

Company registration number: NI620052

Charity registration number :NIC104587

# Mid & East Antrim Agewell Partnership

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

D T Carson & Co.  
51-53 Thomas Street  
Ballymena  
Co. Antrim  
BT43 6AZ

## **Mid & East Antrim Agewell Partnership**

### **Reference and Administrative Details**

<b>Chairman</b>	Mr W McCaughey
<b>Trustees</b>	Mr W McCaughey Mr S Gordon Ms J S McGuigan Mr S Slaine Mrs D Neill Mrs A Keenan Mr I Deboys Mrs K Brady Mrs A Bell
<b>Secretary</b>	Mr C Havelin
<b>Senior Management / Leadership Team (Key management personnel)</b>	Ms J Marshall, Executive Director of Community Programmes Ms S McLaughlin, Executive Director of Health Programmes
<b>Charity Registration Number</b>	NIC104587
<b>Company Registration Number</b>	NI620052
<b>Registered Office</b>	The charity is incorporated in Northern Ireland. Broughshane House 70 Main Street Broughshane BALLYMENA County Antrim BT42 4JW
<b>Auditor</b>	D T Carson & Co. 51-53 Thomas Street Ballymena Co. Antrim BT43 6AZ

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

The trustees, who are directors for the purposes of company law, are pleased to present the annual Trustees report together with the financial statements and auditor's report of the charitable company for the year ended 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act 2006 purposes.

The financial statements comply with the Charities Act (Northern Ireland) 2008, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### **Chair's Report**

The key services and projects during 2024/2025 of the Mid & East Antrim Agewell Partnership ('Agewell') have included:

#### **IMPACTAgewell®**

In 2024/2025 we entered year five and the final year of our funding through The SPPG/Department of Health. During this period, we have continued to scale the programme across Mid and East Antrim to include partnerships with 19 GP Practices due to mergers. The programme aims to support Older People using an assets-based community development approach, focusing on the social determinants of health, to improve their health and wellbeing.

In 2024/2025 with the support of five IMPACTAgewell® Officers we received 380 referrals to support Older People through the IMPACTAgewell® programme.

In November 2024 we were visited by the Minister for Health Mike Nesbitt who made the announcement that funding for IMPACTAgewell® would be extended until 31st March 2027. He reiterated that this was a model of care he would like to see scaled and spread across Northern Ireland.

#### **Ageing Well Programme**

Our organisation continued to deliver the Handyperson Service and the Good Morning Telephone Befriending Service in partnership with Bryson Energy, Good Morning Ballymena, Good Morning Carrickfergus, and Good Morning Larne. This support was extended for a further year to benefit older people across 2024/2025.

The Ageing Well Service is funded by Mid & East Antrim Borough Council Community Planning Partners, which include the Health & Social Care Board, Public Health Agency, Northern Health & Social Care Trust, Northern Ireland Housing Executive, MEA PSCP, and Mid & East Antrim Borough Council.

During 2024/2025, the service provided Handyperson assistance to 468 older people, offered continued support to over 737 individuals, delivered a total of 78,941 Good Morning telephone calls, and distributed 1,000 Ageing Well calendars.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### **Connect North Service**

In April 2024 Agewell renewed a service contract with Age NI to deliver the Connect North Service on behalf of the Northern Health & Social Care Trust (NHSCT) in the Mid and East Antrim area. This social prescribing model takes in social factors such as work, money, housing problems, the challenges of managing long-term conditions, as well as isolation and loneliness and provides tailored support measured by the individual's needs as well as directing people to the Connect North directory of services which lists local services and supports.

In 2024/2025 Connect North supported 148 individuals in Mid and East Antrim through 1995 interventions.

#### **Dots Social Enterprise**

'Dots' (Delivering Options through Tailored Solutions) has been established as the social enterprise arm of Agewell, created in response to the growing need for financial sustainability. The Dots Home & Life Assistance service provides personalised support with everyday tasks such as cleaning, companionship, and assisted shopping. Trained Home & Life Assistants (HLAs) are matched with local customers to make daily life more manageable and supportive.

In the year 2024/25 the development and strong foundations of the social enterprise have been made possible thanks to the support of Mid & East Antrim Go Succeed, the DEARA Rural Business Grant (facilitated by the Northern Area Community Network), Northern Ireland Accident Management and the Northern Ireland Housing Executive Social Enterprise Programme.

In line with Agewell's commitment as Mid & East Antrim's first Age-Friendly Employer, Dots recognises the valuable experience, empathy, and resilience of older workers. It actively challenges barriers to employment for this demographic while ensuring inclusive and compassionate service delivery at a community level.

As a new initiative for the charity, the groundwork for Dots during this financial year has been supported by a number of programme funders which is reflected in these financial statements. With official service delivery commencing after the end of the 2024/25 financial year, income and expenditure relating to Dots service provision is expected to first be reflected in the 2025/26 financial statements.

#### **Additional Projects**

In addition to the key projects highlighted above, the organisation has also sourced and secured funding for several additional small projects to support and underpin the key services of the organisation. These have included:

##### *Creases for Carers*

The Creases for Carers service, funded by The Department of Health, expanded across Ballymena, Carrickfergus, and Larne, supporting 306 individuals in total with ironing assistance, befriending and telephone navigation to wider services such as financial, health, and social support. The project reduced carers' physical burden, improved wellbeing, and fostered stronger connections through both practical help and doorstep conversations with volunteers.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### *Challenging the Scamdemic Conference 2025*

On 19 March 2025, Agewell held the Challenging the Scamdemic Conference at The Braid Arts Centre, Ballymena, bringing together 201 attendees from public, community, and professional sectors. Supported by Radius Housing, Triangle Housing, Northern Ireland Housing Executive, Mid & East Antrim Borough Council and Mid & East Antrim Policing and Community Safety Partnership, the event raised awareness of scams, promoted reporting, and equipped professionals and communities with tools to support Older People, featuring a keynote from scam survivor and author Jonathan Leakey and expert input from Trading Standards NI, the Commissioner for Older People Northern Ireland, Danske Bank, The Police Service for Northern Ireland and Royal Mail.

#### *Building Flourishing Friendships (BFF) Befriending*

Agewell's Building Flourishing Friendships ('BFF') volunteer befriending service continues to bring face-to-face companionship to older people across Mid & East Antrim. Demand for the service remains high, with a steadily growing waiting list, and our volunteer team is expanding to meet that need. During 2024-2025 we have recruited eleven new volunteers joining our original five befrienders. Over the past year BFF volunteers have provided approximately 550 volunteer hours for the BFF Service.

#### *Agewell for All*

In April 2024 we created Agewell for All with funding through the Community Foundation NI, Social Justice Fund. Agewell for all was built on an existing unique partnership combining our community development approach with our local partner Inter Ethnic Forum's ('IEF') teams understanding of the cultural and linguistic needs of ethnic minority communities. By working together, we were able to address the social determinants of health more effectively and engage directly with individuals to better understand and tackle the health inequalities they face daily due to their background or nationality. Our shared aim was to increase support for Older People from ethnic minority backgrounds by delivering coordinated, culturally sensitive support through our IMPACTAgewell® team, and IEF officers over a six-month period. We supported 10 individuals of Romanian and Bulgarian nationalities through joint visits in collaboration with IEF.

#### *Holistic Hoarding Helpers*

Agewell received funding from the NIHE Sustaining Tenancies programme in April 2024 to support 12 NIHE tenants per year over a three-year period, specifically those at risk of losing their tenancy due to hoarding related challenges. In 2024/2025 we supported 13 tenants, through physical assistance with emotional wrap around support delivered alongside. This projects looks at the complex issues surrounding hoarding and how it can impact on an individuals health outcome and equal access to services.

#### *Agewell Adventures*

Agewell Adventures is a volunteer-led initiative supporting older people in Mid and East Antrim to use their free Smart Travel Pass to explore new places across the province, with volunteers available to assist throughout the journey. In 2024/2025, Agewell facilitated three-day trips to Coleraine, Newry and Lisburn.

#### *Bryson Energy Support Scheme*

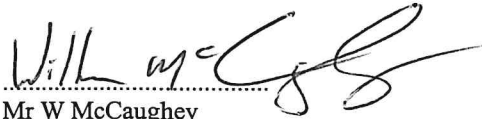
From November 2024 to March 2025, with the support of the Bryson Energy Support Scheme, the Agewell Team submitted applications on behalf of 42 older people, with the potential to collectively secure £8,400 in electricity cost assistance, thereby contributing to the enhancement of their financial wellbeing.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### *Agewell Counselling Support*

In 2024/2025, Agewell provided 172 counselling sessions in partnership with Lead Counselling and C McLaughlin Counselling to support older people experiencing emotional or mental health challenges.

A handwritten signature in black ink, appearing to read 'Will McCaughey', written over a dotted line.

Mr W McCaughey  
Chairman and trustee

30 October 2025

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

The Trustees, who are directors for the purpose of company law, present this annual report together with the financial statements of the charitable company for the year ended 31 March 2025.

#### **Background**

The Mid & East Antrim Agewell Partnership ('Agewell') was established in March 2011, with the aim of improving the lives of older people within the Mid & East Antrim area i.e. Ballymena, Larne & Carrickfergus. Agewell became a company limited by guarantee in August 2013 and has since registered with the Charities Commission for Northern Ireland in January 2016.

#### **Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	Mr W McCaughey
	Mr S Gordon
	Ms J S McGuigan
	Mr S Slaine
	Mrs D Neill
	Mrs A Keenan
	Mr I Deboys
	Mrs K Brady
	Mrs A Bell
	Mrs M A Morrow (resigned 31 October 2024)
	Mr H Nicholl (resigned 31 October 2024)
	Mrs E R Booker (resigned 31 October 2024)
Chairman:	Mr W McCaughey
Secretary:	Mr C Havelin
Senior Management / Leadership Team:	Ms J Marshall, Executive Director of Community Programmes
	Ms S McLaughlin, Executive Director of Health Programmes

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### **Objectives and activities**

##### ***Objects and aims***

###### **Vision**

Agewell is a place where everyone can actively age well together, being involved, heard and valued.

###### **Mission**

Our mission is to support individuals and communities to actively age well through partnership working, as we believe everyone deserves a good quality of life.

###### **Values**

- Listening, Caring and Sharing
- Honesty and Openness
- Challenging and Influencing
- Connecting and Transforming

##### ***Objectives, strategies and activities***

Specific objectives for the year 2024 -2025 were:

1. Relieve Poverty - The direct benefits which flow from this purpose include increased uptake of benefits, raising awareness of financial hardship; increased confidence in securing assistance; and increased opportunities to gaining support either directly by Agewell or signposted by Agewell i.e. the provision of items including keep warm packs, healthy food parcels, home security measures, nuisance call blocking devices, subsidised handyperson scheme, volunteer transport. These benefits are evidenced through the feedback from the local community, beneficiaries receiving the service, evaluation of projects by awarding bodies.
2. Advance Education - The direct benefits which flow from this purpose include improved employability or volunteering opportunities for older people, creation of new or enhanced skills, increased self-confidence, and increased access to training opportunities within the Mid & East Antrim Borough Council area, increased uptake of mainstream educational services and a reduction in isolation. These benefits are evidenced through feedback from the local community, beneficiaries attending courses, evaluation of projects by tutors and awarding bodies.
3. To Promote Health - The direct benefits which flow from this purpose include: reduced social isolation, improvement of the quality of life for those in need and reduced levels of stress and anxiety and increased mental health among those in need. These benefits are evidenced through attendance at activities such as our luncheon clubs, handyperson service users, home security service users, Good Morning service users, feedback from statutory organisations such as Police Service for Northern Ireland, Mid & East Antrim Borough Council, Northern Health & Social Care Trust & Public Health Agency, beneficiaries, independent evaluations of our activities.

##### ***Fundraising disclosures***

Agewell seek and receive individual donations to support our work. We strive to achieve the highest fundraising standards and value our supportive funders and donors. We stay up to date with charity regulations, data protection and fundraising best practices.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### ***Public benefit***

The public benefits that the Mid & East Antrim Agewell Partnership seek to achieve are:

1. The prevention or relief of poverty
2. The advancement of education
3. The advancement of health or the saving of lives

The Trustees confirm that they have complied with the requirements of section 4 of The Charities Act (Northern Ireland) 2008 to have due regard to the public benefit guidance published by the Charity Commission for Northern Ireland.

#### **Financial review**

The total unrestricted incoming resources for the year amounted to £19,814 (2024: £25,726) with expenditure of £44,048 (2024: £46,518) resulting in a net decrease of unrestricted funds, after transfers, of £37,555 (2024: increase of £9,659).

This leaves unrestricted funds of £102,337 (2024: £139,892) at the year end.

#### **Policy on reserves**

The Task Force on Resourcing the Voluntary and Community Sector recommends that all Voluntary and Community Organisations should have a policy on reserves proportionate to their needs and funders should view reserves as a positive statement of prudent management and not a barrier to providing funding. It is further recommended that the Charity Commission Guidance on organisational reserves should be adopted.

In formulating an assessment on the level of reserves the following guidelines provided by the Charity Commission have been used:

- Current and anticipated income and expenditure levels;
- The organisation's lack of any other tangible assets (such as a building);
- Current and projected funding patterns;
- The notice and redundancy requirements associated with the employees; and
- The programmes/services that the organisation plan to deliver in the period covered by the strategic plan.

Based on the guidelines above Agewell should therefore aim to have an operating reserve equal to 3 months operating costs i.e. approximately £153,486.

The Board of Trustees note that the current level of unrestricted reserves is below £153,486 targeted for operational reserves (based on Q1 of operating cost for 25/26 financial year). In order to bring unrestricted reserves above £153,486, Agewell will aim to maximise annual income via multiple streams including, grants, social enterprise and fundraising. In addition to this an organisational exercise will be carried out to control expenditure in the 25/26 financial year to ensure operating costs are kept as minimal as possible.

The Board of Trustees will be responsible for monitoring the level of reserves on a quarterly basis. This policy should be reviewed every 3 years in line with the strategic planning cycle. At this time, if it is demonstrated that it is appropriate to do so, the level can either be reduced or increased.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### **Future Plans**

Mid & East Antrim Agewell Partnership continue to work towards the achievement of the organisational aims by implementing a new organisational strategy with focus on the core pillars and strategic aims listed below.

**People** - Empower and support our staff, volunteers, and local communities to deliver compassionate, person-centred support, helping individuals to age well

1. Develop services to meet the needs of the population as we age;
2. Increase age friendly opportunities for employment and volunteering;
3. Invest in People: Staff Capacity, Development and Recognition.

**Place** - Strengthen our population health and place based approach across all services

1. Strengthen the community landscape to meet needs of an ageing population and expand public awareness and community reach;
2. Ensure our services and support reflect the needs of local communities and build on their community assets to address the needs of the population.

**Innovation** - Embrace new ideas, partnerships and technology to enhance service quality, reach, and impact across all our services

1. Develop innovative income streams to create future sustainability;
2. Develop collaborative partnerships to bring innovation to older peoples services;
3. Utilise technology to review infrastructure capacity for a growing staff team.

As part of Agewell's Income Generation Strategy, the new Social Enterprise arm of the charity (Dots) has been established with service delivery commencing after the year end in June 2025. Dots will support the organisation to diversify its income through new income streams. Expanding income sources through new initiatives will boost the organisation's overall revenue and foster greater financial stability for the future.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### **Going concern**

The charity notes above, within its financial review and reserves policy sections, that an unrestricted funds deficit had been recorded by the charity in its statement of financial activities and that its level of unrestricted funds is depleting and at a level currently below its targeted operational reserves level of 3 months operating costs.

In light of this financial position, the Trustees have considered the various uncertainties and other factors around going concern. Their work has included a review of financial budgets and other information for a period of 12 months and beyond from the date of signature of these financial statements.

The charity continues to deliver its current funded programmes in line with its strategic plan, maintaining strong partnerships with funders and stakeholders. The funding of IMPACTAgewell®, our core programme, has been extended by the Department of Health to 31 March 2027 and other key programmes have also been confirmed for the next two year period. The Ageing Well programme will be subject to a tendering process in early 2026, however the charity would be hopeful that they could again be successful in the award of this programme.

During the financial year ended 31 March 2025, Agewell entered a planned period of significant change with the establishment of its new social enterprise, Dots. This initiative has been developed to generate an additional income stream, supporting the long-term sustainability of the charity and reducing reliance on external grant funding.

The Trustees recognise that this period of transition requires the use of Agewell's own reserves to support the development and early stages of Dots. The success of Dots, and its future financial contribution to the charity, represents a material uncertainty that may cast significant doubt on the charity's ability to continue as a going concern.

The charity has already successfully attracted grant funding from several funders to assist with startup and to help minimise the burden on the charity's own reserves, both in the current and future financial years. Appropriate budgets and financial plans for Dots have been prepared by management and reviewed by the Trustees to manage the implementation carefully. Dots is forecast to be self-sustaining by the end of the 2026/27 financial year and will begin contributing surplus income back to Agewell, strengthening the charity's overall financial position.

Dots has also received support from the Vivensa Foundation in the form of a social investment for the 2025/26 financial year, helping to reduce the charity's exposure to financial risk. While forecasts indicate a further deficit at the end of 2025/26, the charity's current level of unrestricted reserves is sufficient to absorb this shortfall. The Trustees anticipate that, from this point, Dots will begin contributing positively and help return the charity to a surplus position.

Having considered all of the above, at the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the Trustees continue to adopt the going concern basis of accounting in preparing these financial statements.

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

##### ***Nature of governing document***

The Charity's governing document is the Memorandum and Articles of Association. In the event of the company being wound up trustees are required to contribute £1.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### ***Recruitment and appointment of trustees***

Under the requirements of the Memorandum and Articles of Association the Trustees of the Charity are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Charity seeks to ensure that Trustees with a range of experience from within the business profession serve on the committee. In the event of particular skills and experience being lost due to retirement, individuals are approached to offer themselves for election to the Charity.

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

On appointment, Trustees are invited to an induction and provided with a induction pack of resources detailing relevant organisational details, as well as information on their legal obligations and responsibilities. The Trustees are invited to attend governance training as provided by NICVA and C03 throughout their term of office.

#### ***Arrangements for setting key management personnel remuneration***

Key Management Personnel consist of two Executive Directors, whose remuneration is agreed by the Trustees with support and advice provided by an independent HR Company.

#### ***Organisational structure***

The organisation is managed and directed by its Trustees. The Trustees are elected annually and meet bi monthly throughout the year.

#### **Relationships with related parties**

##### **Trustees**

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity.

Trustee expenses incurred for the financial year totalled £46.71.

#### ***Major risks and management of those risks***

##### ***Risk management***

The Trustees and senior management actively review, on a regular basis, the major risks which the charity faces. This review seeks to identify the risks that the charity is exposed to, with particular interest in the operational and financial risks that may affect the charity's ability to carry out its objectives. As part of this exercise, alongside the identification of risks, mitigating factors are also discussed.

The Trustees are satisfied that systems are in place to mitigate exposure to the major risks identified. A key element of the management of financial risk is that of the organisational reserves policy and its regular review by Trustees.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**

#### **Financial instruments**

##### ***Objectives and policies***

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk.

##### ***Credit risk***

The charity's principal financial assets are bank balances and other receivables. The charity's credit risk is primarily attributable to its other receivables. The amounts presented in the balance sheet are net of allowances for doubtful receivables. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

#### **Statement of trustees' responsibilities**

The trustees (who are also the directors of Mid & East Antrim Agewell Partnership for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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, comprising FRS 102 have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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.

#### **Disclosure of information to auditor**

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

## **Mid & East Antrim Agewell Partnership**

### **Trustees' Report**


#### **Reappointment of auditor**

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of D T Carson & Co. as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

#### **Small companies provision statement**

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 30 October 2025 and signed on its behalf by:



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Mr W McCaughey  
Chairman and trustee