid-19 is disclosed in the accounting policies on page 27.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ✓ the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✓ the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- ✓ the financial statements are not in agreement with the accounting records and returns; or
- ✓ certain disclosures of directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- ✓ confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- ✓ obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- ✓ assessing the risk of management override including identifying and testing a sample of journal entries;
- ✓ confirmation received from the banks to verify the balance as on the last day of the accounting year;
- ✓ reviewing minutes of meetings of those charged with governance; and

✓ challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this 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.

M Moran

Michael Moran (Senior Statutory Auditor)

1 November 2022

For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne

Age UK North Tyneside

Consolidated Statement of Financial Activities
For the year ended 31 March 2022

Current financial year

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £	Total 2021 £
Income from:						
Donations and legacies	4	12,974	-	-	12,974	71,215
Charitable activities	5	1,227,832	342,244	-	1,570,076	1,377,606
Other trading activities	6	4,959,303	-	-	4,959,303	4,386,650
Investments	7	-	-	-	-	267
Total Income		**6,200,109**	**342,244**	**-**	**6,542,353**	**5,835,738**
Expenditure on:						
Cost of raising funds						
Trading activities		4,287,247	-	-	4,287,247	3,818,035
Charitable activities	8	1,806,664	342,244	20,190	2,169,098	1,862,513
Impairment of fixed assets		-	-	-	-	67,639
Total expenditure		**6,093,911**	**342,244**	**20,190**	**6,456,345**	**5,748,187**
Net incoming/(outgoing) resources before transfers		**106,198**	**-**	**(20,190)**	**86,008**	**87,551**
Gross transfers between funds		45,042	-	(45,042)	-	-
Other recognised gains and losses						
Actuarial gain / (Loss) on defined benefit pension scheme		-	-	(15,000)	(15,000)	(2,000)
Net movement in funds		**151,240**	**-**	**(80,232)**	**71,008**	**85,551**
Fund balances at 1 April 2021		776,880	-	1,039,975	1,816,855	1,731,304
Fund balances at 31 March 2022		**928,120**	**-**	**959,743**	**1,887,863**	1,816,855

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Age UK North Tyneside

Consolidated Statement of Financial Activities
For the year ended 31 March 2022

Prior financial year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Designated funds 2021 £	Total 2021 £
Income from:				
Donations and legacies	71,215	-	-	71,215
Charitable activities	1,084,871	292,735	-	1,377,606
Other trading activities	4,386,650	-	-	4,386,650
Investments	267	-	-	267
Total Income	**5,543,003**	**292,735**	**-**	**5,835,738**
Expenditure on:				
Cost of raising funds				
Trading activities	3,818,035	-	-	3,818,035
Charitable activities	1,476,424	319,529	66,560	1,862,513
Impairment of fixed assets	-	-	67,639	67,639
Total expenditure	**5,294,459**	**319,529**	**134,199**	**5,748,187**
Net incoming/(outgoing) resources before transfers	**248,544**	**(26,794)**	**(134,199)**	**87,551**
Gross transfers between funds	(211,752)	-	211,752	-
Other recognised gains and losses				
Actuarial gain / (Loss) on defined benefit pension scheme	-	-	(2,000)	(2,000)
Net movement in funds	**36,792**	**(26,794)**	**75,553**	**85,551**
Fund balances at 1 April 2020	740,088	26,794	964,422	1,731,304
Fund balances at 31 March 2021	**776,880**	**-**	**1,039,975**	**1,816,855**

Consolidated Balance Sheet
For the year ended 31 March 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	13		721,424		667,363
Investments	14		373,347		373,347
			1,094,771		**1,040,710**
Current assets					
Stocks	15	20,721		11,492	
Debtors	16	515,407		566,360	
Cash at bank and in hand		754,083		795,921	
		1,290,211		1,373,773	
Creditors: amounts falling due within one year	17	(414,405)		(485,914)	
Net current assets			**875,806**		**887,859**
Total assets less current liabilities			**1,970,577**		**1,928,569**
Creditors: amounts falling due within one year	18		(82,714)		(92,714)
Net assets excluding pension scheme liability			**1,887,863**		**1,835,855**
Defined pension scheme liability	23		-		(19,000)
Net assets			**1,887,863**		**1,816,855**
The funds of the charity					
Restricted funds	20		-		-
Unrestricted funds					
General funds	21	411,778		491,065	
Everyday Care & Support	21	516,342		285,815	
Designated - strategic	21	119,640		207,364	
Designated - Property and pension	21	840,103		832,611	
Total unrestricted funds			1,887,863		1,816,855
Total charity funds			**1,887,863**		**1,816,855**

These financial statements were approved by the Board of Trustees on 17 August 2022 and are signed on their behalf by:

R Adams
Chair

R Morton
Treasurer

Company registration number: 01763579

The notes on pages 25 to 43 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2022

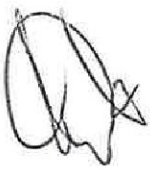
	Notes	CHARITY 2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	13		650,386		645,438
Investments	14		373,351		373,351
			1,023,737		**1,018,789**
Current assets					
Stocks	15	1,081		1,433	
Debtors	16	450,444		306,505	
Cash at bank and in hand		147,897		365,030	
		599,422		672,968	
Creditors: amounts falling due within one year	17	(169,329)		(249,764)	
Net current assets			**430,093**		**423,204**
Total assets less current liabilities			**1,453,830**		**1,441,993**
Creditors: amounts falling due within one year	18		(82,714)		(92,714)
Net assets excluding pension scheme liability			**1,371,116**		**1,349,279**
Pension scheme liabilities	23		-		(19,000)
Net assets			**1,371,116**		**1,330,279**
The funds of the charity					
Restricted funds	20		-		-
Unrestricted funds					
General funds	21	411,373		290,304	
Designated - strategic	21	119,640		207,364	
Designated - Property and pension	21	840,103		832,611	
Total inrestricted funds	21		1,371,116		1,330,279
Total charity funds			**1,371,116**		**1,330,279**

These financial statements were approved by the Board of Trustees on 17 August 2022 and are signed on their behalf by:

R Adams
Chair



R Morton
Treasurer



Company registration number: 01763579

The notes on pages 25 to 43 form part of these financial statements

Cash flow statement
For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities	27	80,636	223,482
Cash flows from investing activities			
Interest received		-	267
Purchase of tangible fixed assets		(112,474)	(48,831)
Net cash provided by (used in) investing activities		(112,474)	(48,564)
Cash flows from financing activities			
Repayment of borrowings		(10,000)	(4,388)
		(10,000)	(4,388)
Change in cash and cash equivalents		(41,838)	180,530
Cash and cash equivalents at the beginning of the reporting period		795,921	615,391
Cash and cash equivalents at the end of the reporting period		**754,083**	**795,921**
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		**754,083**	**795,921**

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, C19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2021-2022. The organisation is projecting a surplus of £27k for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going Concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 **Fixed assets**

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold 100 years or lease term if less

1.6 **Impairment of fixed assets**

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 **Investments**

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 **Stocks**

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 **Debtors**

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

1.10 **Cash at bank and in hand**

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

1.11 **Creditors and provisions**

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

1.12 **Corporation tax**

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.

The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.13 **Pensions**

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.14 **Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably — this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating *to* its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.15 **Expenditure**

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

Expenditure is classified under the following headings:
Costs of raising funds are comprised of direct fundraising costs and investment management costs.
Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.
Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.16 **Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.17 **Operating leases**

The charity and the group classify the leasing of equipment as operating leases; the title to which remains with the lessor and the expected economic life of the lease.

1.18 **Joint venture**

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

2. Critical accounting estimates and areas of judgement

In the application of the group'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.

In the application of the group'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.

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

3. Company structure

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Donations	11,632	-	-	**11,632**	18,180
Government grants	-	-	-	**-**	50,405
Legacy	1,342	-	-	**1,342**	2,630
	12,974	**-**	**-**	**12,974**	**71,215**

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Charitable trusts grants	223,617	342,244	-	**565,861**	588,464
Contracts/SLA income	808,852	-	-	**808,852**	706,152
Private individuals	149,527	-	-	**149,527**	63,097
Income from transport	45,836	-	-	**45,836**	19,893
	1,227,832	**342,244**	**-**	**1,570,076**	**1,377,606**

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2022 £	Total 2021 £
Income from EveryDay - Professional care and support	4,847,395	-	-	**4,847,395**	4,313,839
Catering income	74,726	-	-	**74,726**	62,581
Rental income from assets	25,168	-	-	**25,168**	7,358
Income from training & support services	-	-	-	**-**	2,860
Sale of sundry items	114	-	-	**114**	12
Other income	11,900	-	-	**11,900**	12
	4,959,303	**-**	**-**	**4,959,303**	**4,386,650**

7. Investment income

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Bank Interest	-	-	-	**-**	**267**

8. Expenditure on charitable activities

8.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2022 £	Total 2021 £
Staff & volunteer costs	1,302,296	236,053	-	**1,538,349**	1,366,377
Premises costs	110,039	-	-	**110,039**	68,016
Overhead costs	242,984	14,343	-	**257,327**	117,840
Motor vehicle costs	17,623	-	-	**17,623**	14,744
Depreciation	27,405	-	20,190	**47,595**	76,537
Marketing & promotion	8,009	4,161	-	**12,170**	14,888
Food & provisions	3,004	-	-	**3,004**	2,280
Audit fees	7,200	-	-	**7,200**	6,000
Legal & professional fees	61,511	1,739	-	**63,250**	46,004
Project & development work	24,168	70,865	-	**95,033**	148,855
Sundry purchases for re-sale	17,508	-	-	**17,508**	972
Service charge	(15,083)	15,083	-	-	-
	1,806,664	**342,244**	**20,190**	**2,169,098**	**1,862,513**

8.2. Support costs

	2022 £	2021 £
Executive team	60,588	92,741
Finance	114,883	129,031
HR & training	114,590	100,805
Marketing & communication	35,562	40,322
Quality & performance	19,757	20,161
Governance	22,391	20,161
Total support costs	**367,771**	**403,221**

8.3. Governance costs

	2022 £	2021 £
Staff related costs	30,803	27,507
Legal and professional fees	18,346	21,790
Other costs	(197)	17
Total governance costs	**48,952**	**49,314**

9. Net income from trading activity of subsidiary companies and associate company

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £230,932 (2021 - £201,147) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit and loss account	2022	2021
	£	£
Turnover	4,922,121	4,379,299
Cost of sales	(4,691,189)	(4,171,464)
Net Profit	**230,932**	**207,835**
Balance sheet summary		
Fixed assets	71,038	21,926
Current assets	905,304	1,021,559
Current liabilities	(459,595)	(556,523)
Net assets	**516,747**	**486,962**

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2022.

10. Net income / expenditure

The group surplus / deficit is stated after charging / (crediting)

	2022	2021
	£	£
Depreciation – owed assets	**58,413**	151,631

11. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £13,600 (2021: £9,600)

12. Analysis of staff costs and key management remuneration:

Total salary costs analysed by:	2022	2021
	£	£
Wages and salaries	4,931,828	4,282,392
National insurance contributions	325,298	277,141
Pension contributions	152,807	130,645
	5,409,933	**4,690,178**

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2022	2021
	No.	No.
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-

No trustee received any remuneration or reimbursement of expenses (2021: £nil)

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £322,643 (2021 - £297,765).

The average headcount of persons employed by the group (including casual and part time) during the year was:

	2022	2021
	No.	No.
Executive team	2	1
Leadership team	6	5
Managers	17	14
Co-ordinators	32	17
Nurses	1	-
Officers	24	27
Assistants	228	245
	310	**309**

13. Tangible fixed assets

Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2021	1,286,719	535,818	74,864	**1,897,401**
Additions	-	112,474	-	**112,474**
At 31 March 2022	1,286,719	648,292	74,864	**2,009,875**
Depreciation				
At 1 April 2021	705,741	481,449	42,848	**1,230,038**
Charge for the year	20,189	30,220	8,004	**58,413**
At 31 March 2022	725,930	511,669	450,852	**1,288,451**
Net book value				
At 31 March 2022	**560,789**	**136,623**	**24,012**	**721,424**
At 31 March 2021	**580,978**	**54,369**	**32,016**	**667,363**

Charity

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2021	1,286,719	423,868	43,191	**1,753,778**
Additions	-	52,545	-	**52,545**
At 31 March 2022	1,286,719	476,413	43,191	**1,806,323**
Depreciation				
At 1 April 2021	705,741	384,612	17,987	**1,108,340**
Charge for the year	20,189	21,107	6,301	**47,597**
At 31 March 2022	725,930	405,719	24,288	**1,155,937**
Net book value				
At 31 March 2022	**560,789**	**70,694**	**18,903**	**650,386**
At 31 March 2021	**580,978**	**39,256**	**25,204**	**645,438**

13. Tangible fixed assets (continued)

Freehold land and buildings were recognised using a previous market rate valuation as a deemed cost on transaction to SORP (FRS 102). The comparable historical cost for the freehold land and buildings included at valuation:

	£
At 1 April 2020 and 31 March 2021	1,235,652
Depreciation At 1 April 2020	363,115
Charge for the year	12,357
At 31 March 2021	375,472
Net book value	
At 31 March 2022	**884,894**
At 31 March 2021	**875,537**

Market value was conducted in May 2015 by Rickard Chartered Surveyors who are FRICS qualified surveyors.

14. Investments

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Investments in wholly owned subsidiaries	-	-	**4**	4
Investment Property	**373,347**	373,347	**373,347**	373,347
	373,347	373,347	**373,351**	373,351

15. Stock

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Consumables	**20,721**	11,492	**1,081**	1,433

16. Debtors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade debtors	**185,307**	302,351	**132,389**	131,138
Prepayments	**43,773**	57,863	**19,825**	32,996
Other debtors	**30,620**	-	**30,620**	-
Accrued Income	**255,707**	206,146	**53,089**	19,873
Amounts owed by group companies	**-**	-	**214,521**	122,498
	515,407	566,360	**450,444**	306,505

17. Creditors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade creditors	**52,259**	64,256	**22,933**	41,513
Other creditors	**33,741**	29,868	**14,730**	10,210
Other taxes and social security	**88,153**	65,591	**31,173**	21,238
Accruals	**206,876**	211,138	**67,117**	61,742
Deferred income	**23,376**	105,061	**23,376**	105,061
Mortgage (see note 18)	**10,000**	10,000	**10,000**	10,000
	414,405	485,914	**169,329**	249,764

Deferred income

Deferred income comprises grants relating to future periods as follows:

	£
As at 1 April 2021	105,061
Additions in the year	23,276
Released to income	(105,061)
As at 31 March 2022	**23,376**

18. Creditors: amounts falling due after one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Mortgage	**82,714**	92,714	**82,714**	92,714

18. Creditors: amounts falling due after one year (continued)

The mortgage loan was taken out with Barclays Bank Plc in April 2010 to purchase Park Studios and carry out refurbishment works to the Whitley Bay Centre. The mortgage is repayable over 20 years by way of monthly repayments. Barclays Bank Plc have a legal charge over the Bradbury Centre. Interest is charged at a variable rate of 3.35% above base rate.

19. Financial instruments

Financial instruments measured at amortised cost comprise the loan financing by Barclays Bank Plc to the charitable company and group.

Loan payable falling due

	Group 2022	Group 2021	Charity 2022	Charity 2021
	£	£	£	£
Within 1 year	**10,000**	10,000	**10,000**	10,000
Between 2 and 5 years	**40,000**	40,000	**40,000**	40,000
More than 5 years	**42,714**	52,714	**42,714**	52,714
	92,714	102,714	**92,714**	102,714

The loan financing is in the form of a secured loan with a variable rate of interest. The market risk facing the charitable company and the group is that the interest rate may rise.

20. Restricted funds

Year ended 31 March 2022	At 1/4/2021	Income	Expenditure	Transfers	At 31/3/2022
	£	£	£	£	£
Ballinger Trust – Dementia Connections	-	50,000	(50,000)	-	-
Sport England – Active Age	-	51,217	(51,217)	-	-
Later Life Goals	-	20,500	(20,500)	-	-
Vodafone Connect Age	-	17,145	(17,145)	-	-
Armed Forces Covenant trust	-	18,835	(18,835)	-	-
Sporting Forces	-	4,672	(4,672)	-	-
Big lotters Friendly Faces		31,469	(31,469)	-	-
Big Lottery Befriending Service	-	35,664	(35,664)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	100,742	(100,742)	-	-
	-	**342,244**	**(342,244)**	-	-

Restricted funds (continued)

Year ended 31 March 2021	At 1/4/2020	Income	Expenditure	Transfers	At 31/3/2021
	£	£	£	£	£
Ballinger Trust – Dementia Connections	-	40,000	(40,000)	-	-
Sport England – Active Age	-	41,836	(41,836)	-	-
Later Life Goals	-	21,000	(21,000)	-	-
Veterans Should not be Forgotten	-	19,500	(19,500)	-	-
NBS – Independence links	26,794	-	(26,794)	-	-
Big lotters Friendly Faces	-	31,469	(31,469)	-	-
Big Lottery Befriending Service	-	40,653	(40,653)	-	-
NHS CCG Healthy Habits	-	98,277	(98,277)	-	-
	26,794	**292,735**	**(319,529)**	**-**	**-**

Restricted funds

Ballinger: This is the final funding contribution to the Dementia Connections project to March 2022

Sport England - Active Age: This is the fourth year of a 4 year funded project working in partnership with North Tyneside Council, Comic Relief and Northumbria University

Age UK - Later Life Goals: This is a three year funded project which commenced in October 2018 and due to the success of the project has been extended through to September 2022

Age UK - Vodaphone Connect Age Programme: is a 7 month project commencing in November 2021 through to May 2022 supporting people in later life with digital platforms and equipment such as tablets

Armed Forces Covenant Fund Trust: a one year programme starting in November 2021 working with Operation Veteran providing coordinated support and Information & Advice session along with social opportunities

Sporting Forces: this is providing two year funding working in partnership with Age UK Northumberland to deliver the Veteran Places, Pathways and People project.

Big Lottery - Friendly Faces in Local Places: This is the third year of a three year project funded through the Building Connections fund.

Big Lottery - Telephone Befriending Service: Originally a C19 specific funded project to support socially isolate older people during the pandemic to March 2021, due to the success of the project this was extended for a further 12 months to March 2022

Big Lottery - Ending Loneliness: this is a 4 year project working in partnership with VODA supporting Befriending services within North Tyneside

North Tyneside CCG - Health Habits: This is a three year funded project which commenced in November 2019 working in partnership with the YMCA

21. Unrestricted funds - group

Year ended 31 March 2022

	At 1/4/2021	Income	Expenditure	Transfers	At 31/3/2022
	£	£	£	£	£
Unrestricted funds					
General fund	491,065	1,277,988	(1,806,664)	449,389	411,778
Everyday Care & Support	285,815	4,922,121	(4,287,247)	(404,347)	516,342
	776,880	**6,200,109**	**(6,093,911)**	**45,042**	**928,120**
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	**-**	**(20,190)**	**(60,042)**	**959,743**
Total Unrestricted funds	**1,816,855**	**6,200,109**	**(6,114,101)**	**(15,000)**	**1,887,863**

Year ended 31 March 2021

	At 1/4/2020	Income	Expenditure	Transfers	At 31/3/2021
	£	£	£	£	£
Unrestricted funds					
General fund	350,600	1,401,169	(1,360,460)	99,756	491,065
Everyday Care & Support	389,488	4,379,299	(4,171,464)	(311,508)	285,815
	740,088	**5,780,468**	**(5,531,924)**	**(211,752)**	**776,880**
Designated funds					
Property fund	981,422	-	(134,199)	4,388	851,611
Strategic Development fund	-	-	-	207,364	207,364
Final salary pension liability	(17,000)	-	-	(2,000)	(19,000)
	964,422	**-**	**(134,199)**	**(209,752)**	**1,039,975**
Total Unrestricted funds	**1,704,510**	**5,780,468**	**(5,666,123)**	**(2,000)**	**1,816,855**

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2023.

Designated funds

The property fund represents the net book value of the freehold properties less the mortgages relating to these properties

Designated funds (continued)

The strategic development fund is to support to 2020-2025 Strategy, covering;

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- ✓ Investment in a new transport fleet which is carbon neutral
- ✓ Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

Unrestricted funds – Charity

Year ended 31 March 2022	At 1/4/2021	Income	Expenditure	Transfers	At 31/3/2022
	£	£	£	£	£
Unrestricted funds					
General fund	290,304	2,224,935	(2,163,908)	60,042	411,373
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	-	**(20,190)**	**(60,042)**	**959,743**
Total Unrestricted funds	**1,330,279**	**2,225,935**	**(2,184,098)**	-	**1,371,116**

22. Analysis of net assets between funds

For the year ended 31 March 2022

	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds
	£	£	£	£
Tangible fixed assets	160,635	-	934,136	**1,094,771**
Net current assets	767,485	-	108,321	**875,806**
Creditors due after one year	-	-	(82,714)	**(82,714)**
Defined pension scheme liability	-	-	-	-
	928,120	-	959,743	**1,887,863**

22. Analysis of net assets between funds (continued)

For the year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	86,385	-	954,325	**1,040,710**
Net current assets	690,495	-	197,364	**887,859**
Creditors due after one year	-	-	(92,714)	**(92,714)**
Defined pension scheme liability	-	-	(19,000)	**(19,000)**
	776,880	-	1,039,975	**1,816,885**

23. Pension

Defined contribution scheme

The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £152,807 (2021: £130,645).

Defined benefit scheme

The group operates a defined benefit scheme in the UK. A full actuarial valuation of the of the Age Concern Retirement Benefit Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2022 by a qualified independent actuary. As required by FRS102 the defined benefit liabilities have been measured using the projected unit method. The scheme closed to new entrants and further benefit accrual. The disclosures below is provided in respect of Age UK Retirement Benefit Scheme ("the Scheme"):

Total costs recognised in the period:	**2022 £'000**	**2021 £'000**
Current service costs	13	14
Past service costs	-	-
Other finance costs	-	1
Pension expense recognised as an expense	13	15
Amount recognised as other comprehensive income	(28)	(17)
Total recognized	**(15)**	**(2)**

The amounts recognised in the balance sheet are as follows:	**2022 £'000**	**2021 £'000**
Fair value of scheme liabilities	(2,560)	(2,663)
Fair value of scheme assets	2,735	2,644
Surplus in the scheme (not recognised)	**175**	**(19)**

Change in present value of the defined benefit obligation:	2022 £'000	2021 £'000
Opening defined benefit obligation	2,663	2,472
Interest cost	55	54
Actuarial (gain)/loss arising on scheme liabilities	(73)	214
Benefits paid (including expenses)	(85)	(77)
Liabilities in scheme at end of the year	**2,560**	**2,663**

Change in fair value of scheme assets	2022 £'000	2021 £'000
Opening fair value of scheme assets	2,644	2,455
Expected return on scheme assets	55	53
Actuarial (losses)/gains	74	197
Employer contributions	60	30
Benefits paid (including expenses)	(98)	(91)
Total market value of assets	**2,735**	**2,644**

Major categories of scheme assets as a percentage of total assets	2022 %	2021 %
Equities	16.7	19.3
Diversified growth	12.6	12.5
Gifts and bonds	59.9	68.8
Infrastructure	9.5	-
Cash	1.3	2.4
	100	**100**

	2022 £'000	2021 £'000
The actual return on scheme assets for the year was	**250**	**185**

Principle actuarial assumptions at the balance sheet date	2022 %	2021 %
Discount rate	2.8	2.1
Rate of increase in payment of pre 2006 pensions	3.6	3.1
Rate of increase in payment of post 2006 pensions	2.5	2.5
Inflation rate (RPI)	3.6	3.1
Inflation assumption (CPI)	2.8	2.3

The assumed life expectations on retirement at age 65	2022 Years	2021 years
Retiring today – males	87.1	87.1
Retiring today – females	89.5	89.4
Retiring in 20 years – males	88.1	88.1
Retiring in 20 years – females	90.6	90.6

24. Commitments under operating leases

At 31 March 2022 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Within 1 year	-	14,216	-	-
More than 1 year and less than 5 years	-	-	-	-
	-	**14,216**	-	-

25. Related party transactions

There have been no related party transactions in the current or previous year.

A person connected to a Trustees holds a contact of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

26. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

27. Reconciliation of movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the period	86,008	87,551
Adjustments for:		
Investment income	-	(267)
Depreciation	58,413	151,631
Pension scheme adjustment	(34,000)	-
(Increase) / Decrease in stock	(9,229)	(2,025)
Decrease / (increase) in debtors	50,953	77,709
(Decrease) / increase in creditors	(71,509)	(81,117)
Net cash provided by operating activities	**80,636**	**233,482**

28. Analysis of changes in net debt

	1 Apr 2021	Cash flows	31 Mar 2022
	£	£	£
Short term cash borrowings	(10,000)	-	(10,000)
Long term cash borrowings	(92,714)	10,000	(82,714)
Total liabilities	(102,714)		(92,714)
Cash and cash equivalents	795,921	(41,838)	754,083
Total net debt	**693,207**	**(31,838)**	**661,369**

29. Post balance sheet events

After the year end the charity sold a property for £503,000. The carrying value of the property at the year end was £486,000. After payment of legal and sellers fees there will be no profit or loss on sale.

Age UK Newcastle and North Tyneside

England & Wales - Charity number 1049527

Accounts

Consolidated Financial Statements

For the Year Ended 31 March 2021

North Tyneside Age UK

Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

Board of Trustees Reporting
For the year ended 31 March 2021

Company Registration Number:	01763579 Registered in England and Wales	
Charity Registration Number:	1049527	
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
Board of Trustees:	Mr R. Adams Mr R.D. Morton Mr J Booth Ms J. Gillson Ms T.J. Harrison Mr C Swan Mrs A Scurfield Mr R Brown	Chair Treasurer
Executive Team:	Ms D. McNally	Group Chief Executive
Bankers:	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX	
Auditors:	Haines Watts 17 Queens Lane Newcastle upon Tyne NE1 1RN	
Solicitors:	Womble Bond Dickinson (UK) LLP St Ann's Wharf 112 Quayside Newcastle upon Tyne NE1 3DX	

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2021. This was the first year of our five year 2025 Strategy.

Our 2025 Strategy came into effect from 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance driven to achieve growth and the long term sustainability of the organisation whilst ensuring a personalised customer focused service is maintained at all times, this includes the Group's two wholly owned subsidiary companies EveryDay Care & Support Ltd and EveryDay Homes Ltd.

Our **Vision**: "A world where everyone enjoys later life".

Our **Mission**: "To help people make more of life".

Our 2025 **six Strategic Aims** as follows:

Aim 1: To increase our financial sustainability and contribution to the local economy:
- By investing in paid for services under the EveryDay brand
- By protecting our core business and margins
- By delivering a financial contribution from non-core services
- By improving our estate and equipment to ensure it is fit for the future
- By investing in technology to maximise efficiencies

Aim 2: To improve the lives of people in later life:
- By providing accessible information, advice and guidance
- By maximising their income
- By addressing social isolation and loneliness
- By providing services that support and maintain independence
- By providing services that promote good health and wellbeing

Aim 3: To be leaders in providing high quality services and achieve customer excellence:
- By developing a recognised EveryDay brand and building strong local relationships
- By continuously improving and investing in our services and achieving relevant quality marks
- By supporting Age UK's Shared Strategy for Brand Partners
- By engaging and listening to what our customers want and need
- By meeting customer aspirations

Aim 4: To be a partner of choice and enabler of the co-production of quality services:
- By engaging and consulting with people in later
- By creating a "hub" of partners that work together for the benefit of people in later life
- By using our expertise to influence and develop projects and services
- By facilitating the co-production of projects and services for people in later life
- By delivering projects and services in partnership with others
- By supporting volunteering to add value to our projects and services

Aim 5: To be an Employer of Choice:

- By attracting the best staff
- By investing in our staff
- By recognising and rewarding our staff
- By supporting our staff
- By engaging regularly and with our staff
- By offering career progression and personal development
- By promoting the value of our staff who enhance the lives of people in later life

Aim 6: to make North Tyneside an Age Friendly place:

- By supporting people to have their voice heard
- By influencing key stakeholders to ensure older people are included in key strategies and policies
- By campaigning on issues that affect people in later life
- By promoting positive images of ageing

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The charity's aims and objectives above are reported clearly below to provide clear and demonstrable public benefit.

ACHIEVEMENTS & PERFORMANCE

1. Aim 1: To increase our financial sustainability and contribution to the local economy

1.1. Strategic Aim: To increase turnover by 10%

We achieved this by increasing group turnover on the previous year by 13.4%. At 31 March 2021 turnover is reported at £5.78m against a target of £5.76m. Due to the pandemic the closing of the Wellbeing Centres, Jarretts Coffee Shop, all paid for classes and the reduction of private customers into the EveryDay Living Service directly contributed to a £112k deficit in private customer income during the year. However, new grant income and service level agreements during the year ensured the turnover target was achieved.

1.2. Strategic Aim: Plan, control and monitor the use of funds

- We budgeted to achieve a surplus of £2k for the year and reported a surplus of £88k, which was after accounting for £102k exceptional depreciation charge for the year.

- We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal Management and Services Charges, the target was to achieve £434k, and we achieved £476k.

1.3. Strategic Aim: Identify and invest in new business opportunities

- EveryDay Care & Support continued to expand into Newcastle and increased its profits by 91.2% on the previous year from £109k to £208k. This also exceeded the annual target of £163k by over 27%.
- The Charity invested £25k in EveryDay Homes which is prioritising its Registered Housing Provider status, the investment also included the recruitment of a new Head of EveryDay Homes, Phillip Curran.

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customer in the greatest need

We raised £520k in new income during the year which exceeded the target of £269k to ensure services were delivered during 2020-2021, including new essential services during the pandemic.

1.5. Strategic Aim: Maintain a level of cash reserves to manage the financial risk of the organisation

The group cash reserves at 31 March 2021 were reported at £793k**,** against a target of £426k, which is the level required to meet the financial obligations and liabilities of the group.

2. Aim 2: To improve the lives of people in later life

2.1. Strategic Aim: To Engage and consult with communities to provide people in later life with the right services they need to make more if life

We did this by:

- Engaging directly with over 2,216 customers which represents 5% of the older population in North Tyneside.
- Switching our planned engagement, because of COVID-19, to raising our profile, promotions and surveys with our existing customers which gave is a reach to 14,714 homes. In the midst of the pandemic, we used heat maps on social isolation and the areas of deprivation to identify those older adults in our community who most needed our essential services. We targeted and reached 7,439 older people.
- Piloting, in partnership with VODA, Neighbourhood Network information sharing events with volunteers across the VCS social isolation and loneliness partnership. So far we have held three events that have been on various topics (e.g. Health, Impact of COVID-19 (C19), and Volunteering) and the attendance has varied between 12 and 30 participants.
- Creating and developing the Locality based Neighbourhood Network, starting with engaging on the network and recruiting for a Community & Locality Manager. We achieved 79 volunteer interactions compared to the previous year when we had no such roles within the organisation, and this provides a basis on which to develop the network further in 2021-2022.

2.2. Strategic Aim: To Engage and consult with customers to improve services

We did this by:

- Planning to facilitate meetings and implementing a minimum of one recommendation for each service. However, given that face to face meetings with customers was not permissible for the year due to local C19 restrictions and National Lockdowns, the method of consultation was changed to surveys and guided conversations in the second quarter of the year as part of Phase 3 (consulting and engaging with all customers) of our C19 Exit Plan
- Planning to engage with 1,650 people through 8 face to face forum sessions for customers. Instead, we did service satisfaction surveys with existing customers and reached 1,458 older adults. The information gathered allowed us to redesign services based upon customer feedback. Due to Tier 4 local restrictions and 2 National Lockdown we have the plans for the service redesign ready to go, until face to face interaction is allowed in July 2021.
- Supporting customers at home during the pandemic by creating and developing a series of service offers online, and for those unable to access digital an exercise DVD and resource pack were sent by post to customer. This was further supplemented by welfare telephone calls to our existing customers.

Feedback from customers
"*Hi Laurie, I've just received my Rise Resource Pack in today's post it's a lovely surprise. The exercise programme is great. I'm feeling that there's progress being made already. The pack will keep me engaged and keep the grey cells stimulated during this prolonged lockdown. Can you pass on my thanks?.*"

'I was sent the fitness DVD and I have to say it is extremely well done. It really is amazing. The instructors weren't talking down to you and they looked very happy in what they were doing which really came across and was very encouraging. You couldn't go wrong really. They did a fantastic job.'

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by:

- Supporting all 6 of our target campaigns: Social Isolation & Loneliness, Value of Social Care, Digital Poverty, Scams, Domestic Abuse and Health & Wellbeing with a further 2 campaigns covering Random Acts of Kindness and Mental Health, resulting in a total of 17 campaign interventions being recorded.
- Successfully campaigning and raising awareness over a variety of media platforms including local TV and radio.
- Successfully campaigning for data to be collected on all victims and survivors of domestic abuse, whatever their age. We are delighted that the Office for National Statistics has listened and will now start collecting this data on those aged 75+.

2.4. Strategic Aim: To improve how our services are accessed

This strategic objective has been achieved although delivered in a very different way due to the pandemic. Our original plan was to encourage individuals to meet with us in their local area, or in their own homes. We are now working predominately delivering most of our services online and via telephone.

We did this by:

- Carrying out all home visits within the charity if they were urgent and essential; a total of 71 home visits were undertaken by the Admiral Nurses.
- Continuing to deliver all services by digital, letter, and telephone methods to communicate and engage with customers, the Charity continued to offer regular weekly digital groups in Dementia Connections, Healthy Habits, Strength & Balance, and Active Age. We delivered this through two online programmes:
    - Winter Warmers and Workouts Programme – January and February 2021 https://www.ageuk.org.uk/northtyneside/about-us/news/articles/2020/new-year-new-you/ Over the 6 weeks programme, we delivered 66 virtual sessions which were attended by 317 participants.
    - Spring into Action Programme – March and April 2021: https://www.ageuk.org.uk/northtyneside/activities-and-events/spring-into-action/

  For the month of March the Virtual programme provided 37 sessions across the month which had 219 attendances (115 in physical groups and 104 in social groups).
- Working in partnership with Azalea who loaned 50 tablets to our customers in EveryDay Care & Support. We recruited 11 Team Leader/Digital Champions who supported 50 older people to gain confidence using digital technology.
- Funds from the Age UK Covid Appeal fund were used to purchase 39 of our own Samsung tablets with Aspire Technology donating a further 3 to continue the digital activities with our customers in EveryDay Care & Support.
- Working in partnership with Age UK Covid North Tyneside Council to look closely at how technology could be used overnight to replace a physical care visit, which often disturbs customers during the night when in fact they only need a wellbeing check. Often customers are asleep when staff check in on them.
- Supporting 54 customers in EveryDay Care & Support to use various types of digital technology across the projects, these include: tablets, mobiles, Alexa Shows, laptops, and iPads and RITA.

2.5. Strategic Aim: To provide Information and Advice to people over 50

C19 impacted on the way in which delivered this service to our customers. We committed in Phase 1 of our C19 Service Plan to contact all customers and ensure they had the right information, advice in guidance which was achieved.

Our Customer Service Team were faced with a high number of customer enquires throughout the year mainly for advice around the pandemic. We successfully raised £29k from the Community Foundation to support the crucial work of this team.

Our specialist Information and Advice service operated in a very different way due to the pandemic and numbers have been significantly lower than in previous years. Our original plan was to outreach our Information and Advice service direct to older adults in their local area, or in their own homes. This service continued to be funded by North Tyneside Council, Age UK National which includes the Love Later Life and EON funded projects and during the year North Tyneside Council invested £11k from the Poverty Intervention Fund to sustain our capacity and to reach out to older people to encourage them to use this service, with a further £34k funding the service through to October 2021.

We delivered most of our Information and Advice service via the telephone and customer numbers did start to increase from September 2020.

2.6. Strategic Aim: To support people to improve their financial independence

We did this by:

- Supporting people to secure unclaimed benefits. We set a target to achieve £1.8m over the year, however most of the statutory benefit agencies reduced and closed during the first lockdown and demand from customers and referral partners was low even with additional promotion of the service being undertaken.
- Achieving £1.1 million in unclaimed benefits for older people in North Tyneside.
- Investing a further £10k from North Tyneside Cabinet in publicising and raising awareness of our service and that provided by the Citizens Advice Bureau, essentially to address increasing poverty in older people. This is supporting increased capacity in both organisations and an extensive publicity campaign. We hope this will boost the recovery of the Information and Advice service. The Council have also provided a further £45k from their Poverty Intervention Fund to support us to continue to provide information and Advice services until November 2021.
- Customer feedback *'You girls are fantastic from taking my first call to helping me with my enquiry. I am really over the moon. I've received a letter off Eon to say I will have £130 off this heating bill and £140 off the next and also I received a letter from the Government to say I am going to receive £200 heating allowance too. When the Bradbury Centre opens I will come in to thank Lindsay in person. I'm over the moon and really appreciate the help given to me '*

2.7. Strategic Aim: To address social isolation and loneliness

We did this by:

- Increasing the number of people accessing the **Befriending Service**, including Telephone Befriending, last year we delivered a service to 73 customers, this year we delivered a service to 134 customers, an increase of 183%. The Befriending Service continued to be funded by North Tyneside Council and The Big Lottery in partnership with VODA and a further £40k was secured from the Big Lottery to fund a Telephone Befriending Service where demand increased significantly during the pandemic. The additional funding allowed us to double the capacity of our team. Feedback from a Volunteer said *"he thoroughly enjoyed supporting customers in befriending service and telephone befriending service. He looked forward to the phone calls which cheered him up.*

He thanked us for the supportive monthly calls and the support throughout the services. He said it showed we cared about the volunteers and made him feel included in the work done for older people".

- Increasing the **range of social groups and activities** across North Tyneside. We introduced 2 new virtual groups, Friendly Faces and At Home with the Museum which takes the total number of groups to 17. However, 15 face to face groups have not met face to face due to C19, but 2 regular virtual groups did run.
- Increasing **attendance at social groups and activities**" whilst the face to face groups did not meet we delivered a variety of online programmes attracting 1,208 people which is an increase from the previous year of 606. The Big Lottery continued to fund our project Co-ordinator who develops and supports these social groups and activities.
- Increasing the number of **prisoners in later life** accessing purposeful activities. The prisons, like the community, went into lockdown, so all face to face work was suspended from March 2020. We continued to provide fortnightly printed distraction/resource packs which we sent out to 5 prisons and reached out to 1,500 older offenders. Last year we delivered 4,691 attendances" to older prisoners. NHS England continued to fund our work into local prisons which we delivered in partnership with Age UK Teesside.
- All three **Wellbeing Centres:** Cedar Grove, Rowan Croft and Linskill Park Centres closed due to C19 in March 2020 and re-opened on 10 August 2020 with reduced numbers. Wellbeing Centre staff remained at work and continued to contact customers daily offering support which included one to one well-being at home, shopping, domestic tasks, and supporting individuals to have a daily walk and allow their loved ones to have a break from their caring responsibilities.
- Delivering, through our Wellbeing Centre staff team, a C19 essential shopping service to 300 customers, delivering 1,500 emergency food parcels, and remained on standby to support the Patient Transport Service, although this support was not called upon.
- Continuing to ensure that customers remained engaged to reduce the risk of isolation. Social activities continued with activities including jigsaws, quizzes, corridor afternoon tea, bingo, and sing-alongs. Some outdoor activities involved Linskill Park Choir singing Christmas Carols, outside entertainment by Darren our resident entertainer.
- Using technology, staff enjoyed supporting customers to keep in touch with families and friends using tablets, iPads, mobiles and Alexa Shows. Customers enjoyed a Christmas lunch provided by Proctor & Gamble who donated their 100 staff Christmas Lunches to our customers. Customers at Cedar Grove, Crossgates, Thomas Ferguson Court, and Linskill Park Wellbeing Centres thoroughly enjoyed a two-course Christmas meal. Ben from Appetite also donated meals for all the customers at Fontburn Court and Thomas Ferguson. North Tyneside Little Movers donated 200 Christmas presents lovingly wrapped for our customers. These were handed out across all care & wellbeing projects. The gifts were well received by customers.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes
We did this by

- Recording only one customer death due to C19 in EveryDay and five in the charity, out of 2,722 customers, and no employee deaths relating to C19
- Supporting 294 staff and 548 customers to have their first C19 vaccinations
- Providing weekly information updates on C19 and our services via our websites and Chief Executive Briefings, daily in the first two months of C19.
- Raising awareness of C19 scams re: track and trace and C19 testing
- Recording and reporting **83 safeguarding incidents** during the year in line with the North Tyneside Safeguarding threshold. 73 **low-level, 10 substantial** and zero critical safeguarding reports.
- Distributing 1,050 emergency food parcels, 2,400 hot meals and supporting 62 people with a weekly essential shopping service during lockdown.

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by

- Increasing the number of groups from 15 to 17 with two new virtual groups. The 15 face to face groups did not meet due to C19.
- Delivering a variety of online programmes with 1,156 attendances. Delivery of physical activity groups by virtual methods was difficult to provide successfully and has not been as popular as face to face. Last year we reported 1,750 attendances. Our ActivAge programme was supported by Sport England which funded our full time Activity Co-ordinator.
- Delivering a **Healthy Habits** programme in partnership with North Tyneside YMCA and funded by North Tyneside Clinical Commissioning Group. The delivered online 1 to 1 and virtual group support and was accessed by 7 people and we have an additional 6 people who wish to wait for the face to face service to restart. Healthy Habits continued to produce weekly informative emails for our staff as part of the Better Health at Work programme. We produced a series of articles for our website https://www.ageuk.org.uk/northtyneside/about-us/news/articles/2020/exercise-and-nutrition-in-lockdown/. We recorded a series of short social media videos around cooking to encourage people to stay healthy and well.
- Delivering a **physical activity programme** within our Extra Care Housing Schemes which proved quite a challenge due to C19, as the restrictions imposed meant that communal areas remained closed for the best part of the year across all schemes. Our staff continued to ensure that customers remained engaged with activities including the How Fit program and activity packs.

2.10. Strategic Aim: To work within Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions

We did this by

- Re-engaging customers with their communities to increase confidence and independence through our **Care Point** Service. The contract changed on 1 September 2020 from Care Plus with TyneHealth to Care Point with Northumbria NHS Healthcare Trust. Over the year we achieved 153 customer interactions which is still less than the previous year's by 247, due to the pandemic and the staff not being based in the hospital as normal.
- Prioritising the **Strength & Balance** staff team to deliver the new NHS HowFit home exercise programme (https://www.howfittoday.co.uk/). To support this programme our trainers recorded three videos which are now live on our website and u-tube. In addition, we burnt these videos to DVD for those customers who were not online and posted out 120 DVDs. Over the year we had 2,078 interactions with the programme against a target of 1,000, achieving its target but not how originally planned. This is a significant increase on the previous year when we reported 400 people accessing the Strength & Balance Service.
- Expanding our **Dementia Connections Service** which continued throughout the pandemic at near full capacity and the only service in the Charity largely unaffected by the switch from face to face to remote working. The number of people accessing the service increased over the year to 4,242 customer interactions, compared to 1,000 in the previous year.

2.11. Strategic Aim: To support people to remain independent and to continue to live at home
We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- **Care at Home in the North-West** service delivered **12,060 hours** compared to 8,016 in the previous year, an increase of 50%.
- **Care at Home in Whitley Bay** service delivered **41,076 hours** of care and support, compared to 42,989 in the previous year, a decrease of 4%.
- **Care at Home in Wallsend** service delivered **12,301 hours** of care compared to 12,472 in the previous year, a decrease of 1%.
- **Care at Home in North Shields** service delivered **9,221 hours** compared to 8,209 in the previous year, an increase of 12%.
- **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages due to C19, which has overall impacted our ability to grow the service further but overall this is still a positive result in the current climate. The service ended the year delivering **5,364 hours** compared to 7,501 in the previous year, a decrease of 28%.
- **Extra Care Housing** collectively delivered **188,605 hours** compared to 170,828 in the previous year, an increase of 10%.
- In total EveryDay Care & Support delivered **267,627** hours of care, which was an increase on the previous year of 7%.

2.12. Strategic Aim: To provide carer support and carer relief

This strategic objective has been achieved through the wider Dementia Connections Service. We provided ongoing direct support to 162 carers through the Dementia Connections Service and three new digital Zoom groups for dementia carers, bereavement support and transition into care. Over the year we reached 247 carers, against a target of 1,000.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- Carrying out and feeding back on satisfaction surveys which were carried out for all customers during the year with a really positive and healthy outcome. During the last quarter, a further customer satisfaction survey was sent out to all EveryDay Care & Support customers living in the Extra Care Housing Schemes to ensure we had a good return rate and more meaningful feedback, this resulted in higher scores particularly in well led which increased to 92% from 85% in the previous year. The results of the follow-up survey show that 'Well Led' increased to 92%.
- Recording the number of compliments and complaints, compliments increased from 123 last year to 213 this year, and reduced complaints reduced from 14 down to 8.

3.2. Strategic Aim: To maintain a high level of customer service

We did this by:

- Continuing to review the outcome of 4-6 week customer evaluations carried out during the year, which consistently reported a score between 9 and 10.
- Continuing to keep in touch with our customers who could not access our face to face services, via letters and phone calls

3.3. Strategic Aim: To increase the number of people using our service

We did this by:

- Promoting our services across all social media platforms and on our websites. We constantly reported a high number of hits on our websites with 89% of these being new users for the Charity (42,951 this year compared to 4,801 last year) and 88% for EveryDay (7,295 hits this year compared to 951 last year).
- Working with other voluntary sector partners to promote our services including sending 13,000 leaflets into the homes of older people living in specific areas of North Tyneside early on in the year followed by monthly articles in the ABC Magazine, which is delivered into 10,000 homes across North Tyneside. More recently a joint leaflet with CAB also went into all the homes of residents living in North Tyneside which has proved to be very effective due to the number of enquiries we have had. Our services were also promoted in the two Living Well magazines which were given to all older people receiving the C19 vaccine.

3.4. Strategic Aim: To achieve external recognition as a quality provider of services

We did this by:

- Maintaining the **CHAS** quality mark in May.
- Maintaining the **ISO: 9001** accreditation in July. We were commended for demonstrating further development and for the maturity in our systems and processes.
- Responding to the **CQC C19 Emergency Support Framework** carried out in June 2020 the assessment covered Safe, Care & Treatment, Staffing and Protection from Abuse, Assurance Processes, Monitoring and Risk Management. CQC confirmed that we were managing the impact of the C19 pandemic within our business.
- Proactively responding to **North Tyneside "Health & Protect"** team during the year who focused purely on our C19 Secure Risk Assessments. The outcome of all inspections carried out in September 2020 confirmed that we demonstrated safe practice and were C19 secure with only two minor recommendations.
- Starting to prepare for our **IAQP** and **CQS assessments** with Age UK as part of our Brand Partner status which will take place early in 2021-2022.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

We did this by developing our vision to create a One Stop Shop, through identifying appropriate organisations and identifying which services could be added to our Menu of Services. We engaged with 24 organisations and added their services which will ultimately be reflected in the new Ageing Well North Tyneside website.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

We did this by reducing the number of business miles carried out by the organisation by 14% on the previous year. The Chief Executive remains part of the discussions and groups working to alleviate the climate crisis in North Tyneside.

4.3. Strategic Aim: To strengthen the relationship with partners

We did this by:

- Working with Azalea, to support individuals within Extra Care Housing to use digital tablets.
- Working with RISE, a personal trainer style approach to encourage older people to return to physical activities.
- Working with ESRC Healthy Ageing Fund to submit two funding applications in partnership with the local Universities. 1x Digital support - technology enabling research with Northumbria University and 1x Dementia research and support for public spaces with Newcastle University.
- Working with the GEMS Programme for advice and guidance as the organisation moves into the housing arena.
- Working in partnership with Silverline around telephone befriending, Silverline pick up calls after office hours and over weekends which adds value to our service where referrals will be shared.
- Supporting veterans by working together to tackle social isolation in partnership with Operation Veterans
- Working with Utility Providers - Northern Gas Network, Northumbria Water and Northern Power Grid to support vulnerable older people to become part of their priority register service.
- Working with Worcester University through our Dementia Connections Service and using the University's research-based evidence to deliver our new meeting centres in 2021-2022.
- Working with St Cuthbert's Hospice through our Admiral Nurses to develop end of life links for people with dementia.

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers

We did this by working with members of key decision making Boards and Groups work that impacts on older people:

- **Ageing Well Strategy** - the Chief Executive, Head of Charity Services and Head of EveryDay Care & Support are members of the Ageing Well Board. We influenced the development of the first Ageing Well Strategy in North Tyneside, which started with a presentation of our 2025 strategy in April 2021. The Strategy includes all aspects of ageing well, for the first time including housing and transport.
- **Integrated Care Frailty Review** - this review was completed following the work of several Task & Finish Groups working on all the different aspects of the review. The Chief Executive, Head of Charity Services and Head of EveryDay Care & Support were all heavily involved in all Task & Finish Groups. We have influenced the Customer Pathway and Referral routes for the One Stop Shop as well as linking these discussions with the design and plans for the site known as Backworth Park III, which is where the new Integrated Care Frailty Hub is now planned to be located.
- **Mental Wellbeing in Later Life Board** - the Chief Executive and Head of Charity Services attend these meetings. The key things influenced through this Board were the commissioning of an Admiral Nurse allocated to localities and the investment and commissioning a good care co-ordination service.
- **Digital Strategy North Tyneside**
  This group was developed on the back of the Chief Executive raising the issues at North Tyneside Cabinet about older people and digital inclusion. The aim is to develop a Digital Inclusion Strategy.
- **North Tyneside Cabinet**
  During the year the Chief Executive raised the issue of increased poverty affecting older people which resulted in Age UK North Tyneside being selected as a delivery partner for the Poverty Intervention Fund, which invested £55k into building capacity and raising awareness of maximising benefits. Digital Exclusion was also raised by the Chief Executive.
- **Health & Wellbeing Board**
  The last meeting was held on 11 March 2021 when the joint commissioning intentions of NTC and NT CCG were presented. A number of these were influenced by Age UK North Tyneside.

5. Aim Five: To be an employer of choice

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start

We did this by:

- Meeting the demand of expanding our services by recruiting 77 new staff during the year.
- Recruiting new volunteers which exceeded all expectations with 101 volunteers recruited against a target of 40. New volunteers were needed to support C19 services including the Shopping and Telephone Befriending services.
- Reducing staff turnover in EveryDay Care & Support down to 26%, which is lower than the industry average for Domiciliary Care of 30% and last year staff turnover calculated at 35% which represents a decrease of 9%.
- Reducing Charity staff turnover down to 9% from 11% last year.

5.2. Strategic Aim: To invest in training and personal development of our staff and volunteers to help them achieve their full potential

We did this by:

- Achieving 82% of mandatory training, with reduced numbers in attendance and an increased number of sessions to compensate. Last year we achieved 72% of mandatory training.
- Using Zoom to deliver training for Fire Safety and Mental Capacity training, this meant we could increase numbers per session.
- Delivering training for volunteers to deliver new services during.
- Continuing to deliver Group Induction for all staff and volunteers by video. New staff receive a link to watch this and complete a short test at the end to ensure they have understood it.

5.3. Strategic Aim: To communicate regularly with our staff and volunteers

We did this by:

- Circulating weekly briefings by the Chief Executive and where necessary special briefings, depending on how the situation with C19 or other key issues changed and developed.
- Creating WhatsApp Groups to keep staff teams across all services up to date.
- Communicating daily by telephone to catch-up with staff working from home either on a 1:1 basis or in a Team setting, and the Leadership Team continued to meet weekly throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers

We did this by:

- Carrying out Staff Surveys, particularly for those staff who were either furloughed and/or working from home, to ensure they were feeling supported. We worked with a company called 'Manage Remote Teams' and did a piece of work with those staff working from home around changing culture to the new way of working. An action plan was produced to show what we as an organisation needed to do to ensure that this was effective. This is still being worked on and will carry forward into 2021-2022.
- Carrying out a survey with all volunteers to see how our volunteers were feeling and what if anything we needed to do to ensure they felt safe to return to their prospective roles. The outcome showed that generally, volunteers were satisfied with the level of communication they received and also the majority of volunteers were looking forward to returning to the organisation if and when time allowed. 48 volunteers received the C19 vaccine through the organisation in preparation for their return.
- Engaging with our Employee Engagement Forum to ensure our staff have a voice.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers

- Successfully achieving the 'Continuous Excellence' level of the Better Health at Work Award and working towards the next which is 'Maintaining Excellence'.
- Reducing sickness and absence levels which were at an all-time low during the year.
- Raising awareness of key Health Campaigns including Exercise & Physical Activity, Mental Wellbeing, Healthy Eating and General Health.

5.6. Strategic Aim: To identify, invest and support our future leaders

We did this by:

- Achieving 95% of Appraisals completed during the year using a different format which was adapted to C19 to help recognise everyone's contribution to it.
- Investing in personal development training with 19 staff signing up or working through their Level 2, 3 and/or 5 qualifications.

5.7. Strategic Aim: To recognise and reward our staff and volunteers

We did this by:

- Awarding in October 2020 a 2% cost of living award to salary staff to align with increases to hourly paid staff.
- Awarding an increase of between 1.17% and 5.26% to all hourly paid staff and further increasing all hourly rates of pay by an additional 1% from 12 October 2020, which positioned EveryDay Care & Support with the highest hourly rate for home care in North Tyneside and Newcastle.
- Nominating six EveryDay Care & Support staff for the NE Great British Care Awards, 4 staff were shortlisted for this award and attended a virtual judging panel in December. We do not know the outcome as plans to hold the live event were postponed and rescheduled to late summer 2021.
- Awarding a one-off bonus for care staff and Team Leaders within EveryDay Care and Support in December to recognise their commitment and dedication to their roles during the pandemic.
- Thanking and appreciating the support of staff to older people during the pandemic consistently in Chief Executive Briefings.

6. Aim Six: To make North Tyneside Age Friendly

6.1. Strategic Aim: To strengthen the voice of people in later life

We did this by:

- Campaigning on six key issues affecting older people, see 2.3.
- Engaging regularly with people in later life, see 2.1.
- Communicating regularly with people in later life, see 2.2.
- Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- Supporting older people to engage in the North Tyneside Council budget process.

6.2. Strategic Aim: To work to increase the housing options for people in later life

We did this by:

- Developing the first Extra Care Housing Scheme for people in later life with a cognitive impairment, Havelock Place, in partnership with Northumberland Estates. The scheme is planned to be completed in July 2021 and is the first housing development for EveryDay Homes Limited.
- Pursuing through EveryDay Homes a range of housing development opportunities with Northumberland Estates.

6.3. Strategic Aims: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by identifying a potential site for the One Stop Shop, including Wellbeing Hub and Integrated Care Frailty Hub for people in later life in Backworth.

6.4. Strategic Aim: To work to make North Tyneside an Age Friendly borough in line with the World Health Organisation Standard

We did this by progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.

7. Our C19 Response

It was inevitable that our performance 2020-2021 would be impacted significantly by the world wide pandemic.

We are extremely proud of what we have achieved during this last year which would not have been possible without the leadership of the Executive & Leadership Teams, every member of staff and all volunteers, existing and the new people who joined us to support older people.

We received countless applauds during the year from our local Mayor, Norma Redfern, local Councillors, MPs and the High Sherriff.

We proactively monitored local data and constantly risk assessed and updated our customers, staff and volunteers on which services operated and infections controls that were needed. We monitored our C19 Toolkits daily and recorded the following headline data:

- Number of customer recorded deaths due to C19 - 6 out of 2,722 customers
- Staff absence, lowest recorded at 23%, highest recorded 35%
- Staff vaccinated with both doses 98%
- Our care services operated continuously and continue to do so
- New essential services were implemented including essential shopping, delivery of hot meals and telephone befriending

All our funders were and continue to be incredibly supportive, often paying funds in advance, and with the rising costs of PPE for our care services we welcomed our local authorities increasing our hourly rates and then moving to supply our PPE centrally. Older people benefited from the proactive response of this organisation and all our partners in North Tyneside and Newcastle.

The World Wide Pandemic is recognised as a real threat to the operational and financial viability of many organisations and companies. Age UK North Tyneside has managed, and continues to manage, the risk through proactively planning and reviewing C19 Service Plans that identified New Risks and the Additional Controls constantly. In addition the finances were reviewed regularly to reassess the organisations financial resilience, the outcome was a live budget and cashflow which is updated regularly and immediately any changes to income or expenditure are known. The organisation is projecting a small surplus for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

ORGANISATION FINANCIAL REVIEW

Overview
At the year end the group reported an operating surplus of £88k (before exceptional charges, gains/losses on the pension scheme) compared to a surplus of £53k in 2020. A surplus of £2k was originally budgeted for the year, additional income generation and efficiencies across the year ensured a positive result was achieved at the year-end.

Incoming resources
Total incoming resources for 2021-2021 were £5.8 million compared to £5.2 million in 2019-2020. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £96k and we ended the year achieving £304k.

Assets
The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 13 to the accounts.

Investments
The Articles of Association state that in furtherance of the objects the charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".

Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and in EveryDay Homes Ltd (see note 14).

Pension
Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 23). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March is £19,000 with a small increase in the liability over the year of £2,000. In order to address the deficit the charity is required to make additional payments of £5,017 per month over 111 months.

Reserves
The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisations development in line with the strategic plan.

The annual review in March 2021 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

- The operating surplus of £88k was recognised for the year, losses on the pension scheme were reported at £2k which returned a group surplus of for the year of £86k.
- Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £426k. Bank balances at 31 March 2021 less deferred income and payments in advance are reported at £536k which exceeds the target by £110k.
- Designated Funds – The charity has three designated funds; the property fund, the strategic development fund and the defined benefit pension fund, further details can be found in note 21.
- Restricted Funds – the funds balances are not available for general charity use, but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found on note 20.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities and threats

2020-2021 was the first year of the 2025 strategy, and it was the year which the world operated in the context of a pandemic. As we plan for 2021-2022 this will mean continuing to operate in an environment which will need tight infection controls to allow older people to feel able to reconnect with their communities whilst feeling safe.

The Strategic Plans for 2021-2022 were approved by the Board of Trustees on the 24 March 2021, the headlines from these plans include:

- Implementation of our Locality Plans and expansion of the Neighbourhood Network
- Continuing to identify and work with all partners with an interest in older people
- Campaigning on issues that affect older people
- Addressing social isolation and loneliness
- Supporting people in later life to access a range of wellbeing activities in their communities
- Aligning our dementia strategy with local health partners
- Pursuing the development of the Backworth Ageing Well Village with our strategic partners
- Expanding domiciliary care services in Extra Care Housing including the opening of the first Extra Care Housing Scheme for people with dementia or other cognitive impairment in later life
- Investing further in our infrastructure through digital solutions and new skills and expertise
- Implementing the next stage of our Estate Strategy
- Securing Registered Housing provider status to offer more housing options for people in later life

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing documents
The charity's governing documents are its Articles of Association.

Organisational structure
The charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Head of Finance, Sharon Robinson, Head of Corporate Support, Angela Dawson, Head of EveryDay Care & Support Services, Kerry Parker, Head of Charity Services, Yvonne Probert and Head of EveryDay Homes, Phillip Curran.

Employment policies
The charity operates a number of key employment policies including Equality & Diversity and Health & Safety.

Pay policy for senior staff
The Board does not differentiate its pay and conditions of service for senior staff from other employees. It used the Social Care Salary Survey Report 2018, the Local Authority NJC Scales applied from 1 April 2019, and the NHS Salary scale to compare salaries.

Board of Trustees/Company Directors
The body responsible for the governance of the charity is the Board of Trustees who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three year term (maximum nine years agreed from April 2015) and the Chair for a maximum of two three year terms. The Board can comprise of up to 15 members including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint persons to fill any casual vacancies that occur during the year amongst elected members of the board, such appointments to terminate at the end of the term for which the original member was elected.

The Board has three Sub Committees:

The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Groups assets and liabilities, the agreement and monitoring of the Group annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee meets twice a year with a remit to ensure effective Risk and Quality management systems are in operation. This includes reviewing compliance with statutory requirements under Health & Safety, Equality & Diversity and Safeguarding.

The Group Executive Committee meets on an as and when basis and provides a mechanism for urgent decision making. This committee has not met during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Group Risk and Compliance Committee scrutiny of the Risk Registers
- A Strategic Plan and Annual Budget approved by the Trustees
- Regular consideration by the Trustees of the financial results, variances from budget, forecasts and performance indicators
- Delegation of authority and segregation of duties
- Identification and management of risk and statutory compliance issues including Safeguarding.

Risk
The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. A Risk Register is in place which is scrutinised at monthly Senior Leadership Team meetings which can include a member from the Group Risk and Compliance Committee. This meeting reports biannually to the Board through the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

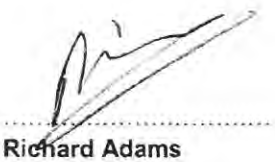
In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

Following four years of using Haines Watts as auditors, there will be a tender process during 2021 to evaluate who Age UK North Tyneside's auditors should be in the next financial year.

Approved by the board on 18 August 2021 and signed on their behalf by:



Richard Adams
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2021

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

However, not all future events or conditions can be predicted. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the company's trade, customers, suppliers and wider economy. The Trustees' view on the impact of Covid-19 is disclosed in the accounting policies on page 27.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- confirmation received from the banks to verify the balance as on the last day of the accounting year;
- reviewing minutes of meetings of those charged with governance; and
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this 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.



16 November 2021

Donna Bulmer BA (Hons) ACA (Senior Statutory Auditor)
For and on behalf of Haines Watts

Statutory Auditors

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Age UK North Tyneside
(A company limited by guarantee)

Consolidated Statement of Financial Activities
For the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	4	71,215	-	-	71,215	27,938
Charitable activities	5	1,084,871	292,735	-	1,377,606	1,338,523
Other trading activities	6	4,386,650	-	-	4,386,650	3,792,663
Investments	7	267	-	-	267	429
Total income		5,543,003	292,735	-	5,835,738	5,159,553
Expenditure on:						
Cost of raising funds:						
Trading activities		3,818,035	-	-	3,818,035	3,299,886
Charitable activities	9	1,476,424	319,529	66,560	1,862,513	1,806,737
Impairment of fixed asset		-	-	67,639	67,639	-
Total expenditure		5,294,459	319,529	134,199	5,748,188	5,106,623
Net income/expenditure		248,544	(26,794)	(134,199)	87,551	52,930
Transfers between funds		(211,752)	-	211,752	-	-
Other recognised gains/(losses)						
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	(2,000)	(2,000)	105,000
Net movement in funds		36,792	(26,794)	75,553	85,551	157,930
Reconciliation of funds						
Total funds brought forward		740,088	26,794	964,422	1,731,304	1,573,374
Total funds carried forward		776,880	-	1,039,975	1,816,855	1,731,304

There were no unrecognised gains or losses other than the surplus/deficit for the year. The accompanying accounting policies and notes form an integral part of these financial statements.

Age UK North Tyneside
(A company limited by guarantee)

Consolidated Balance Sheet
As at 31 March 2021

	Notes	£	2021 £	£	2020 £
Fixed asset					
Tangible assets	13		667,363		770,163
Investments	14		373,347		373,347
			1,040,710		1,143,510
Current assets					
Stocks	15	11,492		9,467	
Debtors	16	566,360		385,299	
Cash at bank and in hand		795,921		615,391	
		1,373,773		1,010,157	
Creditors: amounts falling due within one year	17	(485,914)		(308,261)	
Net current assets			887,859		701,896
Total assets less current liabilities			1,928,569		1,845,406
Creditors: amounts falling due in more than one year	18		(92,714)		(97,102)
Net assets excluding pension liability			1,835,855		1,748,304
Defined benefit pension scheme liability	23		(19,000)		(17,000)
			1,816,855		1,731,304
The funds of the charity:					
Restricted income funds	20		-		26,794
Unrestricted income funds					
General fund	21		491,065		350,600
EveryDay Care & Support	21		285,815		389,488
Designated fund – Strategic	21		207,364		-
Designated fund – Property & Pension	21		832,611		964,422
Total unrestricted funds			1,816,855		1,704,510
Total funds			1,816,855		1,731,304

These financial statements were approved by the Board of Trustees on 18 August 2021 and are signed on their behalf by:

....

R Adams — Chair

R Morton — Treasurer

Company Registration Number: 01763579

The notes on pages 27 to 48 form part of these financial statements.

Age UK North Tyneside
(A company limited by guarantee)

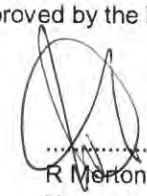
Charity Balance Sheet
As at 31 March 2021

	Notes	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	13		645,438		752,158
Investments	14		373,351		373,359
			1,018,789		1,125,517
Current assets					
Stocks	15	1,433		1,827	
Debtors	16	306,505		285,415	
Cash at bank and in hand		365,030		169,607	
		672,968		456,849	
Creditors: amounts falling due within one year	17	(249,764)		(126,438)	
Net current assets			423,204		330,411
Total assets less current liabilities			1,441,993		1,455,928
Creditors: amounts falling due in more than one year	18		(92,714)		(97,102)
Net assets excluding pension liability			1,349,279		1,358,826
Defined benefit pension scheme liability	23		(19,000)		(17,000)
Net assets including pension liability			1,330,279		1,341,826
The funds of the charity:					
Restricted income funds	20		-		26,794
Unrestricted income funds					
General fund	21		290,304		350,610
Designated fund - Strategic	21		207,364		-
Designated fund – Property & Pension	21		832,611		964,422
Total unrestricted funds			1,330,279		1,315,032
Total charity funds			1,330,279		1,341,826

These financial statements were approved by the Board of Trustees on 18 August 2021 and are signed on their behalf by:



R Adams
Chair



R Merton
Treasurer

Company Registration Number: 01763579

The notes on pages 27 to 48 form part of these financial statements.

Age UK North Tyneside
(A company limited by guarantee)

Cash flow statement
For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	27	233,482	42,877
Cash flows from investing activities			
Interest received		267	429
Purchase of tangible fixed assets		(48,831)	(7,778)
Net cash provided by investing activities		(48,564)	(7,349)
Cash flows from financing activities			
Repayment of borrowings		(4,388)	(5,000)
Net cash used in financing activities		(4,388)	(5,000)
Change in cash and cash equivalents		180,530	30,528
Cash and cash equivalents at the beginning of the year		615,391	584,863
Cash and cash equivalents at the end of the year		795,921	615,391
Breakdown of cash and cash equivalents			
Cash at bank and in hand		795,921	615,391

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, Covid-19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2021-2022. The organisation is projecting a surplus of £27k for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 Fixed assets

All fixed assets are initially recorded at cost less d. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold	100 years or lease term if less

1.6 Impairment of fixed assets

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 Investments

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 Stocks

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

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

1.12 Financial instruments

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

1.13 Corporation tax

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. The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.14 Pensions

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.15 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether “capital” or “revenue” is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably – this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating to its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.16 Expenditure

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

Costs of raising funds are comprised of direct fundraising costs and investment management costs.

Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.

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

1.17 Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.18 Operating leases

The charity and the group classify the leasing of equipment as operating leases; the title to which remains with the lessor and the expected economic life of the lease.

1.19 Joint venture

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

1.20 Critical accounting estimates and areas of judgement

In the application of the group'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. The following estimates are included within the financial statements;

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

2. Company structure

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

3. Comparative Statement of Financial Activities

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2020 £
Income from:					
Donations and legacies	4	27,938	-	-	27,938
Charitable activities	5	983,354	355,169	-	1,338,523
Other trading activities	6	3,792,663	-	-	3,792,663
Investments	7	429	-	-	429
Other		-	-	-	-
Total income		4,804,384	355,169	-	5,159,553
Expenditure on:					
Cost of raising funds:					
Trading activities		3,299,886	-	-	3,299,886
Charitable activities	9	1,404,255	351,271	51,211	1,806,737
Total expenditure		4,704,141	351,271	51,211	5,106,623
Net income/expenditure		100,243	3,898	(51,211)	52,930
Transfers		(88,198)	-	88,198	-
Other recognised gains/(losses)					
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	105,000	105,000
Net movement in funds		12,045	3,898	141,987	157,930
Reconciliation of funds					
Total funds brought forward		728,043	22,896	822,435	1,573,374
Total funds carried forward		740,088	26,794	964,422	1,731,304

4. Donations

	Unrestricted funds	Restricted funds	Designated funds	Total 2021	Total 2020
	£	£	£	£	£
Donations	18,180	-	-	18,180	25,784
Government grants	50,405	-	-	50,405	-
Legacy	2,630	-	-	2,630	2,100
Sponsorship	-	-	-	-	54
	71,215	-	-	71,215	27,938

5. Charitable activities income analysis

	Unrestricted funds	Restricted funds	Designated funds	Total 2021	Total 2020
	£	£	£	£	£
Charitable trusts grants	295,729	292,735	-	588,464	568,561
Contracts/SLA income	706,152	-	-	706,152	540,625
Private individuals	63,097	-	-	63,097	180,928
Income from transport	19,893	-	-	19,893	48,409
	1,084,871	292,735	-	1,377,606	1,338,523

6. Other trading activities

	Unrestricted funds	Restricted funds	Designated funds	Total 2021	Total 2020
	£	£	£	£	£
Income from EveryDay					
- Professional care and support	4,313,839	-	-	4,313,839	3,726,630
Catering income	62,581	-	-	62,581	24,968
Rental income from assets	7,358	-	-	7,358	31,540
Income from training & support services	2,860	-	-	2,860	7,583
Sale of sundry items	12	-	-	12	1,942
	4,386,650	-	-	4,386,650	3,792,663

7. Investment income

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2021 £	Total 2020 £
Bank interest	267	-	-	267	429

8. Net income from trading activity of subsidiary companies and associate company

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd
EveryDay Care & Support Ltd will donate £201,147 (2020 - £110,741) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit & loss account	2021 £	2020 £
Turnover	4,379,299	3,738,351
Cost of sales and administration expenses	(4,171,464)	(3,629,108)
Net profit	207,835	109,243
A summary of the Balance Sheet is shown below:		
Fixed assets	21,926	18,004
Current assets	1,021,559	665,119
Current liabilities	(556,523)	(293,635)
Net assets	486,962	389,488

EveryDay Homes Ltd
EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period 31 March 2021.

8. Net income from trading activity of subsidiary companies and associate company *(Continued)*

Age UK North of Tyne and Gateshead Enterprises Limited

Age UK North of Tyne and Gateshead Enterprises Limited ceased trading on the 31 January 2020 and is currently in the process of being dissolved at Companies House. A summary of the trading results is shown below.

Profit & loss account	**2021**	**2020**
	£	**£**
Turnover	-	73,976
Cost of sales and administration expenses	-	(74,783)
Net loss/profit	-	(807)

A summary of the Balance Sheet is shown below:

	2021	**2020**
	£	**£**
Fixed assets	-	-
Current assets	-	139
Current liabilities	-	-
Provision for liabilities	-	-
Net assets	-	139

9. Expenditure on charitable activities

9.1 Direct costs

	Unrestricted funds	Restricted funds	Designated fund	Total 2021	Total 2020
	£	£	£	£	£
Staff & volunteer costs	1,150,524	215,853	-	1,366,377	1,290,909
Premises costs	68,016	-	-	68,016	80,119
Overhead costs	117,840	-	-	117,840	121,968
Motor vehicle costs	14,744	-	-	14,744	35,369
Depreciation	9,977	-	66,560	76,537	69,398
Marketing & promotion	10,050	4,838	-	14,888	7,718
Food & provisions	2,280	-	-	2,280	11,427
Audit fees	6,000	-	-	6,000	6,000
Legal & professional fees	42,792	3,212	-	46,004	27,297
Project & development work	65,404	83,451	-	148,855	156,015
Sundry purchases for re-sale	972	-	-	972	516
Service charge	(12,175)	12,175	-	-	-
	1,476,424	319,529	66,560	1,862,513	1,806,736

9.2 Support costs

	2021	2020
	£	£
Executive team	92,741	88,905
Finance	129,031	138,296
HR & Training	100,805	118,539
Marketing & communications	40,322	29,635
Quality & performance	20,161	19,756
Governance	20,161	45,852
	403,221	440,983

9.3 Governance

	2021	2020
	£	£
Staff costs and related costs	27,507	26,268
Legal & professional fees	21,790	18,592
Other costs	17	992
	49,314	45,852

10. Net income/expenditure for the year

The group surplus/(deficit) is stated after charging/(crediting)

	2021	2020
	£	£
Depreciation – owned assets	151,631	75,648
Operating lease costs	-	24,657
Loss on disposal of investment	-	115

11. Auditors remuneration

The auditor's remuneration amounts to an audit fee of £9,600 (2020 - £9,600).

12. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Total salary costs analysed by:

	2021	2020
	£	£
Wages and salaries	4,282,392	3,832,282
National insurance contributions	277,141	229,792
Pension contributions	130,645	117,584
	4,690,178	4,179,658

The number of employee who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2021	2020
	No.	No.
£70,001 - £80,000	1	1

No trustee received any remuneration or reimbursement of expenses (2020 - £nil).

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £297,765 (2020 - £255,380).

The average headcount of persons employed by the group (including casual and part time) during the year was:

	2021	2020
	No.	No.
Executive team	1	1
Leadership team	5	4
Managers	14	13
Co-ordinators	17	17
Officers	27	21
Assistants	245	225
	306	281

13. Tangible fixed assets

Group

	Land & buildings freehold	Fixtures, fittings & equipment	Motor Vehicles	Total
	£	£	£	£
Cost or valuation				
At 1 April 2020	1,286,719	496,986	64,865	1,848,570
Additions	-	38,832	9,999	48,831
At 31 March 2021	1,286,719	535,818	74,864	1,897,401
Depreciation				
At 1 April 2020	571,542	472,456	34,409	1,078,407
Charge for the year	134,199	8,993	8,439	151,631
At 31 March 2021	705,741	481,449	42,848	1,230,038
Net book value				
At 31 March 2020	715,177	24,530	30,456	770,163
At 31 March 2021	580,978	54,369	32,016	667,363

Charity

	Land & buildings freehold	Fixtures, fittings & equipment	Motor vehicles	Total
	£	£	£	£
Cost or valuation				
At 1 April 2020	1,286,719	396,410	33,192	1,716,321
Additions	-	27,458	9,999	37,457
At 31 March 2021	1,286,719	423,868	43,191	1,753,778
Depreciation				
At 1 April 2020	571,542	380,815	11,806	964,163
Charge for the year	134,199	3,797	6,181	144,177
At 31 March 2021	705,741	384,612	17,897	1,108,340
Net book value				
At 31 March 2020	715,177	15,595	21,386	752,158
At 31 March 2021	580,978	39,256	25,204	645,438

13. Tangible fixed assets *(Continued)*

Freehold land and buildings were recognised using a previous market rate valuation as a deemed cost on transaction to SORP (FRS 102). The comparable historical cost for the freehold land and buildings included at valuation:

	£
Cost	
At 1 April 2020 and 31 March 2021	1,235,652
Depreciation	
At 1 April 2020	350,758
Charge for the year	12,357
At 31 March 2021	363,115
Net book value	
At 31 March 2020	884,894
At 31 March 2021	875,537

Market value was conducted in May 2015 by Rickard Chartered Surveyors who are FRICS qualified surveyors.

14. Investments

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Investment in wholly owned subsidiary companies				
EveryDay Care & Support Ltd	-	-	2	2
EveryDay Homes Ltd	-	-	2	-
Investment in joint venture				
Age UK North of Tyne & Gateshead Enterprises Limited	-	-	-	10
Investment property	373,347	373,347	373,347	373,347
Total investments	373,347	373,347	373,351	373,359

15. Stocks

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Consumables	11,492	9,467	1,433	1,827

16. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Trade debtors	302,351	166,214	131,138	136,610
Prepayments	57863	25,272	32,996	38,169
Accrued income	206,146	193,813	19,873	-
Amounts owed by subsidiary undertaking	-	-	122,498	107,636
	566,360	385,299	306,505	285,415

17. Creditors: amounts falling due within one year

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£	£	£	£
Trade creditors	64,256	19,882	41,513	14,753
Other creditors	29,868	24,012	10,210	11,247
Other taxes and Social Security	65,591	56,567	21,238	19,721
Accruals	211,138	167,282	61,742	40,198
Deferred income	105,061	30,519	105,061	30,519
Mortgage loan (note 18)	10,000	10,000	10,000	10,000
	485,914	308,262	249,764	126,438

Deferred income

Deferred income comprises grants relating to future periods.

	£
At 1 April 2020	30,519
Additions during the year	(30,519)
Amounts released to income	105,061
At 31 March 2021	105,061

18. Creditors: amounts falling due after one year

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£	£	£	£
Mortgage loan	92,714	97,102	92,714	97,102

The mortgage loan was taken out with Barclays Bank plc in April 2010 to purchase Park Studios and carry out refurbishment works to the Whitley Bay Centre. The mortgage is repayable over 20 years by way of monthly repayments. Barclays Bank plc have a legal charge over the Bradbury Centre. Interest is charged at a variable rate of 3.35% above base rate.

19. Financial instruments

Financial instruments measures at amortised cost comprise the loan financing by Barclays Bank plc to the charitable company and group.

Loan payable falling due:

	Group 2020 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Within 1 year	10,000	10,000	10,000	10,000
More than 1 year, less than 5 years	40,000	40,000	40,000	40,000
More than 5 years	52,714	57,102	52,714	57,102
	102,714	107,102	102,714	107,102

The loan financing is in the form of a secured loan with a variable rate of interest. The market risk facing the charitable company and the group is that the interest rate may rise.

20. Restricted funds

For the year ended 31 March 2021

	Balance at 1 April 2020 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2021 £
Sport England – Active Age	-	41,836	(41,836)	-	-
Nationwide Building Society – Independence Links for Later Life	26,794	-	(26,794)	-	-
Ballinger Trust - Dementia Connections	-	40,000	(40,000)	-	-
Age UK - Later Life Goals	-	21,000	(21,000)	-	-
Age UK – Veterans Should Not Be Forgotten	-	19,500	(19,500)	-	-
Big Lottery – Friendly Faces in Local Places	-	31,469	(31,469)	-	-
Big Lottery – Telephone Befriending Service	-	40,653	(40,653)	-	-
North Tyneside CCG – Healthy Habits	-	98,277	(98,277)	-	-
	26,794	292,735	(319,529)	-	-

20. Restricted funds *(Continued)*

For the year ended 31 March 2020

	Balance at 1 April 2019 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2020 £
Sport England – Active Age	-	44,217	(44,217)	-	-
Nationwide Building Society – Independence Links for Later Life	-	45,928	(19,134)	-	26,794
Ballinger Trust - Dementia Connections	22,896	189,187	(212,083)	-	-
Age UK - Later Life Goals	-	21,000	(21,000)	-	-
Big Lottery – Friendly Faces in Local Places	-	14,164	(14,164)	-	-
North Tyneside CCG – Healthy Habits	-	40,673	(40,673)	-	-
	22,896	355,169	(351,271)	-	26,794

Restricted funds

Sport England – Active Age – this is the third year of a four year funded project working in partnership with North Tyneside Council, Comic Relief and Northumbria University.

Nationwide Building Society – Independence Links for Later Life – A total of £45,929 was received in October 2019, of which £19,134 was used to fund the service delivery to 31 March 2020, and the remaining amount during 2020-21.

Ballinger Trust - Dementia Connections - this is the final funding contribution to our Dementia Services project.

Age UK - Later Life Goals – this is the final year of three years funding with the project delivery commencing in October 2018 and running until September 2020.

Age UK – Veterans Should Not Be Forgotten – A six month projects specific to the Covid-19 pandemic to support Veterans through the lockdown.

Big Lottery - Friendly Faces in Local Places – This is the second year of a three year project funded through the Building Connections fund.

Big Lottery – Telephone Befriending Service – Covid-19 specific funding to support socially isolated older people during the pandemic, initially for one year to 31 March 2021, but successfully extended 12 months into 2021-22.

North Tyneside CCG - Healthy Habits – This is a three year project which commenced in November 2019 working in partnership with the YMCA.

21. Unrestricted funds

For the year ended 31 March 2021

	Balance at 1 April 2020 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2021 £
Unrestricted funds					
General fund	350,600	1,401,169	(1,360,460)	99,756	491,065
EveryDay Care & Support Ltd	389,488	4,379,299	(4,171,464)	(311,508)	285,815
	740,088	5,780,468	(5,531,924)	(211,752)	776,880
Designated funds					
Property fund	981,422	-	(134,199)	4,388	851,611
Strategic development fund	-	-	-	207,364	207,364
Final salary pension scheme liability	(17,000)	-	-	(2,000)	(19,000)
	964,422	-	(134,199)	209,752	1,039,975
Total unrestricted funds	1,704,510	5,780,468	(5,666,123)	(2,000)	1,816,855

For the year ended 31 March 2020

	Balance at 1 April 2019 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2020 £
Unrestricted funds					
General fund	447,227	1,066,033	(1,074,842)	(87,818)	350,600
EveryDay Care & Support Ltd	280,817	3,738,351	(3,629,300)	(380)	389,488
	728,044	4,804,384	(4,704,142)	(88,198)	740,088
Designated funds					
Property fund	944,435	-	(51,211)	88,198	981,422
Final salary pension scheme liability	(122,000)	-	-	105,000	(17,000)
	822,435	-	(51,211)	193,198	964,422
Total unrestricted funds	1,550,479	4,804,384	(4,755,353)	105,000	1,704,510

Unrestricted funds
All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2021.

Designated funds
The property fund represents the net book value of the freehold properties less the mortgages relating to these properties.

21. Unrestricted funds *(Continued)*

The strategic development fund is to support to 2020-2025 Strategy, covering;

- Establishing EveryDay Homes as a Registered Social Housing provider
- Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- Investment in a new transport fleet which is carbon neutral
- Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

22. Analysis of net assets between funds

For the year ended 31 March 2021

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
Unrestricted funds					
General fund	64,459	426,606	-	-	491,065
EveryDay Care & Support Ltd	21,926	263,889	-	-	486,962
Designated fund	954,325	197,364	(92,714)	(19,000)	1,039,975
	1,040,710	887,859	(92,714)	(19,000)	1,816,855
Restricted funds	-	-	-	-	-
	1,040,710	887,859	(92,714)	(19,000)	1,816,855

For the year ended 31 March 2020

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
Unrestricted funds					
General fund	36,982	313,618	-	-	350,600
EveryDay Care & Support Ltd	18,004	371,484	-	-	389,488
Designated fund	1,088,524	(10,000)	(97,102)	(17,000)	964,422
	1,143,510	675,102	(97,102)	(17,000)	1,704,510
Restricted funds	-	26,794	-	-	26,794
	1,143,510	701,896	(97,102)	(17,000)	1,731,304

23. Pension *(Continued)*

Defined contribution scheme
The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £130,645 (2020 - £117,584).

The defined contribution liability is allocated to unrestricted funds.

Defined benefit scheme
The group operates a defined benefit scheme in the UK. A full actuarial valuation of the Age Concern Retirement Benefits Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2021 by a qualified independent actuary. As required by FRS 102 the defined benefit liabilities have been measured using the projected unit method. The scheme is closed to new entrants and further benefit accrual.

The disclosures below is provided in respect of Age UK Retirement Benefits Scheme ("the Scheme").

The total costs recognised in the period:

	2021	2020
	£'000	£'000
Current service cost	14	13
Past service costs	-	-
Other finance costs	1	2
Pension expense recognised as an expense	15	15
Amount recognised as other comprehensive income	(17)	60
Total recognised	(2)	75

The amounts recognised in the balance sheet are as follows:

	2021	2020
	£'000	£'000
Fair value of scheme liabilities	(2,663)	(2,472)
Fair value of scheme assets	2,644	2,455
Deficit in the scheme	(19)	(17)

Change in the present value of the defined benefit obligation

	2021	2020
	£'000	£'000
Opening defined benefit obligation	2,472	2,420
Interest cost	54	57
Actuarial (gain)/loss arising on the scheme liabilities	214	70
Benefits paid (including expenses)	(77)	(75)
Liabilities in scheme at end of the year	2,663	2,472

23. Pension *(Continued)*

Change in the fair value of scheme assets

	2021 £'000	2020 £'000
Opening fair value of scheme assets	2,455	2,298
Expected return on scheme assets	53	55
Actuarial (losses)/gains	197	130
Employer contributions	30	60
Benefits paid (including expenses)	(91)	(88)
Total market value of assets	2,644	2,455

Major categories of scheme assets as a percentage of total assets

	2021 %	2020 %
Equities	19.3	14.7
Diversified growth	12.5	12.4
Gifts and bonds	65.8	64.8
Property	-	7.1
Cash	2.4	1.0

The return on plan assets was as follows:

	2021 £'000	2020 £'000
The actual return on scheme assets for the year was	250	185

Principal actuarial assumptions at the balance sheet date

	As at 31 March 2021 %	As at 31 March 2020 %
Discount rate	2.1	2.2
Rate of increase in payment of pre 2006 pensions	3.1	3.0
Rate of increase in payment of post 2006 pension	2.5	2.5
Inflation assumption (RPI)	3.1	2.8
Inflation assumption (CPI)	2.3	1.8

The assumed life expectations on retirement at age 65

	As at 31 March 2021 years	As at 31 March 2020 years
Retiring today – males	87.1	86.7
Retiring today – females	89.4	89.0
Retiring in 20 years – males	88.1	87.7
Retiring in 20 years – females	90.6	90.2

24. Commitments under operating leases

At 31 March 2021 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Within 1 year	14,216	118,648	-	96,570
More than 1 year and less than 5 years	-	122,890	-	115,028
	14,216	241,538	-	211,598

25. Related party transactions

There have been no related party transactions during the year (2020 – none).

A person connected to a Trustees holds a contact of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

26. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

27. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the reporting period	87,551	52,929
Adjustments for:		
Investment income	(267)	(429)
Depreciation	151,631	75,648
Loss on disposal of investments	-	115
(Increase)/decrease in stock	(2,025)	(810)
Decrease/(increase) in debtors	77,709	(345,392)
(Decrease)/increase in creditors	(81,117)	260,816
Net cash (used in)/provided by operating activities	233,482	42,877

28. Analysis of changes in net debt

	1 Apr 2020	Cash flows	31 Mar 2021
	£	£	£
Short term cash borrowings	(10,000)	-	(10,000)
Long term cash borrowings	(97,102)	4,388	(92,714)
Total liabilities	(107,102)	4,388	(102,714)
Cash and cash equivalents	615,391	180,530	795,921
Total net debt	508,289	184,918	693,207