

# Age NI

Northern Ireland · Charity number 104640

## Details

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Status	Received
Company number	<a href="#">71940</a>
Registered	2016-01-20
Register	<a href="#">View on the Charity Commission for Northern Ireland register</a>

## Contact

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**Address**  
Age Ni  
31 Ulsterville Avenue  
Belfast  
Bt9 7as  
BT9 7AS

**Phone** 028 9024 5729

**Email** [info@ageni.org](mailto:info@ageni.org)

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

## Activities

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**Purposes:** The Objects of the Charity are to promote the following purposes for the benefit of the public and/or older people: 1. preventing or relieving the poverty of older people; 2. advancing education; 3. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical); 4. promoting equality and diversity; 5. promoting the human rights of older people; 6. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and 7. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide the outcome of this being the promotion of the well-being of older people.

**What the charity does:** The prevention or relief of poverty, The advancement of education, The advancement of health or the saving of lives, The advancement of human rights, conflict resolution or reconciliation or the promotion of religious or racial harmony or equality and diversity, The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage

**How the charity works:** Advice/advocacy/information, Community development, Human rights/equality, Medical/health/sickness

**Who the charity helps:** Carers, Older people

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,457,850	£4,888,829	£-604,761	158

## Trustees

Name	Role	Appointed
Aislinn McBride		
Ann Murray		
Colum Menzies Lowe - Co-Opted Trustee		
Corey Parr		
Elizabeth June Butler Mbe		
Hilary McDowell		
Joanne Ethel Wilson		
Mary Teresa Dunlop		
Mrs Julie Erskine		
Ms Christine Magill		
Patrick Mullan		
Rina McCann - Co-Opted Trustee		

**Age NI**

Northern Ireland - Charity number 104640

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# Accounts

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**COMPANY REGISTRATION NUMBER: NI071940**  
**CHARITY REGISTRATION NUMBER: 104640**

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2025**

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**Company Limited by Guarantee**  
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**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2024/25.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of direct service delivery and a range of policy and engagement activities.

Within this financial year, like many other charities, we are faced with uncertainty due to cost increases, funding reductions and most significantly the National Insurance contribution increases. We have however continued to deliver for our beneficiaries and as you read our report, you'll see the innovative projects and services we've developed and are delivering, as we seek to fulfil our common purpose, *to enable older people to make the very best of their lives and to work to create a society that truly values, supports and welcomes them.*

We have provided a range of Case Studies in this report, which show the positive impact made on individual older people, as we continue to use a person-centred approach in our delivery.

- **'Check in and Chat Service'** – This telephone service helps address loneliness and is a much needed lifeline for those who are unable or do not feel they want to leave their home.
- **'Living Well Moyle'** – This service addresses emotional and practical needs. This case study shows how this service improved a lady's mood and self-esteem.
- **'Advice & Advocacy'** – This free confidential service has been so impactful for many older people, as the Advice Line received over 10,000 calls within this financial year. This case study shows how the award of Pension Credit has transformed a couple's lives.
- **'Shared Lives'** – This service matches Carers with a Supported Person and the decisions on choosing their activities are made together. This is the second year of delivering this service and this case study shows the difference the service has made to the life of a supported person.

Over the past few years, we have analysed the profiles of our service users and 2024-2025 has seen an increase in male engagement and participation in our services. To acknowledge this welcomed shift, we have included case studies on the following programmes, which are solely for men and show how the lives of the male beneficiaries have improved because of these programmes:

- **'Good Vibrations'** – This programme aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. This case study shows how a gentleman participated in the programme and this led to help being provided by another Age NI service and a local charity, an example of collaborative working to improve the life of a beneficiary.
- **'International Football Association (IFA) pilot scheme'** – This was a scheme enjoyed by the older men who took part, as they reminisced about their football days and shared their experiences with each other and with the IFA.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive

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Belfast  
BT9 7AS

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Company number NI071940, HMRC Charity Reference Number XT14600, registered with The Charity Commission for Northern Ireland NIC104640.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2025.

#### **Reference and administrative details**

<b>Registered charity name</b>	AGE NI
<b>Charity registration number</b>	104640
<b>Company registration number</b>	NI071940
<b>Principal office and Registered office</b>	31 Ulsterville Avenue Belfast BT9 7AS Tel: (028) 9024 5729 Website: <a href="http://www.ageni.org">www.ageni.org</a>

#### **The Trustees**

Dr Raymond Mullan OBE	Chair & Trustee
Mrs Patricia Davey	Vice-Chair & Trustee (Resigned 28 September 2024)
Ms Hilary McDowell	Trustee (Vice-Chair from 29 September 2024)
Mr Patrick Mullan	Treasurer & Trustee
Mrs Geraldine Sarah Brady	Trustee
Mrs Mary Teresa Dunlop	Trustee
Mrs Aislinn McBride	Trustee
Mr Paul Moorhead	Trustee (Resigned 31 March 2025)
Mr Patrick Mullan	Trustee
Mr Edward Smyth	Trustee (Resigned 25 June 2024)
Ms Ann Murray	Consultative Forum Trustee
Mrs Marie Bernadette Heaney	Co-opted Trustee (Resigned 26 June 2024)
Ms Christine Magill	Trustee
Mrs Corey Parr	Trustee
Mrs Joanne Wilson	Trustee (Appointed 26 September 2024)
Mrs Elizabeth June Butler	Trustee (Appointed 26 September 2024)

<b>Auditor</b>	Moore (N.I.) LLP Donegall House Donegall Square North Belfast BT1 5GB
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**Investment Bankers**                      Evelyn Partners  
The Linenhall  
32-38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**                                      Edwards Solicitors  
3rd Floor, Sessia House  
61-67 Donegall Street  
Belfast  
BT1 2QH

**Bankers**    Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### BACKGROUND TO AGE NI

#### Purpose of Age NI

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people to enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

#### Living in an ageing society:

A longer later life is to be celebrated, bringing prospects of pursuing new activities, having time to dedicate to the things we enjoy, contributing to our families and communities. Many of us, however, don't like to talk about getting older but ageing comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us. Many older people enjoy life to the full, while others struggle because of poverty, health inequality, isolation or discrimination.

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census<sup>1</sup> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy has slowed down and there has been no change in the number of years spent in good health<sup>2</sup>. More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care

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<sup>1</sup> <https://www.executiveoffice-ni.gov.uk/publications/individual-wellbeing-northern-ireland-report-202324>

<sup>2</sup> <https://www.health-ni.gov.uk/articles/life-expectancy-northern-ireland>

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home settings. Loneliness continues to affect people of all ages, with higher levels of loneliness for people aged 50-64 and 75+. <sup>3</sup>

**Age NI Services**

The following table includes an explanation of the services we delivered within the financial year, and provides context for some services which are included later in the report.

Service	Description
<b>Advice &amp; Advocacy</b>	The Age NI Advice & Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the financial support they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Grove Day Centre, Ballynahinch</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewelling Day Centre</li> <li>➤ Laurehill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <ul style="list-style-type: none"> <li>• <b>Domiciliary Care:</b> Age NI provides vital Domiciliary Care services to support individuals in the South Eastern Health &amp; Social Care Trust who wish to stay in their own home. Services include personal care of the client and other associated services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the</p>

<sup>3</sup> <https://www.executiveoffice-ni.gov.uk/publications/wellbeing-northern-ireland-report-202122>

## AGE NI

### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

comfort and reassurance that as their needs change, so will the level of care provided.

**My Life My Choice:** My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:

- Continue to do the things they enjoy, take part in social activities or learn something new.
- Meet new people and chat about things that are important to them.
- Be signposted to other sources of support and activities within their area.
- Be connected to Age NI's Advice & Advocacy Service, get a free benefit check and find out what financial support, or other support, they may be entitled to.

We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.

Referrals to this service are through the Belfast Health and Social Care Trust.

- **Residential Home (Meadowbank):** Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents.

#### 'Check in and Chat' telephone service

The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with an older person and provides an opportunity for a friendship call on a weekly basis.

#### Shared Lives

Age NI's Shared Lives service specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.

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### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

Age NI's regional Shared Lives service is commissioned by the Department of Health and registered with RQIA. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care.

Initially the service is providing day support but will develop to offer short breaks and long-term care.

In addition to Age NI delivering the above key services, within this financial year we have also delivered the following Wellbeing Services/Programmes, to improve the lives of older people in Northern Ireland:

Wellbeing Service/Programme	Description
First Connect	<p>The First Connect Service (operational in Northern and Belfast Health &amp; Social Care Trust areas) provides emotional and practical support at difficult times for older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.</p> <p>Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Clients can avail of bespoke one-to one support (either face to face, by telephone or via an online platform) and/or group involvement. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.</p>
Living Well Moyle	<p>Living Well Moyle is a partnership between Age NI, GP practices throughout the Dalriada area (Northern Health &amp; Social Care Trust), the local council, health and social care organisations and the local community. It is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic health conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them. A strong cohort of volunteers further enhance provision of support.</p>

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<b>Staying Sharp</b>	Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.
<b>Move More Live More programme</b>	Move More Live More is an innovative falls prevention programme which delivers a two-session intervention to older people who have experienced a fall. These sessions include appropriate education, information and awareness.
<b>Good Vibrations programme</b>	<p>'Good Vibrations' aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The Good Vibrations programme is delivered through three tiers of support: information and guidance to improve emotional wellbeing and mental health through self-help; access to career and wellbeing support programmes, advice, social prescribing services; and one to one interventions and buddy support.</p> <p>'Good Vibrations' delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, reflecting the diversity of men and communities.</p>
<b>Connect North Link Worker Wellbeing Service</b>	<p>Age NI's Connect North Link Worker service works in collaboration with the Northern Health &amp; Social Trust Connect North team.</p> <p>The aim of this service is to provide a holistic, social prescribing service for those who are experiencing social, emotional or practical issues which are affecting their health and wellbeing and require assistance from a link worker to determine appropriate supportive services.</p> <p><b>Service delivery:</b> To enable the most appropriate intervention for clients who require support and information about services to improve their overall health and wellbeing, the service has a 3-step process:</p> <p><b>Step 1.</b> The client/ carer is directed to the Northern Health &amp; Social Care Trust online directory of services (Connect North online directory) to find support and information which could benefit them.</p> <p><b>Step 2.</b> Using Connect North online directory, we signpost clients/carers to helpful sources of</p>

## AGE NI

### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

information based on assessment of their social needs.

**Step 3.** Where the client/carer has been unable to access Connect North online directory and/or signposting has not been effective, then one-to-one support is provided by the Connect North Link Worker.

We organise and facilitate regular events, inviting other statutory and community voluntary organisations to provide an information stand, to raise awareness for potential service users.

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
<b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
<b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
<b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
<b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our strategy, we have provided our KPIs for 2022-25, our performance within this financial year and the outcomes from the strategy, which show how we're delivering the priorities of each pillar.

<b>Pillar</b>	<b>KPI 2022-25</b>	<b>Performance 2024-2025</b>	<b>Outcomes</b>
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p> <p>Maintain wellbeing scores at 80% and above.</p>	<p><b>86,786 engagements</b> were delivered (in services and information guides).</p> <p><b>5,264 people</b> directly supported.</p> <p>Age NI's Shared Lives: <b>16 Shared Lives Carers approved. 9 Shared Lives arrangement in place.</b></p> <p>Building collaborations with: Ulster University, Age Nations, Voluntary organisations, Public Health Agency (PHA) and councils.</p> <p>Wellbeing scores for services were 90% and above.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>



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		<p><b>13 Mid-Career workshops</b> were delivered to 141 people.</p> <p><b>39 Cyber Safety training</b> workshops delivered to 303 older people on behalf of Belfast City council.</p>	
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Pillar	KPI 2022-25	2024-2025	Outcomes
<p><b>Policy</b></p> <p>By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.</p>	<p>Influence Government and policy thinking.</p> <p>700 engagement/policy influencing voices heard by decision makers.</p>	<p><b>1242 older people's voices heard</b> in policy and influencing.</p> <p><b>1 Programme for Government</b> event in partnership with the All Party Group attended by over 80 people, including 50 stakeholders, 18 MLAs and 9 expert speakers.</p> <p><b>4 All Party Group</b> meetings (including AGM) were held.</p> <p><b>4 Consultative Forum meetings were held</b>, with themed agendas. Additional engagement meetings were held with public bodies, as required.</p>	<ul style="list-style-type: none"> <li>• Ageism is reduced.</li> <li>• Older people's rights are upheld.</li> <li>• The contribution of people in later life is valued.</li> <li>• Society values the diversity of older people.</li> </ul>

Pillar	KPI 2022-25	2024-2025	Outcomes
<p><b>Progressive organisation</b></p> <p>By 2025, we will have further invested in the talent of our team, leadership, technology and engagement</p>	<p>IIP Platinum accreditation.</p> <p>70% positive staff engagement.</p> <p>100% maintenance of regulated services to RQIA standards.</p>	<p><b>IIP Gold Award</b> retained for a further three years (2024 to 2027).</p> <p>Monthly updates were delivered to staff by our <b>Health and Wellbeing Group</b>.</p> <p>Care Services all met <b>RQIA standards</b>.</p>	<ul style="list-style-type: none"> <li>• The voice of older people influences what Age NI does.</li> <li>• Age NI is a great place to work and volunteer.</li> <li>• Age NI demonstrates how it has changed people's lives.</li> <li>• Age NI operates as an integrated charity.</li> <li>• Age NI is properly resourced to deliver its plans and activities.</li> </ul>

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### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

	<p>Financial Strategic Plan in place. Mixed economy income generation.</p> <p>Approved Audited Accounts and Management letter.</p> <p>Maintained Charity Commission/Companies House compliance.</p> <p>99% uptime technology capabilities.</p>	<p>The <b>two-year Financial Strategy in place</b> since March 2024.</p> <p><b>Approved audited accounts.</b> Management letter had no recommendations.</p> <p>Continue to maintain <b>compliance with The Charity Commission for NI and Companies House.</b></p> <p>Renewed and maintained <b>Cyber Essential Plus Certification.</b></p> <p><b>Achieved 99% uptime technology capabilities.</b></p>	<ul style="list-style-type: none"> <li>Age NI is effectively led and governed.</li> </ul>
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## ACHIEVEMENTS AND PERFORMANCE 2024/2025

In 2024/2025 with support from our partners and stakeholders, we had **86,786 interactions with older people** (Age NI Services and information guides).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2024/2025 include:

### People – Provide and develop quality services and support to improve the independence and wellbeing of older people

Age NI Advice & Advocacy Service received **over 10,000 calls**, with **over £1.4m identified in unclaimed benefit**.

In **Care Services**, Age NI supported **497 older people every week** and **delivered over 400,000 hours of care** within the following services:

- Day Care - Support and interaction within this service provided social inclusion.
- Domiciliary Care - Personal care and support provided to individuals in their own home.
- My Life My Choice - Home support and social outings for individuals with dementia.
- Meadowbank Residential Care - 24-hour care and support to residents with dementia.

RQIA standards were met across all of Age NI Care services.

Age NI's **Wellbeing Services** supported **2535 older people** in this financial year, through a range of innovative services including those developed this year:

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- *Connect North* – provides a holistic, social prescribing service for older people who are experiencing social, emotional or practical issues affecting their health and wellbeing.
- *Living Well Moyle* - supports people with chronic health conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them.
- *Good Vibrations* - aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The Good Vibrations programme is delivered through three tiers of support: information and guidance to improve emotional wellbeing and mental health through self-help; access to career and wellbeing support programmes, advice, social prescribing services; and one to one interventions and buddy support
- *Staying Sharp* - is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area.
- *Move More Live More* - an innovative falls prevention programme which delivers tiers of intervention to older people: education, information and awareness to those who may and may not have experienced a fall.
- *First Connect* - provides emotional and practical support at difficult times for older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.

Age NI's **Shared Lives service** supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, hobbies and community life with an older person requiring support.

The following quotations show the difference Shared Lives is making to our beneficiaries – people supported and their families, and feedback is also provided from key workers in the Health & Social Care Trusts, providing an overall view of the service:

- *'We normally decide between us what to do. It is always ok if I change my mind'. (Person supported).*
- *'I like the arrangement – I think once a fortnight is good and each of us decides what we are going to do. I enjoyed seeing the play as I wouldn't go out on my own at night. It's nice to have someone if you want to go for a walk'. (Person supported).*
- *'I really like the Shared Lives Placement. I feel less lonely. I am able to go out and get things I need'. (Person supported).*
- *'It's working out brilliantly. I can't believe my mum remembers [Shared Lives Carer] each time she comes. We have a Whatsapp group so the family knows what mum has been doing with [Shared Lives Carer] and we see photos of where they have been and can talk to my mum about it. And [Shared Lives Carer] says she has been enjoying my mum's company too'. (Family member of participant).*
- *'I had considered going part-time but financially I would struggle. It's such a relief to know I have support coming. I can't thank you enough for all the work'. (Family member of participant).*
- *'I've been a Shared Lives Carer for a few months now. [Person supported] and I really enjoy spending time together and we have gradually become an important part of each other's lives over that time'. (Shared Lives Carer).*
- *'I'm very happy with the support that [service user] receives. [Person supported] sounded very bright and confident when giving her feedback'. (Trust Social Worker)*

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- *'I was with [person supported] at the beginning of the week and she is much brighter and thinking more positively which I suspect is mostly owing to the Shared Lives Carer's involvement. [Person supported] said she is enjoying this and it is something to look forward to. She talked about dogs and had a huge smile on her face. Thank you for your input and a big thanks to the Shared Lives Carer for her support'. (Trust CPN).*
- *'The arrangement is working well and it is a very beneficial service. It is particularly supportive because the Shared Lives Carer can provide transport. It breaks the isolation that [the service user] experiences'. (Trust Social Worker)*

Age NI's plans to develop the Shared Lives Service within the next financial year includes:

1. Concentrate on matching those Carers who are approved and available, and to seek additional placements (up to three) for those Carers who are able to provide these.
2. Explore the development of short breaks with those carers already approved and with new applicants.
3. Explore with Health and Social Care Trust teams any informal arrangements for short breaks for older people, that they are aware of, who would benefit from becoming part of the Shared Lives Service.
4. Recruitment of Shared Lives Carers in a further Health and Social Care Trust region, as currently the service is delivered to three Health and Social Care Trusts regions. Discussions have commenced with the said Trust on the assessment process and applications have been received.

Age NI delivered **13 Mid-Career Review workshops to 141 participants** within the financial year, as the Age at Work project concluded. These workshops were delivered to organisations from a variety of sectors and focused on:

- Financial wellbeing – topics included budgeting, pensions, estate planning and legal issues.
- Health and wellbeing – topics included health and wellbeing challenges and concerns, taking action, and physical and mental wellbeing.
- Career support – topics included career planning, transferable skills and work values, behavioural interviewing and work-life balance.

Age NI's **Independent Living Products** range has grown to provide older people and their families with practical options to improve their independence and remain living in their homes. The Age NI Independent Living Products portfolio includes:

- *Mobility furniture for independent living*, including adjustable beds and lift and riser recliners. We have added this range of products to our portfolio within this financial year which include updated products and services provided by 3<sup>rd</sup> party partners.
- *Mobility aids*, including beds, seating and stairlifts.
- Bathroom Adaptations, which includes trip-free and anti-slip showers, shower seats, walk in baths, toilets and accessories and support rails.
- *Key Safes* – outdoor key safes to keep the home and keys safe, which help a person to share their home access with care providers, emergency services and loved ones safely and securely.
- *Personal Alarms in Northern Ireland* – if a person is in an accident or has a fall, they can get help quickly by pressing their alarm pendant. **Age NI has been working with multi-disciplinary teams including social workers, health professionals and trusts to promote the product.** In addition, Age NI's ezine has been distributed to all NI pharmacies bi-annually, which promotes Personal Alarms.

The UK wide **Picker Experience Network Awards** - Age NI, together with Northern Health Trust (Connect North team) was awarded runner-up status for the Connect North

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Link Worker service in two categories – working in partnership and commissioning for improved patient experience.

#### Places – Prepare for our ageing demographic by creating an age friendly society

**6 Age Awareness Workshops** were delivered to **77 participants**. Age Awareness Training supports customer service teams to learn how to communicate better with older people and ultimately enables older customers to feel valued and understood.

Age NI has expanded its Age Awareness Training portfolio to include Age Awareness Training and Older Adult Cyber Safety Workshops. Within the 2025/2026 financial year, the team will also offer Virtual Reality Dementia Workshops to businesses, as part of the social enterprise portfolio, to help them create a dementia friendly environment.

Age NI supported the **Age Sector Networks (ASN)** in the following ways, as they strengthen community based older people's organisations and deliver at a local level.

- Maintained strong and effective relationships with Age Sector Networks across all 11 local council areas, hosting regional exchange meetings to share best practice and collaboration.
- Planned and facilitated four ASN exchange meetings and 1-1 support to promote shared learning, best practice, knowledge exchange and collaboration.
- Produced and circulated 7 editions of Signpost ezine to ensure readers were updated with age sector news and funding opportunities, mindful of the funding challenges the charity sector experienced.
- Age NI secured funding for age sector capacity building activities, which will be delivered over the next three years through the Dormant Assets fund.
- Age NI hosted a launch event with the Lottery Community Fund and the Finance Minister to showcase our age sector leadership programme.

Age NI supported **Age Sector Network representatives** to participate in policy and engagement activities:

- Promoted active engagement of older people, local groups and ASNs to gather experiences and case studies.
- Facilitated ASNs to support and promote older people's direct engagement in statutory policy consultations such as the review of the Regional Infrastructure Support Programme, Community Transport and Concessionary Fares.

**Age NI provides secretariat support and leadership to the Age Friendly Network NI (AFNNI). The Network supports and works with age-friendly officers in all council areas and ASNs to create a more age friendly society. Key achievements of the Age Friendly Network NI include:**

- Facilitated the addition of officials from the Commissioner for Older People (COPNI) to the AFNNI membership, due to COPNI undertaking research on the future of age friendly in NI and the development of the Active Ageing Strategy.
- Promoted and supported the voice of older people in age friendly engagement mechanisms by providing bespoke support to Age Sector Networks to become more involved in the age friendly agenda.

**Age NI benefitted from 447 volunteers being utilised throughout the charity, providing 491 volunteer opportunities.** From feedback, *98% of volunteers said they 'Feel they give back to community' and a volunteer said 'It has given back more than I feel I ever could put in and I am so grateful'*. This feedback is testament to the age friendly society we're seeking to promote, and the value of volunteering for both the older person and the volunteer.

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**Policy – Protect and promote the rights of older people**

**1,242 older people’s voices were heard** through Age NI Policy and Engagement activities.

Age NI engaged with older people during the **UK General Election**. We undertook a consultation process with older people to design an election manifesto, including a short survey, meetings with ASNs and a focus group with Consultative Forum members to refine the content. We disseminated the manifesto priorities to all election candidates and invited them to sign up online to ‘Act 4 Age’.

Age NI supported MLAs to keep older people’s issues on the policy agenda through the **All Party Group on Ageing and Older People (APG)**. We continued to provide secretariat to the Assembly APG, organising four meetings in the 24/25 period. The subjects covered included:

- Older people’s access to GP services.
- Planning for an ageing population in the Programme for Government.
- Presentations from the QUB SPACE project on the impact of the environment on healthy ageing.
- AGM to elect officers and decide priority issues for the following year.

Age NI supported the NI Assembly Engagement Service to run an **Older People’s Parliament** in October 2024. The NI Assembly Engagement Service has taken on the organisation of older people’s parliament events and invited Age NI to be a core participant organisation, supporting older people to be involved. Age NI staff and Consultative Forum members helped shape the public survey used to determine the key topics for discussion. We also supported 5 Consultative Forum members to write and deliver speeches and interventions at the event.

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

Age NI implemented a comprehensive IT process to ensure that system access is fully controlled using Intune. Intune is a cloud-based system which allows the management of all devices connecting to our systems.

As part of Age NI’s Succession Planning for the Senior Management Team, one member of the Operational Leadership Team (Head of Wellbeing Services) successfully completed a Post Grad Diploma in Health & Social Care Management (2 year programme) and will commence Masters in Public Administration in the next financial year.

Age NI has renewed and maintained the **Cyber Essentials Plus Certification**, which involves a rigorous assessment of an organisation’s cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

Age NI was successful in a number of **proposals**, which enables Age NI to deliver key wellbeing, advice and engagement services and activities for our beneficiaries.

The Board of Trustees **appointed two individuals with the required skills, experience and expertise to the Board/Committee Structure**. The Board was also pleased that **two Co-opted Trustees transitioned to Appointed status, having been appointed as Co-opted Trustee from the Boardroom Apprentice programme**.

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Age NI was delighted to move to a **new Head Office** within this financial year. The new building provides a drop-in facility to receive confidential face-to-face support/advice, accommodates older people with mobility challenges and we hope to provide a meeting space for older people's groups.

**Age NI Volunteers**

Age NI and older people in Northern Ireland benefitted from **447 volunteers** being involved throughout the charity providing **491 volunteer opportunities** as some volunteers performed more than one role. Within this financial year more than **9,000 volunteer hours** were delivered.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help support people who are isolated or lonely to connect to local community activities through our services, peer consultations, fundraising activities and volunteering in our shops.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

Age NI Service 2024-2025	No of volunteer Roles
Fundraising	48
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	88
Check in and Chat	168
Day Care	20
First Connect	25
Living Well Moyle	56
Staying Sharp	5
Retail/Shops	81
<b>Total number of volunteer roles</b>	<b>491</b>

Examples of some of the Volunteer activities/events delivered within this financial year include:

- Age NI joined with its Age counterparts across the Nations, with Age UK, Age Scotland and Age Cymru in a newly established Volunteering Advisory Panel which supports volunteer leaders throughout the nations.
- 19 Age NI volunteers, aged 60+ within the Belfast area attended a Volunteer Recognition event in the Great Hall at City Hall, arranged by Belfast City Council.

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- 68 volunteers from a Financial Services organisation and 28 volunteers from a Housing organisation took part in a 'Shop Challenge' in all four of Age NI shops – Bangor, Newtownards, Ballymena and Coleraine.
- A group of volunteers from a construction company and a number of public sector volunteers volunteered in Skainos Day Centre, which involved playing games and chatting with service users.
- We celebrated Volunteers' Week from 1-7 June 2024. All volunteers received a letter from the Chief Executive, a certificate of appreciation and Age NI merchandise to show the immense value placed by Age NI on each volunteer.
- Volunteering enquiries have increased slightly this financial year, with 58 new volunteers being inducted.

Volunteering has been of benefit to the person supported and to the volunteer during this financial year.

We have provided a few quotes from one of our services, which depend on dedicated volunteers for delivery. The quotes are from beneficiaries of the Check in and Chat service (CHIC), showing the impact of the service:

- *'I enjoy talking to my volunteer. It is going very well. My volunteer cheers me up she is marvellous and very uplifting'.*
- *'I find CHIC very good. I have a lot in common with my volunteer. I find the service very beneficial. I am indebted to my volunteer'.*
- *'I appreciate my weekly call as some days I don't have [any] one to talk to'.*
- *'It has lifted me out of the doldrums'.*

Volunteering has been rewarding for the volunteers as the feedback below shows:

- 99% enjoyed the volunteering role.
  - 98% feel they give back to the community
  - 89% feel valued
  - 94% feel a sense of purpose
  - 79% said they meet new people
- (Feedback was evaluated via an anonymous survey)*

A few quotes from an Age NI volunteers, which shows the motivation of the volunteers:

- *'A very worthwhile way to help others alongside enjoying my volunteering experience'.*
- *'Helping the older members of the community is why I do it, not for self gratification'.*
- *'I love volunteering for this organisation and supporting my clients'.*
- *'Rewarding, for making useful contribution to the improvement of the lives of older people'.*

The following case study demonstrates how Age NI has supported a lady who was referred to one of its services, Living Well Moyle, and how the service helped address the lady's emotional and practical needs. In particular, this case study shows the difference a suitably matched volunteer has made to this lady's life.

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#### Lady A

##### **Background:**

Lady A was referred to the Living Well Moyle (LWM) service by a Mental Health Practitioner and lived with her husband, who was terminally ill. From a practical perspective, Mrs A is awaiting a care package, which is expected to take some time.

Actions taken during the initial assessment to help Lady A:

- Volunteer will be assigned when available.
- Social Work follow up re Care package.
- Community Transport service.
- Counselling service discussed.
- Goals discussed and how these could be achieved.

Following the initial assessment, Lady A was keen to have the support of a volunteer and happy to talk with someone in her own home about her mental health, however was not keen to leave her home.

Since the initial visit, Lady A's husband passed away, which has resulted in Lady A being much more on her own as family and carers are no longer visiting.

##### **Outcomes:**

- A volunteer has been matched with Lady A.
- Lady A and her volunteer have a positive relationship.
- The volunteer visits Lady A regularly every week, spends a number of hours with her, takes her out shopping and Lady A is able to choose her own clothes, and they have lunch together.
- The volunteer support has really helped improve Lady A's mood and self-esteem.

Within this financial year, Lady A is still waiting for a care package, however social work is contacted each week to check on progress. Lady A continues to be supported by the Living Well Moyle service and is contacted regularly.

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#### **• Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, within local communities across Northern Ireland and with Age Sector Networks and partner organisations. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do: You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

#### **How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

#### **1. *The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age***

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, wellbeing, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

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Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) what respondents have said:

**95%** said they have **ability to manage financially**.

**100%** said they have **increased choice and control**.

**80%** said they are **feeling more safe and secure**.

**90%** said they are **less stressed/worried**.

The following quotes from some of our Advice & Advocacy clients evidence the impact of our Advice & Advocacy Service to further the public benefit:

*'The advice, support and assistance was superb and thanks to Age NI, I am now receiving Attendance Allowance which means I can continue to live on my own instead of having to seek care home or nursing home'*.

*'They (Age NI Advice & Advocacy adviser) helped us get more financial freedom, we now feel we can go into cafes or coffee shops when going out'*.

*'Excellent professional treatment and advice to be highly valued and commended'*.

**The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on two beneficiaries - Lady B and her husband,**

**The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.**

## AGE NI

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#### Couple B

##### **Background:**

Age NI's advice line received a telephone call from a lady who wanted to check if she and her husband were entitled to Pension Credit. Lady B is an older person who cares for her husband who is living with dementia. Lady B had recently been awarded low-rate Attendance Allowance as her mobility is reduced and her husband was receiving the high rate of attendance allowance.

Due to Lady B's husband's profession, on retirement they had to leave the family home. They were able to rent a property and received housing benefit. With the combined state retirement pension, they felt they were living hand-to-mouth. The couple had a service level agreement with the Dementia Navigator in their Trust and it was the Dementia Navigator who referred the couple to Age NI.

##### **Circumstances:**

The Age NI Advice & Advocacy Adviser took the following actions:

- On initial contact, they arranged a time with Lady B to complete the benefit check.
- The benefit entitlement check identified savings credit of £19.04 and guarantee credit of £160.23. This award enabled Lady B and her husband to be passported to full housing benefit and full rate relief, in addition to qualifying them for a free television licence and a winter fuel payment.
- Lady B was told by the adviser that the application for benefits could be made by telephone, which would be recorded, and the client was happy to do this.
- Lady B phoned to say the claim process went very well and she was told she would hear about the decision within a week.

##### **Outcomes:**

- On hearing from the adviser the amount that Lady B could receive and that it could be backdated to when she was awarded the attendance allowance, Lady B cried.
- Lady B stated that the award of Pension Credit has transformed their lives, saying:
  - ✓ It has made a 'vast difference'.
  - ✓ She can do 'little things I couldn't do before'.
  - ✓ She was able to put money towards her electricity with the result that when the bill was received, she had nothing to pay, in fact she had £9 over.

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The following Case Study is an example of how a service user of one of Age NI's services was signposted to another area of the charity, all to help one of our beneficiaries. In addition, it shows how Age NI is working in collaboration within the sector, to ensure the best outcome for our beneficiaries.

**Gentleman C aged within his late 50s**, was referred by the Good Vibrations programme to the **Belfast City Council Hardship Voucher Programme**, being delivered by Age NI to support older people during the winter months.

#### Gentleman C

##### Context:

From the initial contact, Gentleman C conveyed the following points:

- He was not receiving any support and had very little income due to having to retire from work with poor health while awaiting the outcome of a claim for benefits.
- He had no money for gas heating or electricity and had to cook food outside over an open fire in his back yard.
- He was surviving with the help of members of the local men's shed who had loaned him money to get through the Christmas period.

##### Actions taken by Age NI:

- Gentleman C was immediately referred to the Age NI Advice and Advocacy Service, who carried out a benefits check with him over the phone and provided him with vouchers to enable him to put money into his gas and electricity meters.
- The Advice team signposted the gentleman to St Vincent De Paul and they delivered food vouchers straightaway, which enabled the gentleman to get stocked up for the Christmas holidays.

##### Outcomes:

- ✓ Gentleman C said, *'The Age NI Advice Line were so helpful in getting me the support I needed to get through a difficult time!'*
- ✓ *'The Advice team also referred me to St Vincent De Paul and I couldn't believe it, they were round to my house straightaway with further food vouchers for Tesco and Spar which enabled me to go and get stocked up for the Christmas holidays. I was amazed just how with one phone call I was able to get so much help to get me through a really difficult time in my life!'*
- ✓ After a follow up call, the gentleman said he has now got sorted out with his benefits claim and is getting regular payments. He said he has managed to re-adjust his budgeting and put money aside to prevent similar crises re-occurring.
- ✓ He said, *'I am also planning to go down and volunteer with De Paul to pay them back after they were so helpful to me during my time of need.'*
- ✓ He thanked Age NI's Advice team and Good Vibrations Co-ordinator, by saying *'Thanks for all your help and for phoning to check in on me, I'm always reluctant to have to ask for help but I'm glad I got to meet you when I did.'*

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#### 2. *The Advancement of Human Rights*

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI's intervention.

Age NI's Policy & Engagement team continued to work towards fulfilling the object of '*The Advancement of Human Rights*' through many strands of policy and public affairs, engaging with the Consultative Forum, Age Sector Networks and stakeholders.

Within this financial year **1,242 older people's voices were heard** through Policy & Engagement activities and **2,033 professionals were engaged with on issues that matter to older people**.

The following examples are key pieces of work delivered within the last financial year. We believe Age NI has delivered significantly in gathering and representing the views of our beneficiaries, by engaging with a range of agencies and liaising closely with key policy makers, whilst seeking to hold them to account, to improve the lives of older people in Northern Ireland.

#### 1. Programme for Government

Age NI ensured older people's voices were heard in the **Programme for Government (PfG)** Consultation.

We organised a stakeholder engagement event in Stormont attended by 80+ people including 50 stakeholders. Older people spoke directly to the First and Deputy First Ministers and held roundtable discussions with MLAs on priority issues. This was followed by a written response to the consultation, which reported back on the issues raised by older people at the event. Age NI organised a joint campaign between Age NI and the Commissioner for Older people (COPNI) calling for population ageing to be added to the Programme for Government as a priority.

The final draft of PfG included additional commitments to taking ageing population into account across all policy areas.

The following case study provides evidence of how Age NI influenced the content of the Programme for Government to include the ageing population:

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#### Background

When the draft Programme for Government (PfG) was published at the beginning of September 2024, there was very little content relating to older people or responding to the demographic reality of the ageing population. This was concerning as Age NI, along with the Commissioner for Older People, have long been lobbying the NI Executive to plan for population ageing in order to develop economic and social systems that are able to protect older people's rights.

#### Action

During the period of public consultation on the draft PfG, Age NI organised a stakeholder engagement event at Parliament Buildings, in partnership with the All Party Group on Ageing and Older People. We invited a panel of experts to speak on 5 key policy areas impacted by population ageing and of particular concern to older people. These were:

- the economy and older workers
- pensioner poverty
- health and social care
- age-friendly communities
- discrimination and rights

Age NI also presented the findings from our Lived Experience survey 2023 and the Commissioner for Older People presented the recommendations from his report on planning for an ageing population.

We were pleased that the First and deputy First Minister attended the event, gave short presentations and spent time talking directly to older people. A number of MLAs also attended and took part in roundtable discussions. The notes from these discussions formed the basis of Age NI's submission to the public consultation on the PfG. Following the stakeholder event, we also initiated a public awareness campaign with the Commissioner for Older People, calling for the ageing population to be included in the PfG as a key priority which gained good visibility through social media, as well as some print and broadcast media coverage.

#### Outcomes

When the final draft of the PfG was published on 3 March 2025, additional commentary about population ageing had been added. The document now includes the following commitment under the heading 'Shaping a better tomorrow':

**'Among these key challenges is our aging population. It is vital that the Executive works together to make sure that all of our priorities are designed with this in mind. We will draw on the data contained within our Wellbeing Framework to ensure that we continue to address the needs of our changing population when developing and delivering our policies.'**

In the same week, the Assembly debated a Motion calling for Strategic Planning for an Ageing Population to be led by The Executive Office, a development informed by Age NI's campaign and the work of the All Party Group. This was unanimously supported by MLAs and paves the way for Age NI to support older people to advocate for government to take a proactive approach to population ageing across all areas of policy making.

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#### **2. Anti-Poverty Strategy Group**

As part of the co-design group for the **Anti-Poverty Strategy**, Age NI called on the Minister for Communities to end the delay on publishing an Anti-Poverty Strategy. Age NI facilitated a successful communications plan around the launch of this group at Stormont in February 2025, which resulted in significant media coverage of this group and specific focus on the urgent need for action on older people's poverty.

#### **3. Winter Fuel Payments**

Age NI responded to the UK government decision to make **Winter Fuel payments** a means-tested benefit. We worked with Age UK colleagues and developed evidence-based policy briefings and media messages highlighting the impact on pensioners in Northern Ireland. This included supporting older people from the Consultative Forum to speak to journalists, briefing MLAs and MPs, speaking at campaign events organised by trade union retired members committees, meeting with the Minister for Communities and his officials to explore contingencies and providing a written submission to the public consultation on the Equality Impact Assessment (EQIA) process.

#### **4. Fuel Poverty Strategy**

A Consultative Forum member and Age NI staff member participated in the Department's Fuel Poverty and Just Transition Reference Panel.

Age NI supported Consultative Forum members to participate in focus groups with officials from the Department for Communities (DfC) developing the Fuel Poverty Strategy. We participated in the Fuel Poverty Coalition, attended the All Party Group on Fuel Poverty and submitted written evidence to the public consultation on Fuel Poverty.

#### **5. Frailty Network NI – My Hospital Journey Research**

Age NI has been involved in the **Frailty Network NI** for a number of years, with the Charity Director acting as Co-Chair of the Network, and members of Consultative Forum contributing their expertise and providing assurance that recommendations of the Network are in line with service user expectations.

Within this financial year, Frailty Network NI commissioned Age NI to undertake research into '*My Hospital Journey*', which aims to explore older people's experiences of unplanned hospital stays.

Age NI set up and held a meeting of an Advisory Panel with expert partners, designed the research tools in collaboration with Age NI's Consultative Forum and submitted a proposal to the Ethics Committee at Queens University Belfast.

The aim of this research is to provide information to support improved service delivery when older people have an unplanned stay in hospital as part of wider efforts to prevent hospital associated harm and frailty.

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### 6. Age NI Consultative Forum Engagements

During this financial year, our activities on the 'Advancement of Human Rights' focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI's Consultative Forum's purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI.

The following table provides a sample of how the work of the Consultative Forum (CF) and the Age NI Policy & Engagement team continued to fulfil the '**Advancement of Human Rights**' object for our beneficiaries.

<b>Other areas of work</b>	<b>Consultative Forum and Age NI staff contributions</b>
<b>QUB SPACE (Supportive Environments for Physical and Social Activity, Healthy Ageing and Cognitive Health) Project Research</b> - on ways in which where people live impacts on healthy ageing with a focus on rural and coastal areas.	<ul style="list-style-type: none"><li>• Collaborated with Queen's University Belfast and The Paul Hogarth Company to undertake research and produce a report and recommendations on factors impacting healthy ageing in rural and coastal areas.</li><li>• Conducted focus groups and interviews with older people and stakeholders in rural and coastal areas to identify needs, potential solutions and recommendations for improving services and support.</li><li>• Completed and launched report with recommendations for NI government departments and relevant agencies. Findings presented to cross-departmental and cross-sectoral audience via webinar, and to the All Party Group on Ageing and Older People.</li></ul> <p>The report will be used to inform policy development, guide the implementation of age-friendly initiatives and shape future research agendas.</p>
<b>QUB Research into the impact of isolation on healthy ageing</b>	<ul style="list-style-type: none"><li>• Collaborated with Queen's University Belfast to carry out research into the impact of isolation on healthy ageing.</li><li>• Facilitated focus groups with older people in isolated areas and produced research report.</li></ul> <p>The findings have added qualitative lived experience information to the quantitative knowledge base on this area. The aim is to use the findings to inform further work exploring ways to improve health outcomes for older people living in isolated situations.</p>
<b>ICIC (International Conference on Integrated Care) 2024</b>	Presentation delivered to an international audience by a CF member on the importance of including the lived experience of older people in the new

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	<p>Integrated Care System structures and service design.</p> <p>This could lead to a more person-centred approach to healthcare and social care, with increased participation from the community and a greater focus on preventative care.</p>
<b>PHA Project ECHO on Meaningful Engagement in Care Homes</b>	<p>A CF member and Age NI staff led a session with care home staff and leaders on the importance of recognising the individuality and rights of the person being cared for by engaging in a meaningful and person-centred way with them.</p>
<b>HSCQI (Health and Social Care Quality Improvement) Delivering Value Project</b>	<p>Age NI worked with HSCQI on the development of its Delivering Value project focused on improving hospital discharge for older people.</p> <ul style="list-style-type: none"> <li>• CF members and Age NI staff provided input into the development of the project's assessment tool and evaluation mechanism.</li> </ul> <p>Further engagement in the next stage of the project is planned with a view to supporting the project's ambition to improve the hospital discharge experience for older people, carers and families.</p>
<b>Vulnerable Customers on Public Transport – Consumer Council</b>	<p>CF members were interviewed to share personal experiences of using public transport.</p> <p>Feedback will be used to ensure that vulnerable customers are treated fairly on public transport.</p>
<b>Expert Patient input to development of Frailty Training Southern Health and Social Care Trust</b>	<p>A CF member attended a session with staff in Craigavon Hospital using frailty simulation suits to perform practical tasks. Feedback was given on the approach used and will be utilised to help develop training.</p> <p>The Southern Health and Social Care Trust intends to deliver training to all staff who interact with older people.</p>
<b>Dementia Training Working Group</b>	<p>Participated in a co-design process for developing training on dementia.</p>
<b>Information Ambassador Requests</b>	<p>Promoted and share Age NI services with community groups all over Northern Ireland, and have also delivered engagement training to bank staff and PSNI recruits.</p> <p>These sessions lead to increased awareness of issues important to older people, signposting to relevant support mechanisms and fostering community engagement.</p>

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#### 3. *The Advancement of Education*

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

#### Age at Work

Age at Work concluded within this financial year and has been a great example of how Age NI has jointly provided a bespoke project dedicated to the '*Advancement of Education*' for our beneficiaries now and in the future. Age at Work was jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which had been operational since 1 May 2019.

Within this financial year, Age NI delivered **Mid-Career Review workshops to 141 attendees**. The content of the Mid-Career Review sessions included:

- **Financial Wellbeing Training.**  
This training supported businesses in improving the financial wellbeing of employees who are planning for retirement.  
  
Topics included:
  - ✓ Budgeting
  - ✓ Pensions
  - ✓ Estate planning
  - ✓ Legal issues
- **Health and Wellbeing Training.**  
The Health and Wellbeing workshop for employees supported businesses in improving the overall health and wellbeing of employees.
- Topics included:
  - ✓ Health and Wellbeing challenges and concerns
  - ✓ Taking action
  - ✓ Physical and mental wellbeing
- **Career support Training. Topics included:**  
The career support workshop assists businesses in providing valuable career guidance and support to older workers. Whether employees are planning their next career move or preparing for retirement, this workshop will equip them with the insights and tools they need to navigate their career paths with confidence.

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Topics included:

- ✓ Career Planning
- ✓ Transferable skills and work values
- ✓ Behavioural interviewing
- ✓ Work-life balance
- ✓ Caring and your rights in work

The workshops were delivered to businesses in different sectors which include public sector, IT, housing, media, education and religion.

The following table is a snapshot of the testimonials received for each of the training workshops:

Workshop	Testimonial
Financial Wellbeing Training	<p><i>'The financial wellbeing session has focused my mind to be more pro-active in my retirement planning'.</i></p> <p><i>'The part of financial wellbeing, in particular on pensions was excellent'.</i></p>
Health and Wellbeing Training	<p><i>'Made me more aware of planning for the future and to be mindful of my own wellbeing'.</i></p> <p><i>'Helpful suggestions for physical and mental wellbeing particularly the idea of making one small change at a time'.</i></p>
Career Support Training	<p><i>'It has given me the confidence to apply for any job, by adapting my CV and showing how my skills are transferable'.</i></p> <p><i>'This workshop has given me confidence in returning to work for the next decade or so'.</i></p>

### Age NI Training

Age NI has developed and is now delivering a suite of Training, as part of the Social Enterprise model. This is another example of how Age NI has delivered the '**Advancement of Education**' object for the public benefit within this financial year.

### Age Awareness Training

The training supports customer service teams to learn how to communicate better with older people and ultimately enable older customers to feel valued and understood.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Within this financial year, Age NI delivered **6 Age Awareness training sessions to 77 participants.**

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Topics within the Age Awareness workshops include:

- Breakdown age stereotypes.
- Understand the challenges facing older people.
- Learn the factors influencing communication with older people.
- Improve communication between generations.
- Discover how to signpost older customers who need other support.

The Age Awareness Training was delivered to a range of organisations including to a council, energy providers, a Further Education College and an arm's length public body.

Testimonials from the Age Awareness Training include:

*'Age NI has delivered a number of really useful courses for our teams which help us to understand how to communicate more effectively and sensitively with our older customers. Our teams appreciate Age NI's expert knowledge and appreciate the chance to be able to engage with them through the training courses, with plenty of opportunities for active discussions'.*

*'An enjoyable and informative session'.*

*'Really enjoyable session and very beneficial in our customer service role'.*

*'Thank you for providing this training, it will be a helpful implementation into my job role'.*

*'Really enjoyed the session and will take on board what I have learned today going forward'.*

*'The session was very helpful and contained good technical information and broader info on the lives older people may lead'.*

## Older Adult Cyber Safety Workshops

The Older Adult Cyber Safety Workshops aims to support those who are 50+, to stay safe online in Belfast.

Within this financial year, Age NI delivered **39 Older Adult Cyber Safety workshops to 303 participants**.

Topics within these workshops include:

- Safe use of social media
- Identity protection
- Using online services safely
- Avoiding online scams

The Older Adult Cyber Safety workshops were delivered to community groups within the Belfast area,

Testimonials from participants of this training included:

*'The workshop was very informative and helped me understand how to protect myself online. I feel much more confident now'.*

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*'The session on safe use of social media was eye-opening. I didn't realise how much personal information I was sharing'.*



### Good Vibrations programme funded by Movember

Age NI's Good Vibrations Men's Health & Wellbeing Programme is another example of how Age NI has delivered to a section of our beneficiaries, to satisfy the object of *'The Advancement of Education'*.

#### Background

While significant work has been achieved to improve Northern Ireland's male mental health, most projects are aimed at younger men. Age NI secured Movember's support to scale up two programmes (Good Vibrations and Age at Work) which have had demonstrable mental health and wellbeing impacts for individuals aged 50+. Good Vibrations is a two year programme (completing May 2025), which aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The key beneficiaries of this programme overall will be the **7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly**.

Age NI's Good Vibrations delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, Action Mental Health, Groundwork NI's network of Men's Sheds, Counselling for All Nations, NICSSA, Public Health Agency, Relate, Men's Health Forum in Ireland and Ulster University.

In conjunction with our partners, this funding helped to apply a male gendered lens to these successful programmes to address the specific mental wellbeing needs of men aged 50+. It also helped Age NI to increase support to older men.

Good Vibrations is delivered to our beneficiaries in the aged 50+ males within the following tiers:

#### **Tier 1: Guidance for 5,000 men to improve emotional wellbeing and mental health through self-help.**

Within this financial year:

- **Awareness Campaign:** Over 1 million people were reached by various social media vehicles and 20 monthly Good Vibrations Ezines were distributed.
- **1,236 people accessed the 'How's the Form' podcast series** which consisted of 8 episodes.
- **I-Connect:** access to Inspire Wellbeing platform. **11 new registered users.**

**Tier 2: Support for 2,700 to access career and wellbeing freephone advice, online programmes and social prescribing services** to connect them with their peers and local communities.

Within this financial year:

- **Freephone Advice:** 674 calls from men were answered to support with advice.

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- **Good Vibrations Wellbeing Programme:** 368 participants benefited from the programme through online and face to face sessions.
- **Social Prescribing:** 812 social prescriptions were made to 504 men. This includes signposts and contacts to community resources and support.

**Tier 3:** Bespoke interventions including guided conversations for **200 males 50+ with a buddy support option**. It deploys a mix of virtual, face to face, telephone, peer to peer and volunteer support.

Within this financial year:

236 men were provided with bespoke one-to-one support.

Feedback from beneficiaries of the Good Vibrations Programme in relation to the 'Advancement of Education' object include:

#### In what way did taking part in the program improve your wellbeing?

'I enjoyed the health talks and it was good to get the information on benefits checks and advice'.

'It was easy to talk to people you know on the programme, we gained a bit more understanding about what's out there. I feel I have the confidence and control to change my life'.

'Provided a lot of useful information that we all need to hear about to encourage us to look after ourselves better, reminded us what we need to do to try and stay healthy'.

## Move More Live More

The Move More Live More project is another example of how Age NI is fulfilling the 'Advancement of Education' object for its beneficiaries.

Move More Live More aims to reduce the risk of falls in people over 65 by improving activity levels, strength, balance and overall health and wellbeing. In this financial year, the programme shares information and encourages activities aimed at preventing falls, so more older people can get the most out of later life.

The following statistics are a stark reminder of the importance of preventative projects like Move More Live More:



Within this financial year **920 people were supported** through the following intervention, which was aimed at individuals who may have experienced at least one fall in the past year:

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A two-week programme was delivered online and face-to-face, supported with weekly health and wellbeing updates. The programme covers the following topics:

- Staying Strong
- My Life My Goals
- Nourish and Nurture
- Think Well Live Better
- Invest in Rest
- Staying Safe

Feedback from beneficiaries of the Move More Live More Programme in relation to the 'Advancement of Education' object include:

**If you could sum up, in one sentence, the difference the Move More Live More Programme has made or will make to you, what would you say:**

'Has helped me to learn how to manage my pain'.

'It taught me how to look after myself as I get older'.

'It was great getting out of the house and learning so much'.

'Learning now to look after myself physically and mentally'.

**Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents, who indicated they *'Got information they could use'*:**

- **100% of respondents from the Wellbeing Services.**
- **93% of respondents from Care Services.**
- **95% of respondents from Advice & Advocacy.**
- **98% of respondents from the Check in and Chat Service.**

*Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

**Quotes from other Age NI services include:**

**'The advice given was comprehensive and helpful'. (Advice & Advocacy)**

**'The activities encourage me to use my brain and hands'. (Day Centre)**

**'No-one tells people in our position what help and support is out there for carers. We were doing 24hr care as well as trying to hold down jobs. With Age NI it allows us a break, with their support we now do 2 nights on 2 nights off. I feel that carers should know they are not alone and there is help out there'. (My Life My Choice)**

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### 4. *The Advancement of Health or the Saving of Lives*

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people and their families.

The following table shows the impact of our services, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported increased choice and control. 90% reported they are less stressed/worried. 80% reported improved confidence.</p>
Wellbeing Services *	<p>97% reported feeling less lonely. 95% reported feeling less isolated. 93% reported improved physical wellbeing/health 85% reported improved ability to carry out daily living tasks.</p> <p>A few quotes from service users of our Wellbeing Services:</p> <p><i>'I'm more confident as I am putting the strategies in place that I learnt from the programme'. (Move More Live More).</i></p> <p><i>'The mental health group and group for bereavement was a lifeline'. 'Having someone to listen and understand me makes me feel worthy'. (Living Well Moyle).</i></p> <p><i>'It has helped greatly as it enables me to get out with my husband into company where people understand our situation'. (Staying Sharp).</i></p> <p><i>'A service which has such a positive impact on my life. Thank you'. (First Connect)</i></p>

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<p>Care Services *</p>	<p>100% reported feeling less lonely. 100% reported increased social contact. 100% reported feeling less isolated. 100% reported improved physical wellbeing/health.</p> <p>Quotes from a few service users of our Day Centres:</p> <p><i>'The service has helped me by offering me a lovely place to go to and be with friends once a week. It gives me something to look forward to'.</i></p> <p><i>'I don't feel lonely anymore since starting the day centre'.</i></p> <p><i>'My Doctor has really noticed an improvement in my wellbeing since I commenced the service'.</i></p>
<p>Check in and Chat *</p>	<p>100% reported feeling less lonely. 100% reported feeling less isolated. 100% reported feeling less stressed/worried. 98% reported increased social contact.</p> <p>Quotes from a few service users from the Check in and Chat service:</p> <p><i>'I enjoy talking to my volunteer. It is going very well. My volunteer cheers me up she is marvellous and very uplifting'.</i></p> <p><i>'The regular tel calls helped to raise my spirits especially when things were very difficult'.</i></p>
<p>Shared Lives</p>	<p>The following feedback was provided in Year 2 of Age NI's new Shared Lives project:</p> <p><i>'Before Shared Lives I tended to be very much trapped in the house. I was really rather isolated. If you can get two people who share interests and one is perhaps considerably younger than the other, I think it's an excellent idea – giving people the movement and flexibility to do things that otherwise they might not be able to do'. (Shared Lives Supported Person)</i></p> <p><i>'It makes me happy to share my life with [Shared Lives Supported Person] and it's wonderful to see how our new friendship is making a positive impact on [the Supported Person's] life, which is really important. If anyone is thinking about becoming a Shared Lives Carer I can tell you that it is a really great idea'. (Shared Lives Carer)</i></p>

\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

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Age NI's Care Services deliver this object for both the service user and their family/carer. This is evidenced by quotes provided for different services within the Care Services umbrella. Examples include:

Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Domiciliary Care in Castlewellan</b></p>	<p><i>'Well looked after, fed, and changed and kept very comfortable and has company'.</i></p> <p><i>'Helps promote my independence. Company, I look forward to seeing the staff coming'.</i></p> <p><i>'Could not cope without this service'.</i></p>	<p><i>'Always know he is in good hands and happy and comfortable'.</i></p> <p><i>Daughter on behalf of client 'Support and companionship is very important to my dad who had dementia. He loves the company. [The domiciliary team] are part of the family now'.</i></p>
<p><b>My Life My Choice – home support service in the Belfast Health &amp; Social Trust area.</b></p>	<p><i>'The service I receive from Age NI is very important to me and my family. It helps give my family spare time when I get taken out by Age NI, knowing I am in safe hands for 4 hours'.</i></p> <p><i>'It is a lifeline helping with the grocery shopping'.</i></p> <p><i>'Going out with a very pleasant befriender'.</i></p> <p><i>'Gets me out twice weekly with lovely company'.</i></p>	<p><i>'This service takes some pressure off me and gives me more time to spend on mum's other needs. Thank you!'</i></p> <p><i>'It is a great relief to know that my mother is being looked after on that particular morning knowing that she has company and is not stuck in the house is great'.</i></p> <p><i>'I found the service very helpful for [family member] as it gives him motivation and the day gets off to a good start. He returns home with a more positive outlook'.</i></p>

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Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Day Care</b> – provides an opportunity for activity and friendship, reduction in isolation and loneliness.</p>	<p><i>'It gets me out of the house, when I am not feeling well and lifts my mind. I have met new friends and love coming to the centre. You are warm and well fed'.</i></p> <p><i>'The service has been amazing getting out with people, having a cup of tea and a chat. I love coming here and even my GP has noticed a difference in me for the good'.</i></p> <p><i>'I have not been coming very long. It is the best decision I have made and I tell others this'.</i></p> <p><i>'I find the staff wonderful and I would recommend to anyone. I would like more days'.</i></p> <p><i>'I was very depressed and from coming here it has done me the world of good'.</i></p> <p><i>'I am not lonely when I come to [Age NI Day Centre]. I enjoy the company and conversation and meeting new people. It is good fun'.</i></p>	<p><i>'We are happy as a family that our mum can attend 3 days a week, but would welcome the option of more, if this became available. However, mum is very happy in the centre and 3 days a week is a great help to the family so we don't wish to complain as we know the service is in demand and over-worked'.</i></p> <p><i>'Would love more days. My Mother has dementia she thoroughly enjoys her time at this centre. I hear her laugh before I enter the building to collect her in the afternoon'.</i></p> <p><i>"My mum is so happy in the centre. Thank you for taking such good care of her'.</i></p> <p><i>'Mum gets picked up three days a week and happily attends [Age NI] Day Centre. Even though she is very confused in her dementia, she knows the staff are kind and friendly and trusts them well. This is a great help to my 90 year old dad who primarily looks after my mum on the other days of the week'.</i></p>
<p><b>Meadowbank Residential Home</b> is located in Omagh. It enables older people living with dementia to remain living in a home-like environment.</p>	<p><i>These quotes were provided verbally by several residents:</i></p> <ul style="list-style-type: none"> <li>• <i>'Great care here'.</i></li> <li>• <i>'If you need anything you only have to ask the staff and they are very helpful'.</i></li> <li>• <i>'Staff are fantastic'.</i></li> <li>• <i>'This place is like a hotel'.</i></li> <li>• <i>'Well looked after, food is good, you will not go hungry here'.</i></li> </ul>	<p><i>'My mum could not be in a better place. She is so content and happy. This would not be possible were it not for the fantastic staff (in all professions) delivering an amazing service every day'.</i></p>

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	<p>The following quotes were received on a questionnaire from a resident who was very satisfied with the overall standard of care:</p> <ul style="list-style-type: none"><li>• 'The care is great'.</li><li>• 'Staff are brilliant'.</li><li>• 'I feel very safe, don't know where I would be if still living at home'.</li></ul>	<p>'Excellent level of care – my aunt is very happy there and staff are kind and helpful'.</p> <p>'[Family member/friend] is treated with respect and dignity at all times. Staff are very friendly and obliging. [The manager] has kept the family informed of all appointments and treatments. [Family member/friend] is very lucky to be in such a homely, caring home'.</p> <p>'Excellent level of care – my aunt is very happy there and staff are kind and helpful'.</p>
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The following short case study is about a resident living with dementia in Meadowbank Residential Home. It provides evidence of how this service has impacted an older person and provides assurance to the family. The personal story aligns with RQIA's quality review mechanism – Is care safe? Is care effective? Is care compassionate?

#### Meadowbank Resident – Lady D

##### *Circumstance:*

Lady D, was admitted to Meadowbank due to increasing needs at home, family were finding caring for her was becoming more difficult, she was often trying to carry out tasks that she was unable to do and the risk to her safety had increased greatly.

##### *Impact/change Meadowbank Residential care has had on Lady D:*

Since admission to Meadowbank the lady has settled very well. She will often state herself she loves it here and she loves the staff, the risk to her safety has greatly reduced.

##### *Assurance from family/friends of Lady D:*

The family is grateful that they know she is safe from harm and they can visit on a regular basis and enjoy their visits without the added worry about their mum.

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The following Case Study is an example of the positive impact that reminiscing sport has on older men, in particular, as they recall their 'football glory days', as players, supporters and officials. It shows how the older men engaged and enjoyed the project, fulfilling this object.

#### **Context:**

Age NI was approached by the IFA (International Football Association) to seek interest in establishing a pilot scheme involving two organisations, which would benefit older men who had an interest in football at any stage of their life, and in the capacity of a player, supporter, coach or official. The programme was delivered for seven sessions.

#### **Engagement from older men included:**

- 10 men participated in the sessions with an age range of mid 50s to mid 80s, with an average attendance of seven men per session.
- Each session had its own theme, and the men were encouraged to contribute to the content and direction of the sessions and the discussions within each session. The themes included:
  - ✓ The Team(s) I support
  - ✓ My Football Journey
  - ✓ The Greatest Footballers
  - ✓ How the game has changed
  - ✓ Football memorabilia I have collected
- There was a lot of reminiscing about the game in past times, mainly the 60s, 70s and 80s

#### **Outcomes of the programme:**

Attendees were invited to one of the Northern Ireland International Matches, a Tour of the National Stadium and a Christmas Lunch, this was well received by all of the attendees.

The men completed a post programme survey which will be evaluated by the IFA, but the following verbal feedback showed how much the older men enjoyed the programme:

**'It was the best programme of this sort I've been to'.  
'I thoroughly enjoyed the sessions'.**

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The following Case Study shows how Age NI satisfies this object, *'The advancement of health or the saving of lives'* through our Check in and Chat (CHIC) Service, as it focuses on helping an older lady with isolation and loneliness.

#### Lady E

##### **Background:**

Lady E an 80 year old lady, was referred by her health care professional to Check in and Chat due to her isolation and loneliness. Lady E had fallen and lost her confidence, and the only person she would go out with was her son who is her main support, but he works full-time. Lady E lives alone and has several health conditions, including high blood pressure, diabetes, arthritis and an anxiety disorder.

##### **Circumstances:**

The Age NI CHIC Co-ordinator took the following actions:

- A CHIC assessment was carried out to discuss Lady E's needs.
- Lady E expressed an interest in receiving telephone support and was matched with a volunteer for a weekly call.
- Lady E was referred to the Health and Social Care Trust Community Falls team for strength and balance classes.
- Lady E was referred to Age NI Advice Team for a benefit check to ensure she was receiving all her entitlements.

##### **Outcomes:**

- Lady E now receives a weekly call from her volunteer, with whom she has built a great relationship.
- This support has significantly improved her wellbeing and confidence

Lady E provided the following feedback, which shows the positive impact the service has had on this lady:

*'I really appreciate the service; I love my weekly call. I have to admit when I was first matched with my volunteer, I thought they would be too young, but I could not have wished for a better volunteer. We get on great, and they brighten my day'.*

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The following Case Study shows how Age NI delivered emotional support to an older gentleman through our **First Connect Service**, which satisfies this object, *'The advancement of health or the saving of lives'*. It shows how the service has helped this gentleman to rebuild his confidence and at the end of the sessions, there is a significant change in his emotional health.

#### Gentleman F

##### **Background:**

Gentleman F was referred to the First Connect Service by the Health and Social Services Trust social work team. After caring for his wife until she died, Gentleman F said he withdrew from society, his mental health was impacted and he reported that he had totally lost his confidence.

##### **Circumstances:**

The Age NI First Connect Co-ordinator took the following actions:

- Visited Gentleman F several times, providing an opportunity for him to talk things through and to encourage him to get out of the house for a short walk every day, which he appreciated.
- Encouraged Gentleman F to join Age NI's online group, which he agreed to and said he really enjoyed the group and after a couple of sessions said that he felt very much at home.

##### **Outcomes:**

- Gentleman F took the significant step of joining the face-to-face group, which was reported as being really progressive for him. Despite initial nervousness, the gentleman said that he enjoyed the group and benefitted from interacting with other members.
- Gentleman F has indicated that he has made friends in the group and is getting out and about much more.

The following Case Study shows the positive impact the Shared Lives service has had on Lady G, which is an example of how this service satisfies this object, *'The advancement of health or the saving of lives'*. It is remarkable the difference in how Lady G is socially interacting with her Shared Lives Carer now, compared to when they first met, showing their mutual respect. This match is also appreciated by Lady G's family.

## AGE NI

### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

#### Lady G

##### **Background:**

Lady G is 88 years of age and is living with a diagnosis of mixed dementia and other health conditions. She lives at home with the support of her husband. Prior to commencement of the service, the referring Social Worker remarked that "due to insecurities and increased anxiety [Lady G] would only leave the home in the company of her husband. He is accepting and understanding of this anxiety – however, it can at times be overwhelming for him – as he has little independent time". Furthermore, it was also evident that sleep can be erratic for Lady G with regular night-time waking, which often leaves her husband fatigued and his own energy levels very depleted.

##### **Circumstances – Details of the Shared Lives visits:**

- Together, [Shared Lives Carer] and Lady G decide on the local trips and outings they wish to pursue.
- This has included outings to local coffee shops; a visit to a local island and an afternoon spent at the Carer's home.
- More recently, [Shared Lives Carer] and Lady G have participated in a local Dementia choir which both have really enjoyed, giving a wonderful social opportunity to meet with others, and to enjoy old (& new!) pastimes.

##### **Outcomes:**

Although the Shared Lives support is in its infancy, already it is evident that a very positive and mutual friendship has been forged between [Shared Lives Carer] and Lady G. Shared Lives has opened wider social opportunities for Lady G which she is evidently enjoying in the company of [Shared Lives Carer]; ensuring that her independence is maintained and that her choice in services received, is respected (day centre attendance had also been offered). The service is also enabling Lady G's husband some time to re-charge and have some independent time to himself.

At the cornerstone of Shared Lives, is a reciprocal relationship between the person supported and their Shared Lives Carer. In a recent record of their activities, [Shared Lives Carer] related that: *"We both chatted freely....it was as if we had known each other for years, [Lady G] loves to talk about her family and recount when she was young, we had a really enjoyable time."*

Lady G's daughter wrote to the Shared Lives social worker: **"Mum is just loving her trips out and thinks the world of [Shared Lives Carer]. ♡ Thank you so much for organising this. As a family we are so grateful for everyone's kindness and support"**.

## AGE NI

### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

**5. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.**

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

#### Plans for Future Periods

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

Age NI's strategy was launched on 1 April 2022, and we're also pleased to have reported on how we've delivered against our strategy within this financial year, which concludes the current strategy. In March 2025, the Board of Trustees approved an extension of one year to its current strategy, in line with the Age UK Strategy, and we will report on the extended year in next year's Trustees' Annual Report.

#### Age NI Strategy (2022-2025)

Pillar	Objective
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs 114 competent staff (31 March 2025) who are fully committed to the mission and values of Age NI.

The Objects of Age NI are listed on page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

#### **Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on page 2 of this report.

#### **Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to delivering the recruitment process. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation 1:1 meetings with Trustees to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and makes recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed two Trustees with specific skills and expertise to the Board and Committee structure. Two of the Co-opted Trustees transitioned to appointed status, which provides an opportunity to appoint the full number of Co-opted Trustees to the Board, as the Articles permit.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

#### **Constituted Committees**

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

#### **Age NI Subsidiary**

Age NI Enterprises Ltd, a subsidiary Board of Age NI is currently dormant.

#### **Board Structure of Age NI Enterprises Ltd**

The Board of Age NI Enterprises Ltd operated as a dormant company throughout this financial year. The Directors within this financial year were Mrs Diane Creevy, Mr Paul Moorhead and Mrs Aislinn McBride.

#### **Reporting to the Board of Trustees**

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required.

#### **Audit & Risk Committee**

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensure it is kept up to date.
  - Reviews the Risk Management process from time to time to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA and other relevant bodies.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the audit committee.
- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is currently provided by the Finance & Resources committee.

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### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

- Reviews the performance reported in the Trustee's Annual Report and ensure that this is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and ensures the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services (for a period up to 5 years, with the possibility of 2 x 1 year extensions, to enable a maximum term of 7 years).
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
- **Internal Controls.** The committee:
    - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.
    - Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
    - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
    - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
    - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity. The Chief Executive to be the liaison between Audit & Risk and Finance & Resources committees.
  - **Receives updates** from the GDPR officer, People & Development Manager, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  - **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Mr Edward Smyth (until resignation) and Ms Hilary McDowell has been acting committee chair since August 2024. The Trustees and Directors on this committee within this period were Mr Edward Smyth (part), Mrs Geraldine

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

Sarah Brady, Mrs Corey Parr, Mrs Marie Bernadette Heaney (part), Mrs Aislinn McBride (part) and Mrs Elizabeth June Butler (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of one Trustee, Mr Edward Smyth (until resignation), and the Governance Secretary. Since the Trustee's resignation, the papers are prepared by the Governance Secretary and reviewed by the CEO, prior to presentation of updates and papers to the Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
  - Considers the charity's financial plans.
  - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
  - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
  - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
  - Monitors and reviews the charity's budgets for approval by the Board.
  - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
  - Monitors and reviews the charity's financial performance and invites managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
  - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
  - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
  - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
  - Investigates on behalf of the Board any matter that may put the charity at financial risk.

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### Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

- **Investments.** The committee:
  - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
  - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
  - Meets with the investment advisors and managers as appropriate.
  - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
- **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
- **Updates** were received from:
  - Director of Marketing and Business Development to monitor the income generation performance of the charity.
- **The Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mr Patrick Mullan, Treasurer. The Trustees and Directors on this committee within this financial period were Mr Patrick Mullan, Mrs Aislinn McBride (part), Ms Christine Magill and Mrs Joanne Wilson (part). The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

#### **Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees.** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

- Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
- Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- **The Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey (part) and Ms Hilary McDowell chaired the committee from October 2024. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey (part), Ms Hilary McDowell, Mrs Mary Teresa Dunlop and Mrs Joanne Wilson (part). The committee meets twice a year or more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The People and Development Manager attended, as required annually, to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

#### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 29 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

#### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

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### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers.

#### **Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and the subsidiary company was dormant.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, for approval, if appropriate.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

# **AGE NI**

## **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

### **FINANCIAL REVIEW**

#### **Incoming Resources**

Total incoming resources for the year ended 31 March 2025 were £4,457,850 (2024: £5,638,710). This includes donations and legacies of £377,148 (2024: £676,548) and income from charitable activities of £3,363,250 (2024: £4,234,012).

#### **Charitable Activities**

The financial statements comply with 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).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2025 were £4,888,829 (2024: £5,354,024). This includes expenditure on raising funds of £555,310 (2024: £591,147) and expenditure on charitable activities of £4,333,519 (2024: £4,762,877).

Our total net outgoings for the period, before other recognised gains and losses, was £430,979 (2024: Incoming £284,685). After gains from investment assets, the outgoing resource was £438,644 (2024: Incoming £331,193).

The balances on restricted funds and unrestricted funds at the year-end were £340,308 (2024: £554,325) and £2,652,388 (2024: £2,877,015) respectively.

#### **Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners had a decrease in valuation at 31 March 2025 of £494,735 from £752,400 at 31 March 2024. The unrealised capital loss in the investment portfolio for the year ended 31 March 2025 was £7,665 (2024: gain of £46,508).

#### **Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2025, the Charity held cash reserves of £1,814,275 (2024: £2,095,693).

The investment portfolio as at 31 March 2025 was £494,735 (2024: £752,400).

There was a significant £250,000 portfolio withdrawal in the year.

These funds were withdrawn to help with the purchase of Age NI's new head office.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

#### **Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2024/25 these general reserves amounted to £2,381,850 (2024: £2,552,855). Excluding tangible fixed assets these general reserves amounted to £1,532,541. This represents 77% of the six month target based on 2024/25 annual pro-rata expenditure.

Funds held within designated funds are £270,538 (2024: £324,160). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations and to help sustain and support future dementia services in our residential home.

#### **Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

#### **Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting 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 charity will continue in business.

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

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

#### **Statement as to disclosure to our auditors**

Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

## **AGE NI**

### **Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025**

#### **Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 24 September 2025 and signed on behalf of the board of Trustees by:



Ms Hilary McDowell  
Trustee

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Independent Auditor's Report To the Trustees of Age NI

#### Opinion

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2025 which comprise the statement of financial activities (incorporating the income and expenditure account, the statement of financial position, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2025 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

#### 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 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 audit opinion.

#### Conclusions relating to going concern

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

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

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

#### Other information

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

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

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Independent Auditor's Report To the Trustees of Age NI (cont.)

We have nothing to report in this regard.

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

#### Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### Auditor's responsibilities for the audit of the financial statements

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Independent Auditor's Report To the Trustees of Age NI (cont.)

their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may

**AGE NI**  
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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date

02.10.2025

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Statement of Financial Activities (incorporating the income and expenditure account)

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
<b>Income and endowments from</b>					
Donations and legacies	2	377,148	-	377,148	676,548
Charitable activities	3	2,651,003	712,247	3,363,250	4,234,012
Other trading activities	4	640,093	-	640,093	642,674
Investment income	5	77,359	-	77,359	85,476
<b>Total income and endowments</b>		<b>3,745,603</b>	<b>712,247</b>	<b>4,457,850</b>	<b>5,638,710</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(555,310)	-	(555,310)	(591,147)
Expenditure on charitable activities	7,8	(3,407,255)	(926,264)	(4,333,519)	(4,762,877)
<b>Total expenditure</b>		<b>(3,962,565)</b>	<b>(926,264)</b>	<b>(4,888,829)</b>	<b>(5,354,024)</b>
Net (losses)/gains on investment	9	(7,665)	-	(7,665)	46,508
<b>Net (expenditure)/income and net movement in funds</b>		<b>(224,627)</b>	<b>(214,017)</b>	<b>(438,644)</b>	<b>331,193</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,877,015	554,325	3,431,340	3,100,143
Total funds carried forward		2,652,388	340,308	2,992,696	3,431,340

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2024 is included in note 22 to the accounts.

# AGE NI

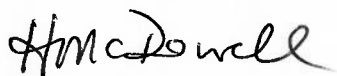
## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Statement of Financial Position

		2025	2024
		£	£
<b>Fixed assets</b>	<b>Note</b>		
Tangible fixed assets	13	849,307	616,276
Investments	14	494,735	752,400
		<hr/>	<hr/>
		1,344,042	1,368,676
<b>Current assets</b>			
Debtors	15	439,139	456,315
Investments	16	1	1
Cash at bank and in hand		1,814,275	2,095,693
		<hr/>	<hr/>
		2,253,415	2,552,009
Creditors: amounts falling due within one year	17	(604,761)	(489,345)
		<hr/>	<hr/>
<b>Net current assets</b>		1,648,654	2,062,664
		<hr/>	<hr/>
<b>Total assets less current (liabilities)/assets</b>		2,992,696	3,431,340
		<hr/>	<hr/>
<b>Net assets</b>		2,992,696	3,431,340
		<hr/>	<hr/>
<b>Funds</b>			
Restricted funds	21	340,308	554,325
Unrestricted income funds	20	2,652,388	2,877,015
		<hr/>	<hr/>
<b>Total funds</b>		2,992,696	3,431,340
		<hr/>	<hr/>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 24<sup>th</sup> September 2025, and are signed on their behalf by:



Ms Hilary McDowell  
Trustee

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Statement of Cash Flows

	2025	2024
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	<b>(438,644)</b>	331,193
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	<b>45,835</b>	38,883
Net (losses)/gains on investments	<b>7,665</b>	(46,508)
Other interest receivable and similar income	<b>(77,359)</b>	(85,476)
<i>Changes in:</i>		
Trade and other debtors	<b>17,176</b>	114,406
Trade and other creditors	<b>115,416</b>	32,619
	<hr/>	<hr/>
Cash generated from operations	<b>(329,911)</b>	385,118
Interest received	<b>77,359</b>	85,476
	<hr/>	<hr/>
Net cash used in operating activities	<b>(252,552)</b>	470,594
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	<b>(282,242)</b>	(554,470)
Purchase of other investments	-	-
Proceeds from sale of other investments	<b>253,376</b>	-
	<hr/>	<hr/>
Net cash used in investing activities	<b>(28,866)</b>	(544,470)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	<b>(281,418)</b>	(73,876)
Cash and cash equivalents at the beginning of the year	<b>2,095,693</b>	2,169,569
Cash and cash equivalents at the end of the year	<b>1,814,275</b>	2,095,693
	<hr/>	<hr/>

The notes on pages 65 to 76 form part of these financial statements

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### 1. Accounting Policies

#### Basis of Accounting

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 which applies in the UK (FRS102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

#### Going concern

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

#### Income recognition

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

The notes on pages 65 to 76 form part of these financial statements

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### Accounting Policies (continued)

#### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

#### Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

#### Limited by guarantee

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### 2. Donations and legacies

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Legacies	377,148	377,148	676,548	676,548

### 3. Charitable activities

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025
	£	£	£
DHSSPS	82,830	-	82,830
Age UK (received Organisational support grant)	231,417	-	231,417
Meadowbank	1,046,140	-	1,046,140
IDC & Daycare	539,915	-	539,915
Day Care	680,860	-	680,860
First Connect/Advice/Advocacy	-	110,000	110,000
Service income	26,124	-	26,124
Other charitable activities	43,717	602,247	645,964
	<u>2,651,003</u>	<u>712,247</u>	<u>3,363,250</u>

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£
DHSSPS	82,830	-	82,830
Age UK (received organisational support grant)	291,600	-	291,600
Meadowbank	1,203,392	-	1,203,392
IDC & Daycare	471,996	-	471,996
Day Care	686,967	-	686,967
First Connect/Advice/Advocacy	-	106,666	106,666
Service income	15,093	-	15,093
Other charitable activities	38,960	1,336,508	1,375,468
	<u>2,790,838</u>	<u>1,443,174</u>	<u>4,234,012</u>

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### 4. Other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Fundraising	265,494	<b>265,494</b>	297,689	297,689
Commercial income	374,599	<b>374,599</b>	344,985	344,985
	<u>640,093</u>	<u><b>640,093</b></u>	<u>642,674</u>	<u>642,674</u>

### 5. Investment income

	Unrestricted Funds 2025 £	Total Funds 2025 £	Unrestricted Funds 2024 £	Total Funds 2024 £
Bank interest receivable	55,495	<b>55,495</b>	59,152	59,152
Dividend income	21,864	<b>21,864</b>	26,324	26,324
	<u>77,359</u>	<u><b>77,359</b></u>	<u>85,476</u>	<u>85,476</u>

### 6. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Wages & salaries	358,382	358,382	357,271	<b>357,271</b>
Retail	443	443	1,694	<b>1,694</b>
Operational expenses	49,921	49,921	51,300	<b>51,300</b>
Transport	157	157	42	<b>42</b>
Accommodation	73,914	73,914	95,199	<b>95,199</b>
Other	13,342	13,342	27,689	<b>27,689</b>
Depreciation	6,398	6,398	8,695	<b>8,695</b>
Other support costs	52,753	52,753	49,258	<b>49,258</b>
	<u>555,310</u>	<u>555,310</u>	<u>591,147</u>	<u><b>591,147</b></u>

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### 7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2025 £	Total funds 2024 £
Delivering flagship services	3,506,221	495,049	4,001,270	4,500,186
Leading authoritative expert on ageing	100,462	23,534	123,996	78,268
Mobilisation of a strong & vibrant age sector	85,686	35,764	121,450	104,866
Governance costs	-	86,803	86,803	79,557
	<u>3,692,369</u>	<u>641,150</u>	<u>4,333,519</u>	<u>4,762,877</u>

### 8. Analysis of support costs

	Analysis of support costs £	Total 2025 £	Total 2024 £
Staff costs	273,983	273,983	208,630
Governance costs	86,993	86,993	79,652
Operational	97,441	97,441	56,262
Transport	10,793	10,793	1,734
Accommodation	237,071	237,071	308,380
Other	(45,381)	(45,381)	(43,224)
Depreciation	18,505	18,505	16,989
Retail	-	-	-
	<u>679,405</u>	<u>679,405</u>	<u>628,424</u>

### 9. Net (losses)/gains on investments

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Gains/(losses) on listed investments	(7,665)	(7,665)	46,508	46,508

### 10. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	45,835	38,883

# AGE NI

## Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

### 11. Staff costs

	2025	2024
	£	£
Wages and salaries	3,034,673	2,986,113
Social security costs	245,710	231,457
Pension costs	142,907	135,575
	<u>3,423,290</u>	<u>3,353,145</u>

The average head count of employees during the year was 142 (2024: 144).

The number of employees whose remuneration for the year fell within the following bands, were:

	2025	2024
£70,000 to £79,999	3	1

### 12. Trustee remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil). They were not reimbursed travel expenses during the year (2024: £121). No charity trustee received payment for professional or other services supplies to the charity (2024: £nil).

The total employee benefits of the key management personnel of the charity total £304,141 (2024: £295,153).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2024	590,978	192,230	83,324	182,033	17,968	<b>1,066,533</b>
Adjustments	-	(173)	-	-	-	<b>(173)</b>
Additions	249,604	9,750	-	22,888	-	<b>282,242</b>
Disposals	-	(20,777)	(26,592)	(44,826)	(749)	<b>(92,944)</b>
At 31 Mar 2025	840,582	181,030	56,732	160,095	17,219	<b>1,255,658</b>
<b>Depreciation</b>						
At 1 Apr 2024	55,864	153,712	83,324	149,078	8,279	<b>450,257</b>
Adjustments	-	76	-	-	-	<b>76</b>
Charge for year	12,924	13,397	-	17,608	1,906	<b>45,835</b>
Disposals	-	(20,147)	(26,592)	(42,441)	(637)	<b>(89,817)</b>
At 31 Mar 2025	68,788	147,038	56,732	124,245	9,548	<b>406,351</b>
<b>Carrying amount</b>						
At 31 Mar 2025	771,794	33,992	-	35,850	7,671	849,307
At 31 Mar 2024	535,114	38,518	-	32,955	9,689	616,276

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 Apr 2024	752,400
Additions at cost	-
Disposals at market value	(250,000)
Fair value movements	(7,665)
Other movements	-
At 31 Mar 2025	<b>494,735</b>
<b>Impairment</b>	
At 1 Apr 2024 and 31 Mar 2025	
Carrying amount	
At 31 Mar 2025	494,735
At 31 Mar 2024	752,400

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners.

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**15. Debtors**

	2025	2024
	£	£
Trade debtors	235,707	113,783
Other debtors	203,432	342,532
	<u>439,139</u>	<u>456,315</u>

**16. Investments**

	2025	2024
	£	£
Shares	1	1

**17. Creditors: amounts falling due within one year**

	2025	2024
	£	£
Trade creditors	123,816	66,165
Accruals and deferred income	372,341	336,571
Social security and other taxes	54,004	49,922
Other creditors	54,600	36,688
	<u>604,761</u>	<u>489,345</u>

**18. Deferred income**

	2025	2024
	£	£
Amounts deferred in year	158,239	165,323

**19. Related party transactions**

There were no related party transaction in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	<b>At 1 Apr 2024</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Revenue Fund	2,552,855	3,745,603	(3,962,565)	53,622	(7,665)	<b>2,381,850</b>
Designated funds	324,160	-	-	(53,622)	-	<b>270,538</b>
	<b>2,877,015</b>	<b>3,745,603</b>	<b>(3,962,565)</b>	<b>-</b>	<b>(7,665)</b>	<b>2,652,388</b>

**21. Restricted funds**

	<b>At 1 Apr 2024</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Shared Lives Service	-	167,000	(166,409)	-	-	591
Age UK Cost of Living	-	2,683	(2,683)	-	-	-
Day Care Restricted	19,266	2,295	(2,810)	-	-	18,751
My Life My Way	14,960	-	(3,737)	-	-	11,223
My Life My Wellbeing	1,080	-	(1,080)	-	-	-
Carer Wellbeing Service	2,392	-	(2,392)	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Age UK Entitled to more Reminiscence	-	39,416	(37,641)	-	-	1,775
Belfast City Council Hardship Fund	28,952	-	(2,000)	-	-	26,952
Friends of Living Well Moyle	-	35,000	(35,000)	-	-	-
Lottery Age at Work	225	-	(34)	-	-	191
MCI (Staying Sharp)	128,407	38,778	(100,392)	-	-	66,793
Age UK – Keeping Well at Home	22,053	19,789	(16,495)	-	-	25,347
Age UK COVID Appeal Fund	595	-	(595)	-	-	-
Health & Wellbeing	6,404	-	(6,404)	-	-	-
<i>Total carried to next page</i>	<b>39,380</b>	<b>-</b>	<b>(9,574)</b>	<b>-</b>	<b>-</b>	<b>29,806</b>
	<b>265,714</b>	<b>304,961</b>	<b>(387,246)</b>	<b>-</b>	<b>-</b>	<b>183,429</b>

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**21. Restricted funds (continued)**

	At 1 Apr 2024	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2025
<i>Total carried from prev page</i>	265,714	304,961	(349,605)	-	-	181,665
Impact Reporting	710	-	(710)	-	-	-
Dept. of Communities Support & recovery Fund	72,256	-	(39,841)	-	-	32,415
Good Vibrations	-	123,149	(123,149)	-	-	-
Employment & Skills Initiative	15,436	27,837	(31,060)	-	-	12,213
Bee Project	7,207	-	-	-	-	7,207
Project ReGain	36,684	100,000	(133,275)	-	-	3,409
JTI	79,621	110,000	(117,585)	-	-	72,036
Lisburn & Castlereagh Age Sector	1,963	-	(80)	-	-	1,883
Armed Forces Belfast	3,546	-	-	-	-	3,546
CHIC All Ireland Funds	-	500	(500)	-	-	-
Older Adult Cyber Security	9,807	15,261	(25,068)	-	-	1
Virtual Reality Dementia	-	6,498	(670)	-	-	5,828
Maureen Boal	30,750	-	(20,000)	-	-	10,750
QUB SPACE project	8,214	-	(8,214)	-	-	-
QUB Social Isolation Research	-	2,083	(2,083)	-	-	-
Hospital Journeys Research for Frailty Networks	-	20,723	(19,413)	-	-	1,310
Enrich	17,779	-	(13,000)	-	-	4,779
Ulster Orchestra	975	-	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	3,417	1,234	(4,370)	-	-	281
	<u>554,325</u>	<u>712,247</u>	<u>(926,264)</u>	-	-	<u>340,308</u>

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**22. Statement of Financial Activities for Year Ended 31 March 2024**

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	676,548	-	<b>676,548</b>
Charitable activities	2,790,838	1,443,174	<b>4,234,012</b>
Other trading activities	642,674	-	<b>642,674</b>
Investment income	85,476	-	<b>85,476</b>
<b>Total income and endowments</b>	<b>4,195,536</b>	<b>1,443,174</b>	<b>5,638,710</b>
<b>Expenditure</b>			
Expenditure on raising funds:			
Costs of other trading activities	(591,147)	-	<b>(591,147)</b>
Expenditure on charitable activities	(3,299,380)	(1,463,497)	<b>(4,762,877)</b>
<b>Total expenditure</b>	<b>(3,890,527)</b>	<b>(1,463,497)</b>	<b>(5,354,024)</b>
Net (losses)/gains on investment	46,508	-	<b>46,508</b>
<b>Net (expenditure)/income and net movement in funds</b>	<b>351,517</b>	<b>(20,322)</b>	<b>331,193</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	2,525,498	574,647	<b>3,100,143</b>
Transfer from Age NI Enterprises			
<b>Total funds carried forward</b>	<b>2,877,015</b>	<b>554,325</b>	<b>3,431,370</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Accounts

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COMPANY REGISTRATION NUMBER: NI071940  
CHARITY REGISTRATION NUMBER: 104640

**AGE NI**

**Company Limited by Guarantee**

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3 Lower Crescent  
Belfast  
BT7 1NR

t: 028 9024 5729  
e: info@ageni.org  
www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2023/24.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and policy and engagement activities. Within this financial year, as we emerge from the pandemic, we were able to return to face-to-face delivery for the majority of our services. We also tailored our delivery to remain accessible for older people, who didn't feel confident in returning to a physical setting. We continued to deliver the 'Check in and Chat Service', following its successful delivery during the pandemic, as it helped and continues to help address loneliness.

We know that tackling loneliness requires a personalised approach to understand the reasons for loneliness and provide support to re-connect, taking account of individual needs, wishes and aspirations. Feedback from an older person surveyed through the Lived Experience Survey, which highlights the importance of early intervention said 'Loneliness is one of the most stressful issues which can then lead to more physical and mental decline if not identified early'.

We are delighted to report that we concluded another year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ We are delighted to have established **Age NI's Shared Lives Service**, which is a new regulated service for Age NI. It specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.
- ✓ We are proud to have delivered an **array of services and programmes to older people**, providing a variety of options for our beneficiaries (Page 6). We recognise the diversity of older people and have developed projects targeting different groups.
- ✓ We have successfully **delivered on each of the Pillars within our Strategy** throughout the organisation, and have documented our achievements on Page 17.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

**Reference and administrative details**

**Registered charity name** AGE NI  
**Charity registration number** 104640  
**Company registration number** NI071940  
**Principal office and Registered office** 3 Lower Crescent  
Belfast  
BT7 1NR  
Tel: (028) 9024 5729  
Website: [www.ageni.org](http://www.ageni.org)

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Geraldine Sarah Brady	Trustee
Mrs Mary Teresa Dunlop	Trustee
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Edward Smyth	Trustee (Resigned 25 June 2024)
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Mrs Marie Bernadette Heaney	Co-opted Trustee (Resigned 26 June 2024)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Mrs Corey Parr	Co-opted Trustee (Appointed 1 September 2023)

**Auditor** Moore (N.I.) LLP  
Donegall House  
Donegall Square North  
Belfast  
BT1 5GB

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**Investment Bankers**                      Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**                                      Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

**Bankers**                                         Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people to enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Living in an ageing society:**

A longer later life is to be celebrated, bringing prospects of pursuing new activities, having time to dedicate to the things we enjoy, contributing to our families and communities. Many of us, however, don't like to talk about getting older but ageing comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us. Many older people enjoy life to the full, while others struggle because of poverty, health inequality, isolation or discrimination.

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census<sup>1</sup> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy has slowed down and there has been no change in the number of years spent in good health<sup>2</sup>. More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care home settings. There has been an increase in the percentage of the NI population feeling lonely; with higher levels of loneliness for people aged 50-64 and 75+. <sup>3</sup>

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<sup>1</sup><https://www.nisra.gov.uk/system/files/statistics/census-2021-main-statistics-for-northern-ireland-phase-1-press-release.pdf>

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**Emerging from the pandemic:**

As we emerge from the pandemic, we are mindful that for many older people, the pandemic was associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities – as civic leaders, and as the “glue” that holds communities together.

We know that some older people continued to be fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care. This has increased levels of loneliness and isolation experienced by older people.

We know that the impact of the pandemic remains with many older people and within this financial year, we have endeavoured to address these issues, through a variety of services, wellbeing programmes and innovative projects. We recognise the diversity of older people, and seek to provide many options to suit individual needs.

During the pandemic, the CEO developed a Business Continuity Plan, which was discussed within the Board/Committee structure and provided a summary of how Age NI continued to deliver for our beneficiaries and stakeholders throughout the pandemic, aligned to the Corporate Risk Register.

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**Age NI Services**

The following table includes an explanation of the services we delivered within the financial year, and provides context for some services which are included later in the report.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the financial support they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Grove Day Centre, Ballynahinch</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <ul style="list-style-type: none"> <li>• <b>Domiciliary Care:</b> Age NI provides vital Domiciliary Care services to support individuals in the South Eastern Health &amp; Social Care Trust who wish to stay in their own home. Services may involve routine household tasks, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.</p>

	<p><b>My Life My Choice:</b> My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:</p> <ul style="list-style-type: none"> <li>• Continue to do the things they enjoy, take part in social activities or learn something new.</li> <li>• Meet new people and chat about things that are important to them.</li> <li>• Be signposted to other sources of support and activities within their area.</li> <li>• Be connected to Age NI's Advice &amp; Advocacy Service, get a free benefit check and find out what financial support, or other support, they may be entitled to.</li> </ul> <p>We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.</p> <p>Referrals to this service are through the Belfast Health and Social Care Trust.</p> <ul style="list-style-type: none"> <li>• <b>Residential Home (Meadowbank):</b> Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents.</li> </ul>
<p><b>'Check in and Chat' telephone service</b></p>	<p>The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with an older person and provides an opportunity for a friendship call on a weekly basis.</p>
<p><b>Shared Lives</b></p>	<p>Age NI's Shared Lives service specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.</p> <p>Age NI's regional Shared Lives service is commissioned by the Department of Health and registered with RQIA. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps</p>

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to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care.

Initially the service is providing day support but will develop to offer short breaks and long-term care.

In addition to Age NI delivering the above key services, within this financial year we have also delivered the following Wellbeing Services/Programmes, to improve the lives of older people in Northern Ireland:

Wellbeing Service/Programme	Description
<p><b>First Connect</b></p>	<p>The First Connect Service (operational in Northern and Belfast Health &amp; Social Care Trust areas) provides emotional and practical support at difficult times for older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.</p> <p>Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Clients can avail of bespoke one-to one support (either face to face, by telephone or via an online platform) and/or group involvement. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.</p>
<p><b>Living Well Moyle</b></p>	<p>Living Well Moyle is a partnership between Age NI, GP practices throughout the Dalriada area (Northern Health &amp; Social Care Trust), the local council, health and social care organisations and the local community. It is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic health conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them. A strong cohort of volunteers further enhance provision of support.</p>

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<b>Staying Sharp</b>	Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.
<b>My Life My Wellbeing</b>	My Life My Wellbeing aimed to improve the wellbeing of older people and older carers through targeted and person-centred approaches. This included one to one support, access to information and a tailored Carers' Guide, online wellbeing programme and a public awareness campaign. The project was funded until December 2023 and provided support in the Belfast and Northern Health and Social Care Trust areas.
<b>Carer Support programme</b>	The Carer Support programme aimed to support the mental health of carers of older people by providing personalised support, including information and advice, access to wellbeing programme and an awareness raising campaign. The project was funded until March 2024 and provided support in the Belfast Health and Social Care Trust area.
<b>Move More Live More programme</b>	<p>Move More Live More is an innovative falls prevention programme which delivers three tiers of intervention to older people: education, information and awareness to those who may not have experienced a fall; six week, expert led information and activity programme to those who may have experienced a fall; and a smart, wearable device monitoring activity and general health, to those deemed to be at a high risk of falling again.</p> <p>Age NI delivers this project as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.</p>

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<b>Good Vibrations programme</b>	<p>'Good Vibrations' aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The Good Vibrations programme is delivered through three tiers of support: information and guidance to improve emotional wellbeing and mental health through self-help; access to career and wellbeing support programmes, advice, social prescribing services; and one to one interventions and buddy support.</p> <p>'Good Vibrations' delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, reflecting the diversity of men and communities.</p>
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**Connect North Link Worker Wellbeing Service**

The following Project shows the successful transition from the Local Community Navigator wellbeing service to the Connect North Link Worker wellbeing service, which operates a new model of delivery in the Northern Health & Social Care Trust area:

A brief description of the Locality Community Navigator, for context:

The Locality Community Navigator's role was to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Northern Health & Social Care Trust, and other statutory bodies in a partnership approach. The objective was to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also kept the Northern Health and Social Care Trust older people's directories updated.

The **Locality Community Navigator** service ended within this financial year and a tender process initiated for the Connect North Link Worker programme for four locations within the Northern Health & Social Care Trust area. Age NI was delighted to have been initially awarded three of the four areas, with the fourth area awarded later in the year.

Age NI was pleased to present to the International Conference on Integrated Care in March 2024 for the Connect North Link Worker service and the Move More Live More project (outlined above).

**Description:**

Age NI's Connect North Link Worker service works in collaboration with the Northern Health & Social Trust Connect North team.

The aim of this service is to provide a holistic, social prescribing service for those who are experiencing social, emotional or practical issues which are affecting their health and wellbeing and require assistance from a link worker to determine appropriate supportive services.

**Service delivery:**

To enable the most appropriate intervention for clients who require support and information about services to improve their overall health and wellbeing, the service has a 3-step process:

**Step 1.** The client/ carer is directed to the Northern Health & Social Care Trust online directory of services (Population Plus) to find support and information which could benefit them.

**Step 2.** Using Population Plus, we signpost clients/carers to helpful sources of information based on assessment of their social needs.

**Step 3.** Where the client/carers has been unable to access Population Plus and/or signposting has not been effective, then one-to-one support is provided by the Connect North Link Worker.

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
<b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
<b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
<b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
<b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our strategy, we have provided our KPIs for 2022-25 below.

Our performance against the KPIs in this financial year are included with last year's performance and our Outcomes, which show how we're delivering the priorities against each pillar.

<b>Pillar</b>	<b>KPI 2022-25</b>	<b>Performance 2023-2024</b>	<b>Outcomes</b>
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p>	<p><b>161,660 engagements</b> were delivered (in services and information guides).</p> <p><b>5921 people</b> directly supported.</p> <p>Age NI's Shared Lives service was established. <b>Six Shared Lives Carers approved. One Shared Lives arrangement in place.</b></p> <p>Building collaborations with:            Ulster University, Voluntary organisations, Public Health Agency (PHA) and councils.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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	<p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Wellbeing scores for services were 93% and above.</p> <p>Targeted public awareness campaign promoting ageing well had a reach of 1,002,553 people. Reach increased in digital stakeholder engagement by 10% and in line to reach target by 2025.</p>	
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Pillar	KPI 2022-25	2023-24	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p><b>Service reach:</b>  Age NI delivers services in all HSC Trust and Council areas.  Gender: 64.7% (female); 35.4% (male); 0.2% Other/unknown  Age range: 55+. 52.5% are aged 65+.</p> <p>Movember project targets men aged 50+ and is a partnership of organisations to reach and engage men from different communities, backgrounds and circumstances.</p> <p>4 meetings of the Age Friendly Network organised.  4 regional meetings with Age Sector Networks held.</p> <p><b>10 Age Awareness workshops</b> were delivered to <b>7 workplaces and businesses</b>, which were attended by 129 people across a range of financial, utility, statutory and voluntary sector organisations.</p> <p><b>Cyber Safety training</b> prepared for Belfast City</p>	<ul style="list-style-type: none"> <li>Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

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		council, to be delivered in 2024/2025 financial year.	
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Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Policy</b>  By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	Influence Government and policy thinking.  700 engagement/policy influencing voices heard by decision makers.	<b>983 Lived Experience surveys were returned</b> - 687 online and 296 by paper copy.  <b>4 All Party Group meetings (including AGM) were held.</b>  <b>4 Consultative Forum meetings were held, with themed agendas. Additional engagement meetings were held with public bodies, as required.</b>	<ul style="list-style-type: none"> <li>Ageism is reduced.</li> <li>Older people's rights are upheld.</li> <li>The contribution of people in later life is valued.</li> </ul>

Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Progressive organisation</b>  By 2025, we will have further invested in the talent of our team, leadership, technology and engagement	IIP Platinum accreditation.  70% positive staff engagement.  100% maintenance of regulated services to RQIA standards.  Financial Strategic Plan in place. Mixed economy income generation.  Approved Audited Accounts and Management letter.  Maintained Charity Commission/Companies House compliance.	IIP Gold Award was retained in January 2024.  Mental health and wellbeing Action Plan was <b>implemented in June 2023</b>  Care Services all met RQIA standards.  Financial Strategy in place, approved by Board of Trustees in April 2023.  Approved audited accounts. Management letter had no recommendations.  Continue to maintain compliance with The	<ul style="list-style-type: none"> <li>The voice of older people influences what Age NI does.</li> <li>Age NI is a great place to work and volunteer.</li> <li>Age NI demonstrates how it has changed people's lives.</li> <li>Age NI operates as an integrated charity.</li> <li>Age NI is properly resourced to deliver its plans and activities.</li> <li>Age NI is effectively led and governed.</li> </ul>

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	<p>99% uptime technology capabilities.</p>	<p>Charity Commission for NI and Companies House.</p> <p>Renewed and maintained <b>Cyber Essential Plus Certification.</b></p> <p><b>Achieved 99% uptime technology capabilities.</b></p>	
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**ACHIEVEMENTS AND PERFORMANCE 2023/2024**

In 2023/2024 with support from our partners and stakeholders, we had **161,660 interactions with older people** (Age NI Services and targeted information).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2023/2024 include:

<b>People – Provide and develop quality services and support to improve the independence and wellbeing of older people</b>
Age NI Advice & Advocacy Service received <b>over 10,000 (10,014)</b> calls to the Advice Line, with <b>£1,013,362 identified in unclaimed benefit</b> .
In <b>Care Services</b> , Age NI supported <b>485 older people</b> and delivered <b>395,969 hours of care</b> within the following services: <ul style="list-style-type: none"><li>• Day Care - Support and interaction within this service provided social inclusion.</li><li>• Domiciliary Care - Personal care and support provided to individuals in their own home.</li><li>• My Life My Choice - Home support and social outings for individuals with dementia.</li><li>• Meadowbank Residential Care - 24-hour care and support to residents with dementia.</li></ul>
All RQIA standards were met across all of Age NI Care services.
Age NI's <b>Wellbeing Services</b> supported <b>2654 older people</b> in this financial year, through a range of innovative services including those developed this year: <ul style="list-style-type: none"><li>• <i>Move More Live More</i> - falls prevention programme.</li><li>• <i>Good Vibrations (Movember)</i> – regional programme to improve the health and wellbeing of men aged 50+.</li><li>• <i>My Life My Wellbeing</i> - supporting the wellbeing of older people and older carers through person-centred approaches.</li><li>• <i>Carer Support programme</i> - supports the mental health of carers of older people.</li><li>• <i>Connect North</i> – provides a holistic, social prescribing service for older people who are experiencing social, emotional or practical issues affecting their health and wellbeing.</li></ul>

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Age NI's **Shared Lives service** was launched in September 2023. The service supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, hobbies and community life with an older person requiring support. Key achievements within this financial year were:

- Six Shared Lives Carers were recruited, assessed, approved and trained.
- 12 Approval Panel Members from across the Health & Social Care Trusts and a Panel Chair were recruited, inducted and trained on the roles and responsibilities of the Shared Lives Approval Panel.
- Two professionally qualified and experienced social workers were recruited to the Shared Lives Team.
- The Head of Shared Lives visited the Shared Lives Scheme in Moray, Scotland and ongoing regular workshops were held jointly with Positive Futures Shared Lives scheme **to consider and share best practice, and to develop and provide peer support.**
- At the **CO3 Leadership Awards** in March 2024, the Head of Shared Lives was highly commended in the category of '**Partnership and Collaboration**'.

At Year 5 of the **Age at Work programme**, **32 Mid-Career Review sessions were delivered which resulted in 502 participants receiving Mid-Career Reviews.** This project supports older workers to remain in, or return to work and contributes to improving the independence and wellbeing of older people.

Quotations provided from NI beneficiaries of the Age at Work programme, which focused on the Mid-Career Reviews (the area of the programme which Age NI delivered) include:

- ✓ *"Very insightful and learned a good deal." (Male, NI, MCR)*
- ✓ *"Learned very useful, practical things, gained new knowledge re. pensions and feel encouraged to take action." (Female, NI, MCR)*
- ✓ *"Provided a very helpful overview of financial planning and pensions, well delivered and clearly articulated by both course presenters. Has encouraged me to think more about how I might start to save more with a view to building up more financial security for retirement." (Female, NI, MCR)*

Age NI's **Independent Living Products** range has grown to provide older people and their families with practical options to improve their independence and remain living in their homes. The Age NI Independent Living Products portfolio includes:

- *Mobility furniture for independent living*, including adjustable beds and lift and riser recliners. We have added this range of products to our portfolio within this financial year which include updated products and services provided by 3<sup>rd</sup> party partners.
- *Mobility aids*, including beds, seating and stairlifts.
- *Bathroom Adaptations*, which includes trip-free and anti-slip showers, shower seats, walk in baths, toilets and accessories and support rails.
- *Key Safes* – outdoor key safes to keep the home and keys safe, which help a person to share their home access with care providers, emergency services and loved ones safely and securely.
- *Personal Alarms in Northern Ireland* – if a person is in an accident or has a fall, they can get help quickly by pressing their alarm pendant. **Age NI has been working with multi-disciplinary teams including social workers, health professionals and trusts to promote the product.** In addition, Age NI's ezine has been distributed to all NI pharmacies bi-annually, which promotes Personal Alarms.

**Places – Prepare for our ageing demographic by creating an age friendly society**

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**10 Age Awareness Workshops** were delivered to **129 participants**. Age Awareness Training supports customer service teams to learn how to communicate better with older people, and ultimately enable older customers to feel valued and understood.

Age NI supported the **Age Sector Networks (ASN)** in the following ways, as they strengthen community based older people's organisations and deliver at a local level.

- Built and maintained strong and effective relationships with Age Sector Networks across all 11 local council areas.
- Supported effective capacity building and transitional processes with networks.
- Planned and facilitated five ASN exchange meetings and 1-1 support to promote shared learning, best practice, knowledge exchange and collaboration.
- Produced and circulated 10 editions of Signpost eZine.

Age NI **supported Age Sector Network representatives** to participate in policy and engagement activities:

- Promoted active engagement of older people, local groups and ASNs to gather experiences and case studies.
- Facilitated ASNs to support and promote older people's direct engagement in statutory policy consultations such as the review of the Regional Infrastructure Support Programme, Community Transport and Concessionary Fares.

**Age NI provides secretariat support to the Age Friendly Network NI and encourages the participation of Age Sector Networks (ASNs) in Age Friendly initiatives, including:**

- Promoting and supporting the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities, such as setting up of two 50 + forums to engage with Councils.
- Sharing Age Friendly progress and best practices across Councils and ASNs.
- Supporting the development, autonomy and sustainability of age sector networks in five council areas providing key service delivery.

Age NI has been involved in the Frailty Network NI. Five members of **Age NI's Consultative Forum contributed to Frailty Network NI Task and Finish groups**. We were delighted that our Consultative Forum Chair was the first speaker at the **Frailty Network Conference, which was organised in collaboration with the British Geriatric Society**.

**Age NI benefited from 484 volunteers being utilised throughout the charity, providing 542 volunteer opportunities. 94% of volunteers said they 'Feel they give back to community'.**

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<b>Policy – Protect and promote the rights of older people</b>
4,231 older people’s voices were heard through Age NI Policy and Engagement activities.
Age NI engaged with the <b>Department for Infrastructure (DfI) on the consultation proposals for change on concessionary fares, to ensure older people’s voices were heard by decision makers.</b>
<i>Age NI acts as the Secretariat for the <b>All-Party Group on Ageing and Older People, which ensures that the issues affecting older people are a priority for the NI Assembly.</b></i>
Four meetings were held in this financial year and the subjects covered included: <ul style="list-style-type: none"> <li>• Managing and preventing frailty.</li> <li>• The importance of prevention and early intervention.</li> <li>• Loneliness (joint meeting with the APG on Preventing Loneliness).</li> <li>• An AGM to elect officers and identify priority issues for the following year.</li> </ul> <p>Age NI provided support and briefings in relation to the <b>Assembly Motion on Loneliness Strategy</b> which followed the APG meeting on the matter.</p>
Following the Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. <b>983 people responded to the survey</b> , 687 online and 296 by paper copy. The results demonstrate that the top 4 priority issues for respondents were: <ol style="list-style-type: none"> <li>1. Equal access to appropriate healthcare and services</li> <li>2. Keeping safe from scams</li> <li>3. Transport and Travel</li> <li>4. Rights of older people</li> </ol> <p>The outcomes of this third survey allow us to ensure older people’s voices are being heard by policy and decision makers, and shapes Age NI’s policy priorities going forward.</p>

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

Development of IT/digital enhancements to SharePoint, AI, Cyber Security, smarter ways of working
Age NI has invested in Succession Planning for the Senior Management Team, as one member of the Operational Leadership Team (Head of Wellbeing Services) commenced the first year of a Post Grad Diploma in Health & Social Care Management (2 year programme).
Age NI has also provided opportunities for individuals to progress within the organisation.
Age NI has renewed and maintained the <b>Cyber Essentials Plus Certification</b> , which involves a rigorous assessment of an organisation’s cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

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<p>Age NI retained the <b>Gold Status of IIP (Investors in People) accreditation</b>.</p> <p>Staff quotations from the IIP report, in response to being asked to 'Describe Age NI as an employer' included.</p> <ul style="list-style-type: none"><li>✓ <i>"It strives to make things better for older people – I'm proud to work there".</i></li><li>✓ <i>"It's a great organisation with very skilled, warm, and hardworking staff".</i></li><li>✓ <i>"I love working here and have seen so many new services being introduced".</i></li><li>✓ <i>"Age NI is an excellent employer and very professional in dealing with service users and funders".</i></li><li>✓ <i>"It's a great company to work for with an excellent reputation in the local community"</i></li></ul>
<p>Age NI was successful in a number of <b>proposals</b>, which enable Age NI to deliver key wellbeing, advice and engagement services and activities for our beneficiaries.</p>
<p>Age NI developed a new <b>Gifts in Wills strategy</b> to ensure older people will have the support they need in the future. We're delighted to report that Corporate Fundraising has performed well over the financial year and overall fundraising activities have returned to pre-covid 19 levels.</p>
<p>The Board of Trustees delivered a <b>Co-opted Trustee Recruitment process, to enable the Board to appoint individuals with the required skills, experience and expertise to the Board/Committee Structure</b>. From this process, the Board appointed three Co-opted Trustees.</p>
<p>Age NI has utilised the recently developed <b>Hybrid Working Policy</b>, to enable staff to have the opportunity to combine homeworking and office working, where the role allowed.</p>

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **484 volunteers** being involved throughout the charity providing **542 volunteer opportunities** as some volunteers performed more than one role. Within this financial year more than **9,752 volunteer hours** were delivered.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help support people who are isolated or lonely to connect to local community activities through our services, peer consultations, fundraising activities and volunteering in the shops.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service 2023-2024</b>	<b>No of volunteer Roles</b>
Fundraising	62
Carer Wellbeing	3
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	89
Check in and Chat	232
Day Care	28
First Connect	27
Living Well Moyle	19
My Life My Wellbeing	7
Staying Sharp	7
Retail/Shops	68
<b>Total number of volunteer roles</b>	<b>542</b>

Examples of some of the Volunteer activities/events delivered within this financial year include:

- Gardening in Laurelhill Day Centre and volunteering in Skainos Day Centre.
- A local financial services organisation held a 'Volunteering Day'. Approximately 60 volunteers were accommodated across Age NI Day Centres and Shops in its 'One firm One Day' campaign.
- Volunteers' Week was held from 1-7 June 2023. To celebrate our volunteers, all volunteers received a thank you letter from the Chief Executive; a certificate of appreciation; and Age NI merchandise to show the immense value placed on each Age NI volunteer. We also held a Volunteer Recognition event during Volunteers' Week, which was attended by 82 volunteers. We were delighted that a local sports personality

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attended and spoke about his experience volunteering with the Check in and Chat Service.

Volunteering has been beneficial twofold during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness.

A quote from beneficiary and a volunteer for the Check in & Chat service:

*'I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call'.* (Beneficiary)

*'I am just so pleased and blessed to be able to make some lonely person happy'.* (Volunteer).

Volunteering has been rewarding for the volunteers as the feedback below shows:

- 99% are satisfied with the experience
  - 99% feel they give back to the community
  - 98% enjoyed their volunteer role
  - 99% would recommend this role to others
  - 95% feel valued
- (Feedback was evaluated via an anonymous survey)

A quote from an Age NI volunteer *'A purpose in life for me and a chance to help out in my community'.*

- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do: You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

## **How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

### **1. *The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age***

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, wellbeing, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they have the **ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**.

The following quotes from two of our Advice & Advocacy clients evidence the impact of our Advice & Advocacy Service to further the public benefit:

***'[Advice Advisor] gave me a list of addresses and businesses providing various aids to make life more comfortable for me. The Attendance Allowance will help me to change my bathroom - remove bath and install walk in shower'.***

***'I have more peace of mind with a little bit of extra money to pay for things'.***

*The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.*

### Couple A

By way of background, Mr & Mrs A contacted the advice team through the Age NI website in relation to Mr A's health problems and potential for additional benefits. The Advisor spoke to the couple to discuss Mr A's health problems, to check eligibility for Attendance Allowance(AA). As Mrs A had several health concerns herself, the Advisor also checked AA eligibility for Mrs A. Based on the information provided, the Advisor recommended that both Mr and Mrs A should make an application for Attendance Allowance.

#### **Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- After checking Mr & Mrs A's eligibility for AA, due to multiple health problems, the Adviser identified that the couple may be eligible to make separate applications for AA. AA claim forms were requested from Department for Communities on behalf of the couple and the Advisor helped them complete the forms (tele-claim).
- Advised couple that if both are awarded AA, they may be eligible for a means-tested benefit such as Guaranteed Pension Credit (2x Severe Disability Premiums, and 2x Carers Premium's).
- Asked couple to inform Age NI once they received their decision letters, so the Advisor could complete a benefit check. The couple confirmed that both were awarded high-rate AA.
- Completed a Benefit Check for couple and the adviser identified entitlement to Guarantee Pension Credit, Savings Pension Credit and Rate Relief.
- Printed 2x Carers Allowance forms for the couple, helped them to complete each application (tele-claim) – advised couple to contact Age NI once they receive decision letter.
- Couple contacted the advisor to advise they received the decision letter, and that both were awarded Underlying Entitlement to Carers Allowance.
- Advised couple that they would now be able to make an application for Pension Credit. Supplied client with the contact number to make a telephone application for Pension Credit.

#### **Outcomes for the beneficiaries, following Age NI actions:**

- **Couple A were awarded the higher rate of Attendance Allowance = £101.75 each per week.**
- **As a couple they were awarded Guarantee Pension Credit of £99.18 per week, Savings Pension Credit of £17.84 per week, full rate relief of £18.76 per week. This resulted in an increased weekly income of £339.28 and an increased annual income of £17,642.56.**

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This Case Study shows as a result of an Age NI Advice & Advocacy Advisor taking a step-by-step approach, Age NI was able to demonstrate to Mr & Mrs A that they would be **eligible for further support, firstly with AA, Carers Allowance and then Pension Credit, which resulted in an increased annual income of £17,642.56.**

***The following Case Study confirms the positive impact the Living Well Moyle Service has had on Lady B. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit, in addition supporting her mental health and wellbeing.***

**Lady B**

Lady B is a 60 year old lady, who was referred to the Living Well Moyle Service (LWM) by her GP, for support around her mental wellbeing. From the initial home visit the LWM co-ordinator referred/signposted the lady to various services. During the first home visit the LWM co-ordinator realised that the lady required one-to-one, step-by-step support and discussed the lady's life including numerous traumas, which have affected Lady B's quality of life.

**Circumstances:**

From the initial visit the LWM Co-ordinator identified the following key issues affecting this lady.

- Lady B has been struggling financially and mentally for a number of years, and is living alone, following the death of her husband. Lady B doesn't leave the home, since the death of her husband, due to her physical and mental health.
- Lady B's home is in poor condition and is experiencing damp.
- Lady B appeared to have taken care with her appearance previously, but recently hasn't been able to devote this attention to her hair.

The LWM Co-ordinator took the following actions:

- Contacted the Food Bank – they immediately delivered Home Heating Oil, a food parcel and a blanket.
- Completed a referral for one-to-one support to complete a number of benefit forms, as Lady B was unable to complete the forms herself.
- Made an urgent referral to a local charity to help with Lady B's housing and support needs.
- Researched local mobile hairdressers and arranged that the hairdresser would visit Lady B on her birthday.
- Lady B was matched with a volunteer.

**Outcomes for the beneficiaries, following Age NI actions:**

- Lady B was on the waiting list for housing, but has now been rehoused in a new apartment.
- The local charity visits each week, providing a range of support, including life skills, budgeting and a listening ear.
- Lady B received a further Foodbank delivery at Christmas.
- Living Well Moyle Co-Ordinator and Volunteer continues to provide support to Lady B.

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This Case Study shows the impact, of one of Age NI Wellbeing Services '*Living Well Moyle*' has had on an older lady, who was experiencing physical, mental health and financial issues. This service was able to address multiple issues and provide the required support to improve the lady's life. By putting the tailored support in place, this lady has experienced positive results, which *for the purpose of this Object have been a new home, a foodbank delivery including a Christmas dinner and a further food package, and budgeting support.*

Lady B complimented the Living Well Moyle Service by saying '*Thank you from the bottom of my heart for all you have done for me. I really appreciate it. You have a heart of gold*'.'

## **2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI's intervention.

Age NI's Policy & Engagement team continued to work towards fulfilling the object of '*The Advancement of Human Rights*' through many strands of policy and public affairs, engaging with the Consultative Forum, age sector networks and stakeholders.

Within this financial year **4,231 older people's voices were heard** through Policy & Engagement activities and **1,925 professionals were engaged with on issues that matter to older people.**

The following examples are key pieces of work delivered within the last financial year. We believe Age NI has delivered significantly, in gaining and representing the views of our beneficiaries, and liaising closely with key policy makers, whilst seeking to hold them to account, to improve the lives of older people in Northern Ireland.

### **1. Lived Experience 2023**

As a follow up to Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. In the initial stages of this survey, the Policy & Engagement team engaged with Age Sector Networks and members of the Consultative Forum for the coproduction and planning of **Age NI's Lived Experience 2023 survey.**

A total of 983 people responded to the survey; 687 online and 296 using a paper copy. As with previous surveys, the opportunity to participate was widely circulated through Age Friendly officers in councils, NI Frailty Network and Age Sector Networks, Age NI's social media channels, email networks and Signpost Express.

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#### Context:

In designing the 2023 survey, the Policy & Engagement team built upon the structure and findings of the previous Lived Experience research. The decision was made to continue using the **thematic areas of support; health and social care; and communication and connection**. Within the survey, each participant was given the opportunity to rate five issues, in order of importance, as well as include additional comments.

#### Outcome of the survey:

The results of the 2023 survey demonstrate that the top 4 priority issues across the 3 thematic areas were: **equal access to appropriate healthcare and services; keeping safe from scams; transport and travel; and rights of older people**.

The questions revealed important numerical data such as, finding that only 9% of respondents had created an Advance Care plan; 24% had experienced problems getting the social care needed for themselves or someone they care for; and 38% had been unable to book a GP appointment when needed. The comments left by participants also provide a rich insight into the issues older people are concerned about and what they think should be done to address them.

The 2023 Lived Experience report completes a set of three research papers which have allowed us to ensure older people's voices were heard during, and as we emerge from the pandemic.

#### What have the findings of the Lived Experience Survey enabled Age NI to do?

- ✓ The findings have allowed Age NI to track and highlight the priority concerns of older people throughout the last four years and ensure that policy makers are kept informed of these.
- ✓ Since the 2023 research was completed, Age NI has presented the findings to the All Party Group on Ageing and Older People and shared with partners in the age sector. A representative of the Consultative Forum gave a presentation to the APG on the subject of **access to GP services** based on the Lived Experience 2023 findings.
- ✓ Age NI produced a **briefing paper on loneliness from the data** and it was sent to MLAs and stakeholders in advance of the **joint meeting of the All Party Groups on Ageing and Older People and on Preventing Loneliness**.
- ✓ We will continue to draw from Lived Experience 2023 to inform Age NI priorities and as we engage further with the NI Assembly, Ministers and officials.

## 2. Concessionary Fares

In June 2023, the Department for Infrastructure launched a public consultation on proposed changes to the Concessionary Fares Scheme. This scheme provides discounted and free travel on buses and trains for members of the community who are at risk of social exclusion. In the absence of Executive ministers, departmental officials were exploring cost saving measures to relieve budgetary pressures and proposed removing free travel for those in the 60–64 age group.

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This proposed policy change would have a significant impact on older people aged 60-64.

**What actions did Age NI take to support its beneficiaries in the proposed changes to the scheme?**

- Age NI's policy and engagement team set out to support older people to be involved in the consultation process. Older people's right to be consulted about decisions that affect their lives can only be realised through effective support and access to decision-makers.
- Age NI set up a consultation session between the officials and Age NI's Consultative Forum. This was an extremely robust session during which Consultative Forum members were able to present their views and the concerns of older people more broadly. Age NI facilitated consultation sessions with the Age Sector Networks and the Age Friendly Network, ensuring that the views we gathered were as representative as possible, taking in a wide geographical and socio-economic spread. Age NI also included a question on transport and travel in the 2023 Lived Experience survey and the responses were analysed to inform the concessionary fares consultation.
- Prior to the written response, Age NI had undertaken a range of engagements and could therefore be confident that we were able to represent the voices of older people. We were also able to use social media and our other communication networks such as Signpost Express, to encourage older people to submit their own responses directly.
- Age NI submitted a written response to the DfI consultation in August 2023.

**Outcomes:**

- ✓ Having heard the views of older people on the proposal to withdraw the 60-64 Smartpass from older people, Age NI was able to take a strong position and called for the retention of this vital service.
- ✓ In February 2024 the new Minister made a statement in the Assembly that he hopes to retain the scheme for 60-64 year olds in light of the strength of the views submitted during the consultation process.

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**3. Age NI Consultative Forum Engagements**

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 53).

The following table provides a sample of how the work of the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Outcomes from the work undertaken</b>
<b>All-Party Group on Older People</b> - Regular APG meeting: MLAs and others.	Increased awareness of the issues that matter to older people, which included updates from Age NI Lived Experience 2023 findings.
<b>QUB SPACE Leadership for Healthy People and Planet</b> - Engagement on ways in which the environment impacts on brain health.	Four Consultative Forum members participated and are on the Advisory Group for project.
<b>Advance Care Planning</b> - QUB developing an online resource to support Advance Care Planning.	A Focus group was held on making online resource appropriate and user-friendly. ( <i>Advance Care Planning was referred to as an issue of Lived Experience Survey</i> ).  QUB confirmed its resource has been amended and a further evaluation has been held.
<b>Public Health Agency (PHA) Agewell Strategy</b> - Focus Group reviewing proposed outcomes for PHA Agewell Strategy.	Consultative Forum members gave feedback on PHA’s approach to strategy and will seek further engagement.
<b>Public Health Agency (PHA) Approach to Engagement</b> - PHA is developing its approach to engagement and wants to include older people.	Age NI continues to engage with PHA on approaches to engaging with older people.
<b>Ambulance Materials Review</b> - Review of leaflet and video “What happens when you call 999”.	Northern Ireland Ambulance Service (NIAS) received valuable suggestions from Consultative Forum and wish to come back for future input.
<b>Improving Hospital Discharge</b> – Health & Social Care Quality Improvement (HSCQI) are developing projects across NI on improving Hospital Discharge.	HSCQI received Lived Experience input from Consultative Forum members, to be fed into their team meeting in November 2023. Further engagement was held in January 2024.

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<p><b><i>Review of Community Transport</i></b> – Department for Infrastructure (DfI) is reviewing Community Transport provision both urban &amp; rural.</p>	<p>Consultative Forum members contributed the benefits of Community Transport and the importance of it being retained and improved.</p>
<p><b><i>Department for Infrastructure (DfI) Concessionary Fares Consultation</i></b> - DfI consultation on Concessionary Fares – relevant to older people’s travel passes.</p>	<p>Age NI’s response was submitted including the views and examples of impact given by Consultative Forum members and other older people. (Further details are included above).</p>
<p><b><i>Fuel Poverty</i></b> – Department for Communities (DfC) has convened a Fuel Poverty Strategy Reference Panel.</p>	<p>The Consultative Forum Vice-Chair is a member on this Reference Panel.</p>
<p><b><i>Frailty Network NI Conference</i></b> - Conference of health staff and professionals and voluntary and community sector on frailty.</p>	<p>Conference opened by the Consultative Forum Chair, Ann Murray.</p>
<p><b><i>Consultation on Ageism</i></b>, led by Commissioner for Older People in NI (COPNI) - Events &amp; Survey throughout on ageism.</p>	<p>Members of the Consultative Forum participated in COPNI’s consultation on ageism.</p>
<p><b><i>Ending Violence Against Women and Girls</i></b>, led by <i>The Executive Office</i> - Consultation on Strategic Framework and Action Plan for Ending Violence against Women &amp; Girls 2023 – 30.</p>	<p>Age NI contributed to shaping the strategy and it is now out for public consultation.</p>

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**4. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 5**

One of the highlights for Age NI within this financial year was the continued successful delivery of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes.

Within this financial year, Age NI delivered **32 Mid-Career Review sessions with 502 participants attending**. The content of the Mid-Career Review sessions included:

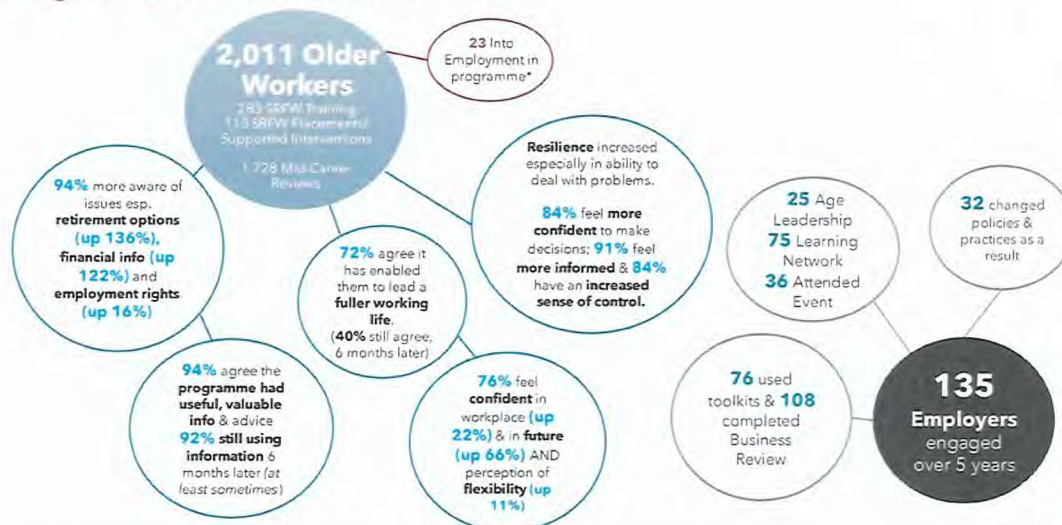
- **Finance**
- **Health and Wellbeing**
- **Career**

From the beginning of the programme in 2019, **Age NI has delivered Mid-Career Reviews to a total of 1,728 participants**.

The following information has been provided by Bean Research, the external evaluator commissioned for the Age at Work Programme, which covers the 5 years of the Age at Work Programme. It provides evidence of the success of the Age at Work programme for our beneficiaries for the '**Advancement of Education**' object, as it shows how the programme has benefited **2,011 older workers** and **135 employers** in the programme.

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**Age at Work: Northern Ireland**



Older Person Data: May 2020 to end Q4 Y5 (2024), Pre, Post & 6 Month Post Surveys. \*Figure from Outcomes Reporting

**Age Awareness Training**

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age Awareness Training aims are to:

- Breakdown Age Stereotypes.
- Understand the challenges facing older people.
- Learn the factors influencing communication with older people.
- Improve communication between generations.
- Discover how to signpost older customers who need other support.

Within this financial year, **10 Age Awareness Workshops** were delivered to **129 participants**, who benefitted from the Age Awareness Training, and **90% reported that the overall session was ‘excellent’**.

Participants were from a range of organisations including three councils, energy providers, a Further Education College, a charity, a bank and COPNI.

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**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Everything about it was so informative'**

**'The presenter gave examples of how we could relate strategies to our own jobs which was particularly useful'**

**'Very informative and interesting, and definitely makes you more aware and understand older people'**

**'Very interesting. I really benefitted from it'**

**'Great training, lots of information and knowledge sharing'**

**'Very enjoyable and interactive'**

**'The presenter was very knowledgeable'**

**'Brilliant session delivered fantastically well by presenter'**

**'Really enjoyable session and very beneficial in our customer service role'**

**'Very good presentation'**

**'Good amount of interaction and learning'**

**'Interesting presentation and food for thought'**

**'Very useful to learn of the services that Age NI has. Will be useful for the future'**



## Good Vibrations programme funded by Movember

Age NI's Good Vibrations Men's Health & Wellbeing Programme is an example of how Age NI has delivered to a section of our beneficiaries, to satisfy the object of '*The Advancement of Education*'.

### Background

While significant work has been achieved to improve Northern Ireland's male mental health, most projects are aimed at younger men. Age NI secured Movember's support to scale up two programmes (Good Vibrations and Age at Work) which have had demonstrable mental health and wellbeing impacts for individuals aged 50+. Good Vibrations is a three year programme, which aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The key beneficiaries of this programme will be the **7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly**.

Age NI's Good Vibration delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, Action Mental Health, Groundwork NI's network of Men's Sheds, Counselling for All Nations, NICSSA, Public Health Agency, Relate, Men's Health Forum in Ireland and Ulster University.

In conjunction with our partners, this funding helped to apply a male gendered lens to these successful programmes to address the specific mental wellbeing needs of men aged 50+. It also helped Age NI to increase support to older men.

Good Vibrations is delivered to our beneficiaries in the aged 50+ males within the following tiers:

**Tier 1:** Guidance for **5,000** to improve emotional wellbeing and mental health through self-help.

Within this financial year:

- **Awareness Campaign:** indirect reach to **842,954 people**.
- **Good Vibration Guides:** **8000 brochures** were distributed.
- **I-Connect:** access to **Inspire Wellbeing** platform. **13 new registered users**.

**Tier 2:** Support for **2,700** to access **career and wellbeing freephone advice, online programmes and social prescribing services** to connect them with their peers and local communities.

Within this financial year:

- **Freephone Advice:** 746 calls from men were answered to support with advice.
- **Good Vibrations Wellbeing Programme:** 151 participants attended the group sessions, which includes 27 one-off information sessions.
- **Career Review Workshops:** 300 participants attended the Career Review Workshops, which were delivered by **Business in the Community**.
- **Social Prescribing:** 253 men received a social prescription.

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**Tier 3:** Bespoke interventions including guided conversations for **200 males 50+ with a buddy support option**. It deploys a mix of virtual, face to face, telephone, peer to peer and volunteer support.

Within this financial year:  
 102 men were provided with bespoke support.

**Move More Live More**

The Move More Live More project is another example of how Age NI is fulfilling the 'Advancement of Education' object for its beneficiaries.

Move More Live More aims to reduce the risk of falls in people over 65 by improving activity levels, strength, balance and overall health and wellbeing. This two year programme shares information and encourages activities aimed at preventing falls, so more older people can get the most out of later life. Age NI delivers Move More Live More as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.

The following stats are a stark reminder of the importance of preventative projects like Move More Live More:



The programme delivered three tiers of intervention:

<p><b>Tier 1</b></p> <p><i>(Aimed at early intervention through education and information. For those who expressed an interest in learning about falls prevention, but who may not have experienced a fall).</i></p>	<p>All participants received a Move More Live More information guide from Age NI, which is based around the Public Health Agency's (PHA) <b>Take Five Steps to Wellbeing</b> along with sharing expert advice and tips, together with physiotherapist-approved strength and balance exercises.</p> <p>Tier 1 participants were added to the Move More Live More mailing list to receive regular health and wellbeing updates from Age NI.</p> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>488 booklets were distributed via groups and other Age NI wellbeing services.</b></li> <li>➤ <b>Around 3000 digital copies of the booklet were sent out via email.</b></li> </ul>
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<p><b>Tier 2</b></p> <p><i>(Aimed at individuals who may have experienced at least one fall in the past year).</i></p>	<p>A six week programme was delivered on Zoom and face-to-face, supported with weekly health and wellbeing updates. The six week programme covers the following topics:</p> <ul style="list-style-type: none"> <li>• Staying Strong</li> <li>• My Life My Goals</li> <li>• Nourish and Nurture</li> <li>• Think Well Live Better</li> <li>• Invest in Rest</li> <li>• Staying Safe</li> </ul> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>202 Tier 2 sessions</b> were delivered (via Zoom and face-to-face).</li> <li>➤ <b>18 one-off health and wellbeing talks</b> were delivered.</li> </ul>
<p><b>Tier 3</b></p> <p><i>(Aimed at individuals deemed at a higher risk of having a fall, as a result of having experienced two or more falls in the last year).</i></p>	<p>Participants trialled innovative new wearable technology. This monitored a range of physical metrics including daily patterns of movement and periods of immobility, daily steps, sleep quality and quantity, enabling prompts to move, guidance on exercise a range of outputs to be calculated, including the risk of a fall. If risks were elevated and sustained, the user and/or carer was alerted. <b>In 2023-24, 151 people participated in Tier 3 of Move More Live More.</b></p> <p><i>Note: This device did not provide falls-detection (impact detection). However, by closely monitoring potential signs of a fall, this aimed at prompting the wearer/user to take actions to prevent a fall in the future.</i></p>

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Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents, as they said '**Got information they could use**':

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **95.2%** of respondents from the Wellbeing Services.
- **98.5%** of respondents from Care Services.
- **100%** of respondents from Advice & Advocacy.
- **100%** of respondents from the Check in and Chat Service.

Feedback from Good Vibrations beneficiaries said:

**'Thank you for bringing this learning to our group. It has really got us talking and support us to open up conversations around men's health'.**

**'It's an education, gives us food for thought, you are planting a seed in our heads through the videos and presentations you are showing us'.**

A Move More Live More beneficiary said, **'The booklet is so full of information, I've read it so much and keep getting new things from it that are very helpful'.**

A quote from a representative of NI Ambulance, which was given at a Consultative Forum meeting in relation to Co-Production with NI Ambulance: **'It was a really valuable session, in terms of the input, and also the networking. Wow, what an amazing set of people you have working with you'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported improved physical wellbeing/health.            100% reported they are less stressed or worried.            100% reported increased choice and control.</p>
Wellbeing Services *	<p>98% reported feeling less lonely.            98% reported feeling I belong in my community.            98% reported ability to carry out daily living tasks.            97% reported less isolated.            93% reported improved physical wellbeing/health.</p> <p>A few quotes from service users of our Wellbeing Services:</p> <p><i>'Thank you so much for sending this (recording) to me. Not being from a medical background, I found the information about how the body changes with age very interesting. The exercises were very clearly explained and demonstrated. I am hoping that my participation at an early stage will help me to age better and prevent falls in the future'. (Move More Live More).</i></p> <p><i>'Life changing for me, new home, benefits sorted, meeting new people, really helped me'. (Living Well Moyle).</i></p> <p><i>'Fantastic support at a difficult time in my life'. (First Connect)</i></p>

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Care Services *	<p>100% reported feeling less lonely.  100% reported increased social contact.  100% reported feeling less isolated.  <b>98% reported</b> improved physical health/wellbeing.</p> <p>100% of those surveyed said <b>‘very satisfied with the service’</b> and <b>100% ‘felt listened to and supported’</b>.</p>
Check in and Chat *	<p>100% reported feeling less lonely.  100% reported feeling less isolated.  100% reported feeling less stressed or worried.</p> <p>Quotes from a few service users from the Check in and Chat service:</p> <p><i>‘I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call’.</i></p> <p><i>‘Love the service. I haven’t been out in a year. It helps me stay connected’.</i></p>
Shared Lives	<p>The following feedback was provided in Year 1 of Age NI’s new Shared Lives project:</p> <p><i>‘Before Shared Lives I tended to be very much trapped in the house. I was really rather isolated. If you can get two people who share interests and one is perhaps considerably younger than the other, I think it’s an excellent idea – giving people the movement and flexibility to do things that otherwise they might not be able to do’. (Shared Lives Participant)</i></p> <p><i>‘It makes me happy to share my life with [Shared Lives Participant] and it’s wonderful to see how our new friendship is making a positive impact on [the participant’s] life, which is really important. If anyone is thinking about becoming a Shared Lives Carer I can tell you that it is a really great idea’. (Shared Lives Carer)</i></p>

\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

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Age NI's Care Services deliver this object for both the service user and their family/carer. This is evidenced by quotes provided for different services within the Care Services umbrella. Examples include:

Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Domiciliary Care in Castlewellan and Downpatrick</b></p>	<p>'Without the service I would find it very difficult to get washed and dressed in the morning and it gives me a better quality of life'.</p> <p>'Enabled my husband and I to enjoy two weeks of respite care while my daughter who is my main carer had a well-earned holiday'.</p>	<p>'I feel that they give [loved one/service user] the best care they can so she can go out and lead a good quality of life'.</p> <p>'Re-assurance that my father has been looked after and cared for'.</p>
<p><b>My Life My Choice – home support service in the Belfast Health &amp; Social Trust area.</b></p>	<p>'I look forward to single outing on Friday'.</p> <p>'I really look forward to my weekly visit. It helps me get out and about, to do some shopping. It also gives my family a break. As they know I am in safe hands for several hours'.</p>	<p>'Gives me a few free hours on Friday afternoon and I enjoy the conversations I have with super young man who empathises with both my brother and me'.</p> <p>'The service benefits me in many ways. I could ask staff who take me out to anywhere I want to go. It is never a problem they pick me up whenever I want and bring me home safely again'.</p>

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Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Day Care</b> – provides an opportunity for activity and friendship, reduction in isolation and loneliness.</p>	<p>‘I feel less lonely and have lots of Fun’.</p> <p>‘I feel I have a sense of belonging and part of the [Day Centre] family’.</p> <p>‘Really look forward to a Monday, as I know it’s my day to meet with friends and staff’.</p>	<p>‘I am very satisfied with the service. The staff are very friendly and very caring towards the people attending the Day Centre. They always take a few minutes to let you know how the day has went’.</p> <p>‘Mum gets picked up three days a week and happily attends the Castlewellan Day Centre. Even though she is very confused in her dementia, she knows the staff are kind and friendly and trusts them well. This is a great help to my 90 year old dad who primarily looks after my mum on the other days in the week’.</p>
<p><b>Meadowbank Residential Home</b> is located in Omagh. It enables older people living with dementia to remain living in a home-like environment.</p>	<p>‘We have excellent care 24/7. Its meticulously clean, the food is excellent. I get to do tasks that I’m able to do safely – they promote that. The staff here are really good at what they do. If I have any questions or I need anything they go out of their way to get it for me. I find them well-mannered and disciplined – just beautiful people. The staff is there for me no matter how small’.</p> <p>‘All the staff are friendly and very helpful. If you want something done they come to your aid right away. Its first class. Staff are very kind. They take you for walks. All your laundry is washed and ironed’.</p>	<p>‘My mother has thrived when she was moved to Meadowbank. I could not speak highly enough of them all. She is attended to with love and affection and that has meant the world to me as I’ve moved house further away and can’t visit as frequently. This is a very good nursing home and I would highly recommend it to anyone for their loved ones’.</p> <p>‘It has taken a lot of stress away from the family knowing our loved one is being cared for so well’.</p> <p>‘My mum calls Meadowbank home that says it all for me’.</p>

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	<p>It's very respectable and efficient. I think it's lovely. The décor is very nice, I've no complaints. When you leave home it's nice to have a warm comfortable place to come to'.</p>	<p>'I am very content that my brother is in a very safe place and very well looked after. Thank you'.</p>
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The following short case studies of older people living with dementia in Meadowbank Residential Home provide evidence of how this service has impacted the older person and provides assurance to the family. The personal stories align with RQIA's quality review mechanism – Is care safe? Is care effective? Is care compassionate?

**Meadowbank Resident – Gentleman C**

*Circumstance:*

Gentleman C was in hospital and could no longer be cared for at home, Meadowbank was contacted for an emergency admission.

*Impact/change Meadowbank Residential care has had on Gentleman C:*

Initially Gentleman C was unsettled, resistive to care being provided by staff and displayed exit seeking behaviour, however after getting to know staff and his environment he has settled very well and staff are now able to assist with all his care needs.

*Assurance from family/friends of Gentleman C:*

Gentleman C is so much more settled he is very content in his environment, friends and family can now enjoy their visits and spending time with Gentleman C.

**Meadowbank Resident - Lady D:**

*Circumstance:*

Lady D was admitted to Meadowbank from home for an emergency respite period, she was living with her husband who was in hospital and very unwell. Lady D was unsafe living at home due to her increased confusion and risk of falls and would be often found walking unaware of her surroundings.

*Impact/change Meadowbank Residential care has had on Lady D:*

Lady D has settled well into life in Meadowbank, she was very nervous and anxious on admission however this has now resolved and she is very content and happy.

*Assurance from family/friends of Lady D:*

Lady D's husband was initially very hesitant about her coming to stay in Meadowbank even for a short period and did discuss with her social worker about taking her home, however when he was discharged from hospital and able to visit her in Meadowbank he wanted her to stay permanently as he realised how content she was and how he would no longer be able to provide the care at home that she needed.

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**Meadowbank Resident – Gentleman E:**

*Circumstance:*

Gentleman E was being cared for at home by his family and was admitted to hospital due to deterioration in health, he was becoming increasingly unsettled and agitated and sleep pattern was very poor, he had lost a lot of weight, family felt they were struggling to provide the proper care that he required.

*Impact/change Meadowbank Residential care has had on Gentleman E:*

Since Gentleman E's admission to Meadowbank he has become more settled, sleep pattern has greatly improved and he has gained weight.

*Assurance from family/friends of Gentleman E:*

The family are very happy with how Gentleman E's health has improved, the weight he has gained and his overall contentment within Meadowbank.

The following Case Study is from the '**Staying Sharp**' service. (Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of '**The Advancement of Health or the Saving of Lives**', for a couple – in particular the case study focuses on the impact the service has on Gentleman F, an older gentleman who is also a carer for his wife.

### Gentleman F

Gentleman F is a 91 year old man who cares for his 92 year old wife who has dementia. He is in relatively good health but suffers from macular degeneration. The couple have three adult children, who don't live nearby. Gentleman F had a long teaching career including many years as a school principal and also developed many interests in his lifetime, including photography and he continues to sing in a Church choir as he has done for many years.

#### **Circumstances:**

As Gentleman F and his wife didn't have family living nearby, it meant that they had very limited opportunities for face to face contact. As a carer Gentleman F was feeling particularly isolated and was very welcoming of the re-introduction of social opportunities following the pandemic.

The following actions were taken by the Staying Sharp Co-ordinator:

- ✓ Referral made to Age NI Advice Team for a benefit check which resulted in payment of Attendance Allowance. Gentleman F was very praiseworthy of the assistance he received from the Advice Team.
- ✓ Invitation to join the Staying Sharp group – initial meetings post lockdown were in a local cafe with subsequent monthly meetings held at another venue within the same town. Gentleman F is a regular contributor as well as attendee and has entertained the group with storytelling and sharing childhood memories via poetry and song. As Gentleman F has a keen interest in both history and literature he particularly enjoyed the visits to the Seamus Heaney Centre and Lockkeeper's Cottage.
- Additional assistance given:
  - Referrals were made to Dementia Navigator for Needs Assessment and follow up contact with Community Psychiatric Nurse (CPN) in Community Mental Health Team for Older People (CMHTOP), to OT, Alzheimer's Society and AbilityNet (charity which donates digital devices and provides volunteers to help older people to use the devices).
  - Signposting to Mid & East Antrim Agewell Partnership (MEAAP) Handyman Service and to Floating Support.

#### **Practical and Wellbeing Outcomes:**

- ✓ Gentleman F states that involvement with Staying Sharp has helped reduce social isolation and provided an opportunity for him and his wife to make new connections as well as providing a pleasant morning out. He also states that he has gained knowledge from the various contributors to the group sessions and has benefitted from the contact with other group members who are in similar caring situations.
- ✓ Gentleman F appreciates the ongoing support for both himself and his wife and the signposting to other services, as he likes the reassurance of having someone to contact with any queries.
- ✓ Gentleman F states that one of the main benefits for him in participating in the group sessions is that it has encouraged him to **'use his brain'** and given him a **sense of purpose, which in turn has helped his mental health.**
- ✓ Gentleman F adds that attending the group sessions **'takes the focus away from your own worries'** which he finds helps his mental health.

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**5. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.**

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **123 competent staff (31 March 2024) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to delivering the recruitment process. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed three Co-opted Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer. The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

*'I first became aware of the Boardroom Apprentice after watching [the Boardroom Apprentice founder's] Ted Talk on boardroom diversity and playing your part. A programme that matches you with a host board for practical experience, while at the same time provides learning days to help develop skills in core areas, it definitely piqued my interest.*

*As a consumer of our public services, I feel there is considerable value to having a diverse board and I wanted to be able to play my part in this. This was a unique opportunity not only to develop skills and confidence needed to take that next step, but also a valuable opportunity to meet and learn from people that may have different experiences and worldviews to myself.*

*When applying to Boardroom Apprentice, Age NI was my first choice when it came to host boards. For me, it was extremely personal, as Age NI is an organisation close to my heart. I spent over twelve years navigating the health and social care system, juggling work, while caring for my mother who suffered from dementia. I quickly became aware of the challenges faced by not only older people but also those that care for them. This period was extremely challenging, but I received amazing help and advice from various people and places, I know first-hand just how vital charities such as Age NI are in our society.*

*For me, Boardroom Apprentice was the perfect opportunity to gain practical experience in a board setting, and to do it with an organisation that I am passionate about was a bonus.*

*At the outset of the program, I was appointed a 'board buddy', who met with me, took me through the board papers and shared their own Boardroom Apprentice experience with me. This was invaluable, particularly at the outset, when I was unfamiliar with how it all worked, and it could have been very overwhelming. It was great to have that extra support and to hear from someone who was a previous Boardroom Apprentice and now a member of the Age NI board.*

*Both the board and everyone at Age NI have been extremely welcoming and the fact that the organisation has been a supporter of the Apprentice program from the outset, shows how open they are to supporting diversity in the boardroom.*

*Over the course of the year the board room apprentices also attend eight learning days, focussing on areas such as finance, governance, communication. As well as being invaluable in deepening understanding in these areas, the learning days were an opportunity to meet the other boardroom apprentices and share our experiences and learn from each other.*

*I have learned so much from attending the quarterly board and committee meetings and was lucky enough to attend the Age NI Away Day, which for me, showcased the passion and commitment its people have for the organisation and the crucial role it plays in Northern Ireland'.*

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#### Constituted Committees

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

#### Age NI Subsidiary

Age NI Enterprises Ltd, a subsidiary Board of Age NI is currently dormant.

#### Board Structure of Age NI Enterprises Ltd

The Board of Age NI Enterprises Ltd operated as a dormant company throughout this financial year. The Directors within this financial year were Mrs Diane Creevy, Mr Paul Moorhead and Mrs Aislinn McBride.

#### Reporting to the Board of Trustees

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required.

#### Audit & Risk Committee

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.

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- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.
  - Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
  
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  
- **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of

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Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Mr Edward Smyth. The Trustees and Directors on this committee within this period were Mr Edward Smyth, Mrs Sarah Brady, Mrs Corey Parr (part), Mrs Marie Bernadette Heaney (part) and Mrs Mary Teresa Dunlop (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of one Trustee, Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
  - Considers the charity's financial plans.
  - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
  - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
  - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
  - Monitors and reviews the charity's budgets for approval by the Board.
  - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
  - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
  - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
  - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
  - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
  - Investigates on behalf of the Board any matter that may put the charity at financial risk.

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- **Investments.** The committee:
  - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
  - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
  - Meets with the investment advisors and managers as appropriate.
  - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
- **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
- **Updates** were received from:
  - Director of Marketing and Business Development to monitor the income generation performance of the charity.
- **The Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mr Patrick Mullan, Treasurer. The Trustees and Directors on this committee within this financial period were Mr Patrick Mullan, Mrs Aislinn McBride and Ms Christine Magill (part). The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

#### **Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees.** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.

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- Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
- Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Ms Hilary McDowell, Mr David Trelford (part) and Mrs Mary Teresa Dunlop (part). The committee meets twice a year or more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

#### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 30 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

#### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

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The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers.

**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and the subsidiary company was dormant.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, for approval, if appropriate.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2024 were £5,638,710 (2023: £4,927,983). This includes donations and legacies of £676,548 (2023: £254,866) and income from charitable activities of £4,234,012 (2023: £3,987,287).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2024 were £5,354,024 (2023: £4,763,314). This includes expenditure on raising funds of £591,147 (2023: £525,499) and expenditure on charitable activities of £4,762,877 (2023: £4,237,815).

Our total net incomings for the period, before other recognised gains and losses, was £284,685 (2023: Incoming £164,669). After gains from investment assets, the incoming resource was £331,193 (2023: Incoming £126,528).

The balances on restricted funds and unrestricted funds at the year-end were £554,325 (2023: £574,645) and £2,877,015 (2023: £2,525,498) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners had an increase in valuation at 31 March 2024 of £752,400 from £705,891 at 31 March 2023. The unrealised capital gain in the investment portfolio for the year ended 31 March 2024 was £46,508 (2023: loss of £38,142).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2024, the Charity held cash reserves of £2,095,693 (2023: £2,169,569).

The investment portfolio as at 31 March 2024 was £752,400 (2023: 705,891).

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#### **Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2023/24 these general reserves amounted to £2,552,853 (2023: £2,452,035). Excluding tangible fixed assets these general reserves amounted to £2,581,070. This represents 132% of the six month target based on 2023/24 annual pro-rata expenditure.

Funds held within designated funds are £324,160 (2023: £73,462). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects and to help sustain and support future dementia services in our residential home.

#### **Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

#### **Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

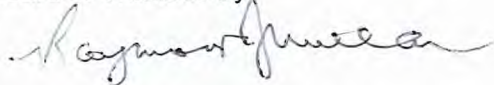
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 25 September 2024 and signed on behalf of the board of Trustees by:



Dr Raymond Mullan OBE  
Trustee

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2024 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2024 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

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We have nothing to report in this regard.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing

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their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may

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involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date 25.09.2024

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

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**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
		£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	676,548	-	<b>676,548</b>	254,866
Charitable activities	3	2,790,838	1,443,174	<b>4,234,012</b>	3,987,287
Other trading activities	4	642,674	-	<b>642,674</b>	638,991
Investment income	5	85,476	-	<b>85,476</b>	46,839
<b>Total income and endowments</b>		<b>4,195,536</b>	<b>1,443,174</b>	<b>5,638,710</b>	<b>4,927,983</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(591,147)	-	<b>(591,147)</b>	(525,499)
Expenditure on charitable activities	7,8	(3,299,380)	(1,463,497)	<b>(4,762,877)</b>	(4,237,815)
<b>Total expenditure</b>		<b>(3,890,527)</b>	<b>(1,463,497)</b>	<b>(5,354,024)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	9	46,508	-	<b>46,508</b>	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>		<b>351,517</b>	<b>(20,322)</b>	<b>331,193</b>	<b>126,527</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,525,498	574,647	<b>3,100,143</b>	2,973,616
Total funds carried forward		<b>2,877,015</b>	<b>554,325</b>	<b>3,431,370</b>	<b>3,100,143</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2023 is included in note 22 to the accounts.

The notes on pages 65 to 76 form part of these financial statements

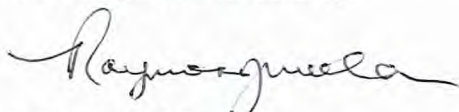
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**Statement of Financial Position**

		2024	2023
	Note	£	£
<b>Fixed assets</b>			
Tangible fixed assets	13	616,276	110,685
Investments	14	752,400	705,892
		<u>1,368,676</u>	<u>816,557</u>
<b>Current assets</b>			
Debtors	15	456,315	570,720
Investments	16	1	3
Cash at bank and in hand		2,095,693	2,169,569
		<u>2,552,009</u>	<u>2,740,292</u>
<b>Creditors: amounts falling due within one year</b>	17	(489,345)	(456,726)
<b>Net current assets</b>		2,062,664	2,283,566
<b>Total assets less current (liabilities)/assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Net assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Funds</b>			
Restricted funds	21	554,325	574,645
Unrestricted income funds	21	2,877,015	2,525,498
		<u>3,431,340</u>	<u>3,100,143</u>
<b>Total funds</b>		3,431,340	3,100,143
		<u>3,431,340</u>	<u>3,100,143</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 25 September 2024, and are signed on their behalf by:



Dr Raymond Mullan ÓBE  
Trustee

The notes on pages 65 to 76 form part of these financial statements

**AGE NI**  
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**Statement of Cash Flows**

	2024	2023
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	<b>331,193</b>	126,527
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	<b>38,883</b>	39,425
Net (losses)/gains on investments	<b>(46,508)</b>	38,142
Other interest receivable and similar income	<b>(85,476)</b>	(46,839)
<i>Changes in:</i>		
Stocks	-	-
Trade and other debtors	<b>114,406</b>	(249,347)
Trade and other creditors	<b>32,619</b>	(368,730)
	<hr/>	<hr/>
Cash generated from operations	<b>385,118</b>	(460,822)
Interest received	<b>85,476</b>	46,839
	<hr/>	<hr/>
Net cash used in operating activities	<b>470,594</b>	(413,983)
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	<b>(554,470)</b>	(40,669)
Purchase of other investments	-	-
Proceeds from sale of other investments	-	1,539
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(544,470)</b>	(39,130)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	<b>(73,876)</b>	(453,113)
Cash and cash equivalents at the beginning of the year	<b>2,169,569</b>	2,622,682
Cash and cash equivalents at the end of the year	<b>2,095,693</b>	2,169,569
	<hr/>	<hr/>

The notes on pages 65 to 76 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

**AGE NI**  
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**Accounting Policies (continued)**

**Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

**Stocks**

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

**Financial instruments**

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

**Limited by guarantee**

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

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**2. Donations and legacies**

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Legacies	676,548	676,548	254,866	254,866

**3. Charitable activities**

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£
DHSSPS	82,830	-	82,830
Age UK (received organisational support grant)	291,600	-	291,600
Meadowbank	1,203,392	-	1,203,392
IDC & Daycare	471,996	-	471,996
Day Care	686,967	-	686,967
First Connect/Advice/Advocacy	-	106,666	106,666
Service income	15,093	-	15,093
Other charitable activities	38,960	1,336,508	1,375,468
	<u>2,790,838</u>	<u>1,443,174</u>	<u>4,234,012</u>

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	868,973	-	868,973
IDC & Daycare	578,102	-	578,102
Day Care	718,558	-	718,558
First Connect/Advice/Advocacy	-	115,000	115,000
Service income	2,657	-	2,657
Other charitable activities	145,185	1,063,749	1,208,934
	<u>2,808,538</u>	<u>1,178,749</u>	<u>3,987,287</u>

**AGE NI**  
**Company Limited by Guarantee**  
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**4. Other trading activities**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Fundraising	297,689	<b>297,689</b>	337,056	337,056
Commercial income	344,985	<b>344,985</b>	301,935	301,935
	<u>642,674</u>	<u><b>642,674</b></u>	<u>638,991</u>	<u>638,991</u>

**5. Investment income**

	Unrestricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £	Total Funds 2023 £
Bank interest receivable	59,152	<b>59,152</b>	24,378	24,378
Dividend income	26,324	<b>26,324</b>	22,461	22,461
	<u>85,476</u>	<u><b>85,476</b></u>	<u>46,839</u>	<u>46,839</u>

**6. Costs of other trading activities**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Wages & salaries	357,271	<b>357,271</b>	306,658	306,658
Retail	1,694	<b>1,694</b>	4,175	4,175
Operational expenses	51,300	<b>51,300</b>	71,279	71,279
Transport	42	<b>42</b>	32	32
Accommodation	95,199	<b>95,199</b>	82,642	82,642
Other	27,689	<b>27,689</b>	4,129	4,129
Depreciation	8,695	<b>8,695</b>	11,397	11,397
Other support costs	49,258	<b>49,258</b>	45,187	45,187
	<u>591,147</u>	<u><b>591,147</b></u>	<u>525,499</u>	<u>525,499</u>

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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2024 £	Total Funds 2023 £
Delivering flagship services	4,041,649	458,537	4,500,186	3,957,280
Lading authoritative expert on ageing	56,562	21,706	78,268	85,341
Mobilisation of a strong & vibrant age sector	71,695	33,171	104,866	104,344
Governance costs	-	79,557	79,557	90,850
	<u>4,169,906</u>	<u>592,971</u>	<u>4,762,877</u>	<u>4,237,815</u>

**8. Analysis of support costs**

	Analysis of support costs £	Total 2024 £	Total 2023 £
Staff costs	208,630	208,630	272,087
Governance costs	79,652	79,652	87,497
Operational	56,262	56,262	65,703
Transport	1,734	1,734	1,924
Accommodation	308,380	308,380	195,726
Other	(43,224)	(43,224)	(65,949)
Depreciation	16,989	16,989	13,281
Retail	-	-	-
	<u>628,424</u>	<u>628,424</u>	<u>570,269</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Gains/(losses) on listed investments	46,508	46,508	(38,142)	(38,142)

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	38,883	39,425

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**11. Staff costs**

	2024	2023
	£	£
Wages and salaries	2,986,113	2,855,386
Social security costs	231,457	212,781
Pension costs	135,575	124,856
	3,353,146	3,193,023

The average head count of employees during the year was 144 (2023: 146).

The number of employees whose remuneration for the year fell within the following bands, were:

	2024	2023
£70,000 to £79,999	1	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). They were reimbursed travel expenses during the year totalling £121 (2023: £189). No charity trustee received payment for professional or other services supplies to the charity (2023: £nil).

The total employee benefits of the key management personnel of the charity total £295,153 (2023: £283,459).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
Adjustments	-	173	-	-	-	<b>173</b>
Additions	500,983	25,473	-	18,018	-	<b>544,474</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	590,978	192,230	83,324	182,033	17,968	<b>1,066,533</b>
<b>Depreciation</b>						
At 1 Apr 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
Adjustments	-	407	-	1	(235)	<b>173</b>
Charge for year	3,467	10,588	-	23,259	1,569	<b>38,883</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	55,864	153,712	83,324	149,078	8,279	<b>450,257</b>
<b>Carrying amount</b>						
At 31 Mar 2024	535,114	38,518	-	32,955	9,689	616,276
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 Apr 2023	705,892
Additions at cost	34,188
Disposals at market value	(34,187)
Fair value movements	46,508
Other movements	-
At 31 Mar 2024	<b>752,400</b>
<b>Impairment</b>	
At 1 Apr 2023 and 31 Mar 2024	
Carrying amount	
At 31 Mar 2024	752,400
At 31 Mar 2023	705,892

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners.

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**15. Debtors**

	2024	2023
	£	£
Trade debtors	113,783	116,138
Other debtors	342,532	454,582
	<u>456,315</u>	<u>570,720</u>

**16. Investments**

	2024	2023
	£	£
Shares	1	3

**17. Creditors: amounts falling due within one year**

	2024	2023
	£	£
Trade creditors	66,165	37,294
Accruals and deferred income	336,571	319,032
Social security and other taxes	49,922	48,343
Other creditors	36,688	52,057
	<u>489,345</u>	<u>456,726</u>

**18. Deferred income**

	2024	2023
	£	£
Amounts deferred in year	165,323	220,141

**19. Related party transactions**

There were no related party transaction in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Revenue Fund	2,452,036	4,195,536	(3,890,527)	(250,698)	46,508	<b>2,552,855</b>
Designated funds	73,462	-	-	250,698	-	<b>324,160</b>
	<u>2,525,498</u>	<u>4,195,536</u>	<u>(3,890,527)</u>	<u>-</u>	<u>46,508</u>	<u><b>2,877,015</b></u>

**21. Restricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Innovation/Database Development	8,236	-	(8,236)	-	-	-
Living Well – South Eastern Trust	-	-	-	-	-	-
Shared Lives Service	5,300	151,531	(156,831)	-	-	-
Age UK Cost of Living	-	37,379	(37,379)	-	-	-
Day Care Restricted	18,276	6,235	(5,245)	-	-	19,276
My Life My Way	14,960	-	-	-	-	14,960
My Life My Wellbeing	-	35,688	(34,608)	-	-	1,080
Move More Live More	1,077	197,621	(198,699)	-	-	-
Carer Wellbeing Service	7,051	37,376	(42,035)	-	-	2,392
My Life My Support	-	-	-	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	93,645	484,372	(449,609)	-	-	128,408
MCI (Staying Sharp)	18,238	20,050	(16,235)	-	-	22,053
Age UK – Keeping Well at Home	3,503	-	(2,908)	-	-	595
Age UK – Net Fund	-	-	-	-	-	-
Age UK COVID Appeal Fund	23,536	-	(17,132)	-	-	6,404
Age UK – Support & Recovery Fund	-	-	-	-	-	-
Health & Wellbeing	41,383	185	(2,188)	-	-	39,380
<i>Total carried to next page</i>	<u>266,382</u>			<u>-</u>	<u>-</u>	<u>266,381</u>

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**21. Restricted funds (continued)**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
<i>Total carried from prev page</i>	266,382	-	-	-	-	266,381
Impact Reporting	889	-	(179)	-	-	710
Dept. of Communities Support & recovery Fund	72,793	-	(537)	-	-	72,256
Good Vibrations Homes for Health Ageing	110,312	118,682	(228,994)	-	-	-
Employment & Skills Initiative	17,283	34,130	(35,977)	-	-	15,436
Dementia MCST Programme Funder Age UK	-	-	-	-	-	-
Bee Project	-	8,650	(1,443)	-	-	7,207
Project ReGain	12,294	100,000	(75,610)	-	-	36,684
JTI	62,450	106,666	(89,495)	-	-	79,621
Lisburn & Castlereagh Age Sector	2,193	-	(229)	-	-	1,964
CHIC (First Connect North Belfast)	-	-	-	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Older Adult Cyber Security	-	9,869	(62)	-	-	9,807
Maureen Boal	-	30,750	-	-	-	30,750
QUB SPACE project	-	10,833	(2,619)	-	-	8,214
Enrich	20,302	-	(2,523)	-	-	17,779
Ulster Orchestra	975	-	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,984	3,158	(4,725)	-	-	3,417
	<u>574,647</u>	<u>1,443,174</u>	<u>(1,463,496)</u>	-	-	<u>554,325</u>

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**22. Statement of Financial Activities for Year Ended 31 March 2023**

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	254,866	-	254,866
Charitable activities	2,808,538	1,178,749	3,987,287
Other trading activities	638,991	-	638,991
Investment income	46,839	-	46,839
<b>Total income and endowments</b>	<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>
<b>Expenditure</b>			
Expenditure on raising funds:			
Costs of other trading activities	(525,499)	-	(525,499)
Expenditure on charitable activities	(3,140,935)	(1,096,880)	(4,237,815)
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	(38,142)	-	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>	<b>44,658</b>	<b>81,869</b>	<b>126,527</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	2,480,840	492,776	2,973,616
Transfer from Age NI Enterprises	-	-	-
<b>Total funds carried forward</b>	<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Annual report

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COMPANY REGISTRATION NUMBER: NI071940  
CHARITY REGISTRATION NUMBER: 104640

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2024**

**AGE NI**  
**Company Limited by Guarantee**  
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3 Lower Crescent  
Belfast  
BT7 1NR

t: 028 9024 5729  
e: info@ageni.org  
www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2023/24.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and policy and engagement activities. Within this financial year, as we emerge from the pandemic, we were able to return to face-to-face delivery for the majority of our services. We also tailored our delivery to remain accessible for older people, who didn't feel confident in returning to a physical setting. We continued to deliver the 'Check in and Chat Service', following its successful delivery during the pandemic, as it helped and continues to help address loneliness.

We know that tackling loneliness requires a personalised approach to understand the reasons for loneliness and provide support to re-connect, taking account of individual needs, wishes and aspirations. Feedback from an older person surveyed through the Lived Experience Survey, which highlights the importance of early intervention said 'Loneliness is one of the most stressful issues which can then lead to more physical and mental decline if not identified early'.

We are delighted to report that we concluded another year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ We are delighted to have established **Age NI's Shared Lives Service**, which is a new regulated service for Age NI. It specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.
- ✓ We are proud to have delivered an **array of services and programmes to older people**, providing a variety of options for our beneficiaries (Page 6). We recognise the diversity of older people and have developed projects targeting different groups.
- ✓ We have successfully **delivered on each of the Pillars within our Strategy** throughout the organisation, and have documented our achievements on Page 17.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

**Reference and administrative details**

**Registered charity name** AGE NI  
**Charity registration number** 104640  
**Company registration number** NI071940  
**Principal office and Registered office** 3 Lower Crescent  
Belfast  
BT7 1NR  
Tel: (028) 9024 5729  
Website: [www.ageni.org](http://www.ageni.org)

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Geraldine Sarah Brady	Trustee
Mrs Mary Teresa Dunlop	Trustee
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Edward Smyth	Trustee (Resigned 25 June 2024)
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Mrs Marie Bernadette Heaney	Co-opted Trustee (Resigned 26 June 2024)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Mrs Corey Parr	Co-opted Trustee (Appointed 1 September 2023)

**Auditor** Moore (N.I.) LLP  
Donegall House  
Donegall Square North  
Belfast  
BT1 5GB

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**Investment Bankers**                      Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**                                      Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

**Bankers**                                         Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people to enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Living in an ageing society:**

A longer later life is to be celebrated, bringing prospects of pursuing new activities, having time to dedicate to the things we enjoy, contributing to our families and communities. Many of us, however, don't like to talk about getting older but ageing comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us. Many older people enjoy life to the full, while others struggle because of poverty, health inequality, isolation or discrimination.

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census<sup>1</sup> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy has slowed down and there has been no change in the number of years spent in good health<sup>2</sup>. More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care home settings. There has been an increase in the percentage of the NI population feeling lonely; with higher levels of loneliness for people aged 50-64 and 75+. <sup>3</sup>

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<sup>1</sup><https://www.nisra.gov.uk/system/files/statistics/census-2021-main-statistics-for-northern-ireland-phase-1-press-release.pdf>

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**Emerging from the pandemic:**

As we emerge from the pandemic, we are mindful that for many older people, the pandemic was associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities – as civic leaders, and as the “glue” that holds communities together.

We know that some older people continued to be fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care. This has increased levels of loneliness and isolation experienced by older people.

We know that the impact of the pandemic remains with many older people and within this financial year, we have endeavoured to address these issues, through a variety of services, wellbeing programmes and innovative projects. We recognise the diversity of older people, and seek to provide many options to suit individual needs.

During the pandemic, the CEO developed a Business Continuity Plan, which was discussed within the Board/Committee structure and provided a summary of how Age NI continued to deliver for our beneficiaries and stakeholders throughout the pandemic, aligned to the Corporate Risk Register.

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**Age NI Services**

The following table includes an explanation of the services we delivered within the financial year, and provides context for some services which are included later in the report.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the financial support they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Grove Day Centre, Ballynahinch</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <ul style="list-style-type: none"> <li>• <b>Domiciliary Care:</b> Age NI provides vital Domiciliary Care services to support individuals in the South Eastern Health &amp; Social Care Trust who wish to stay in their own home. Services may involve routine household tasks, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.</p>

	<p><b>My Life My Choice:</b> My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:</p> <ul style="list-style-type: none"> <li>• Continue to do the things they enjoy, take part in social activities or learn something new.</li> <li>• Meet new people and chat about things that are important to them.</li> <li>• Be signposted to other sources of support and activities within their area.</li> <li>• Be connected to Age NI's Advice &amp; Advocacy Service, get a free benefit check and find out what financial support, or other support, they may be entitled to.</li> </ul> <p>We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.</p> <p>Referrals to this service are through the Belfast Health and Social Care Trust.</p> <ul style="list-style-type: none"> <li>• <b>Residential Home (Meadowbank):</b> Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents.</li> </ul>
<p><b>'Check in and Chat' telephone service</b></p>	<p>The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with an older person and provides an opportunity for a friendship call on a weekly basis.</p>
<p><b>Shared Lives</b></p>	<p>Age NI's Shared Lives service specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.</p> <p>Age NI's regional Shared Lives service is commissioned by the Department of Health and registered with RQIA. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps</p>

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to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care.

Initially the service is providing day support but will develop to offer short breaks and long-term care.

In addition to Age NI delivering the above key services, within this financial year we have also delivered the following Wellbeing Services/Programmes, to improve the lives of older people in Northern Ireland:

Wellbeing Service/Programme	Description
<p><b>First Connect</b></p>	<p>The First Connect Service (operational in Northern and Belfast Health &amp; Social Care Trust areas) provides emotional and practical support at difficult times for older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.</p> <p>Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Clients can avail of bespoke one-to one support (either face to face, by telephone or via an online platform) and/or group involvement. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.</p>
<p><b>Living Well Moyle</b></p>	<p>Living Well Moyle is a partnership between Age NI, GP practices throughout the Dalriada area (Northern Health &amp; Social Care Trust), the local council, health and social care organisations and the local community. It is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic health conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them. A strong cohort of volunteers further enhance provision of support.</p>

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<b>Staying Sharp</b>	Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.
<b>My Life My Wellbeing</b>	My Life My Wellbeing aimed to improve the wellbeing of older people and older carers through targeted and person-centred approaches. This included one to one support, access to information and a tailored Carers' Guide, online wellbeing programme and a public awareness campaign. The project was funded until December 2023 and provided support in the Belfast and Northern Health and Social Care Trust areas.
<b>Carer Support programme</b>	The Carer Support programme aimed to support the mental health of carers of older people by providing personalised support, including information and advice, access to wellbeing programme and an awareness raising campaign. The project was funded until March 2024 and provided support in the Belfast Health and Social Care Trust area.
<b>Move More Live More programme</b>	<p>Move More Live More is an innovative falls prevention programme which delivers three tiers of intervention to older people: education, information and awareness to those who may not have experienced a fall; six week, expert led information and activity programme to those who may have experienced a fall; and a smart, wearable device monitoring activity and general health, to those deemed to be at a high risk of falling again.</p> <p>Age NI delivers this project as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.</p>

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<b>Good Vibrations programme</b>	<p>'Good Vibrations' aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The Good Vibrations programme is delivered through three tiers of support: information and guidance to improve emotional wellbeing and mental health through self-help; access to career and wellbeing support programmes, advice, social prescribing services; and one to one interventions and buddy support.</p> <p>'Good Vibrations' delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, reflecting the diversity of men and communities.</p>
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**Connect North Link Worker Wellbeing Service**

The following Project shows the successful transition from the Local Community Navigator wellbeing service to the Connect North Link Worker wellbeing service, which operates a new model of delivery in the Northern Health & Social Care Trust area:

A brief description of the Locality Community Navigator, for context:

The Locality Community Navigator's role was to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Northern Health & Social Care Trust, and other statutory bodies in a partnership approach. The objective was to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also kept the Northern Health and Social Care Trust older people's directories updated.

The **Locality Community Navigator** service ended within this financial year and a tender process initiated for the Connect North Link Worker programme for four locations within the Northern Health & Social Care Trust area. Age NI was delighted to have been initially awarded three of the four areas, with the fourth area awarded later in the year.

Age NI was pleased to present to the International Conference on Integrated Care in March 2024 for the Connect North Link Worker service and the Move More Live More project (outlined above).

**Description:**

Age NI's Connect North Link Worker service works in collaboration with the Northern Health & Social Trust Connect North team.

The aim of this service is to provide a holistic, social prescribing service for those who are experiencing social, emotional or practical issues which are affecting their health and wellbeing and require assistance from a link worker to determine appropriate supportive services.

**Service delivery:**

To enable the most appropriate intervention for clients who require support and information about services to improve their overall health and wellbeing, the service has a 3-step process:

**Step 1.** The client/ carer is directed to the Northern Health & Social Care Trust online directory of services (Population Plus) to find support and information which could benefit them.

**Step 2.** Using Population Plus, we signpost clients/carers to helpful sources of information based on assessment of their social needs.

**Step 3.** Where the client/carers has been unable to access Population Plus and/or signposting has not been effective, then one-to-one support is provided by the Connect North Link Worker.

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
<b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
<b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
<b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
<b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our strategy, we have provided our KPIs for 2022-25 below.

Our performance against the KPIs in this financial year are included with last year’s performance and our Outcomes, which show how we’re delivering the priorities against each pillar.

<b>Pillar</b>	<b>KPI 2022-25</b>	<b>Performance 2023-2024</b>	<b>Outcomes</b>
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p>	<p><b>161,660 engagements</b> were delivered (in services and information guides).</p> <p><b>5921 people</b> directly supported.</p> <p>Age NI’s Shared Lives service was established. <b>Six Shared Lives Carers approved. One Shared Lives arrangement in place.</b></p> <p>Building collaborations with:            Ulster University, Voluntary organisations, Public Health Agency (PHA) and councils.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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	<p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Wellbeing scores for services were 93% and above.</p> <p>Targeted public awareness campaign promoting ageing well had a reach of 1,002,553 people. Reach increased in digital stakeholder engagement by 10% and in line to reach target by 2025.</p>	
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Pillar	KPI 2022-25	2023-24	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p><b>Service reach:</b>  Age NI delivers services in all HSC Trust and Council areas.  Gender: 64.7% (female); 35.4% (male); 0.2% Other/unknown  Age range: 55+. 52.5% are aged 65+.</p> <p>Movember project targets men aged 50+ and is a partnership of organisations to reach and engage men from different communities, backgrounds and circumstances.</p> <p>4 meetings of the Age Friendly Network organised.  4 regional meetings with Age Sector Networks held.</p> <p><b>10 Age Awareness workshops</b> were delivered to <b>7 workplaces and businesses</b>, which were attended by 129 people across a range of financial, utility, statutory and voluntary sector organisations.</p> <p><b>Cyber Safety training</b> prepared for Belfast City</p>	<ul style="list-style-type: none"> <li>Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

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		council, to be delivered in 2024/2025 financial year.	
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Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Policy</b>  By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	Influence Government and policy thinking.  700 engagement/policy influencing voices heard by decision makers.	<b>983 Lived Experience surveys were returned</b> - 687 online and 296 by paper copy.  <b>4 All Party Group meetings (including AGM) were held.</b>  <b>4 Consultative Forum meetings were held, with themed agendas. Additional engagement meetings were held with public bodies, as required.</b>	<ul style="list-style-type: none"> <li>Ageism is reduced.</li> <li>Older people's rights are upheld.</li> <li>The contribution of people in later life is valued.</li> </ul>

Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Progressive organisation</b>  By 2025, we will have further invested in the talent of our team, leadership, technology and engagement	IIP Platinum accreditation.  70% positive staff engagement.  100% maintenance of regulated services to RQIA standards.  Financial Strategic Plan in place. Mixed economy income generation.  Approved Audited Accounts and Management letter.  Maintained Charity Commission/Companies House compliance.	IIP Gold Award was retained in January 2024.  Mental health and wellbeing Action Plan was <b>implemented in June 2023</b>  Care Services all met RQIA standards.  Financial Strategy in place, approved by Board of Trustees in April 2023.  Approved audited accounts. Management letter had no recommendations.  Continue to maintain compliance with The	<ul style="list-style-type: none"> <li>The voice of older people influences what Age NI does.</li> <li>Age NI is a great place to work and volunteer.</li> <li>Age NI demonstrates how it has changed people's lives.</li> <li>Age NI operates as an integrated charity.</li> <li>Age NI is properly resourced to deliver its plans and activities.</li> <li>Age NI is effectively led and governed.</li> </ul>

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	<p>99% uptime technology capabilities.</p>	<p>Charity Commission for NI and Companies House.</p> <p>Renewed and maintained <b>Cyber Essential Plus Certification.</b></p> <p><b>Achieved 99% uptime technology capabilities.</b></p>	
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**ACHIEVEMENTS AND PERFORMANCE 2023/2024**

In 2023/2024 with support from our partners and stakeholders, we had **161,660 interactions with older people** (Age NI Services and targeted information).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2023/2024 include:

<b>People – Provide and develop quality services and support to improve the independence and wellbeing of older people</b>
Age NI Advice & Advocacy Service received <b>over 10,000 (10,014)</b> calls to the Advice Line, with <b>£1,013,362 identified in unclaimed benefit</b> .
In <b>Care Services</b> , Age NI supported <b>485 older people</b> and delivered <b>395,969 hours of care</b> within the following services: <ul style="list-style-type: none"><li>• Day Care - Support and interaction within this service provided social inclusion.</li><li>• Domiciliary Care - Personal care and support provided to individuals in their own home.</li><li>• My Life My Choice - Home support and social outings for individuals with dementia.</li><li>• Meadowbank Residential Care - 24-hour care and support to residents with dementia.</li></ul>
All RQIA standards were met across all of Age NI Care services.
Age NI's <b>Wellbeing Services</b> supported <b>2654 older people</b> in this financial year, through a range of innovative services including those developed this year: <ul style="list-style-type: none"><li>• <i>Move More Live More</i> - falls prevention programme.</li><li>• <i>Good Vibrations (Movember)</i> – regional programme to improve the health and wellbeing of men aged 50+.</li><li>• <i>My Life My Wellbeing</i> - supporting the wellbeing of older people and older carers through person-centred approaches.</li><li>• <i>Carer Support programme</i> - supports the mental health of carers of older people.</li><li>• <i>Connect North</i> – provides a holistic, social prescribing service for older people who are experiencing social, emotional or practical issues affecting their health and wellbeing.</li></ul>

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Age NI's **Shared Lives service** was launched in September 2023. The service supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, hobbies and community life with an older person requiring support. Key achievements within this financial year were:

- Six Shared Lives Carers were recruited, assessed, approved and trained.
- 12 Approval Panel Members from across the Health & Social Care Trusts and a Panel Chair were recruited, inducted and trained on the roles and responsibilities of the Shared Lives Approval Panel.
- Two professionally qualified and experienced social workers were recruited to the Shared Lives Team.
- The Head of Shared Lives visited the Shared Lives Scheme in Moray, Scotland and ongoing regular workshops were held jointly with Positive Futures Shared Lives scheme **to consider and share best practice, and to develop and provide peer support.**
- At the **CO3 Leadership Awards** in March 2024, the Head of Shared Lives was highly commended in the category of '**Partnership and Collaboration**'.

At Year 5 of the **Age at Work programme**, **32 Mid-Career Review sessions were delivered which resulted in 502 participants receiving Mid-Career Reviews.** This project supports older workers to remain in, or return to work and contributes to improving the independence and wellbeing of older people.

Quotations provided from NI beneficiaries of the Age at Work programme, which focused on the Mid-Career Reviews (the area of the programme which Age NI delivered) include:

- ✓ *"Very insightful and learned a good deal." (Male, NI, MCR)*
- ✓ *"Learned very useful, practical things, gained new knowledge re. pensions and feel encouraged to take action." (Female, NI, MCR)*
- ✓ *"Provided a very helpful overview of financial planning and pensions, well delivered and clearly articulated by both course presenters. Has encouraged me to think more about how I might start to save more with a view to building up more financial security for retirement." (Female, NI, MCR)*

Age NI's **Independent Living Products** range has grown to provide older people and their families with practical options to improve their independence and remain living in their homes. The Age NI Independent Living Products portfolio includes:

- *Mobility furniture for independent living*, including adjustable beds and lift and riser recliners. We have added this range of products to our portfolio within this financial year which include updated products and services provided by 3<sup>rd</sup> party partners.
- *Mobility aids*, including beds, seating and stairlifts.
- *Bathroom Adaptations*, which includes trip-free and anti-slip showers, shower seats, walk in baths, toilets and accessories and support rails.
- *Key Safes* – outdoor key safes to keep the home and keys safe, which help a person to share their home access with care providers, emergency services and loved ones safely and securely.
- *Personal Alarms in Northern Ireland* – if a person is in an accident or has a fall, they can get help quickly by pressing their alarm pendant. **Age NI has been working with multi-disciplinary teams including social workers, health professionals and trusts to promote the product.** In addition, Age NI's ezine has been distributed to all NI pharmacies bi-annually, which promotes Personal Alarms.

**Places – Prepare for our ageing demographic by creating an age friendly society**

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**10 Age Awareness Workshops** were delivered to **129 participants**. Age Awareness Training supports customer service teams to learn how to communicate better with older people, and ultimately enable older customers to feel valued and understood.

Age NI supported the **Age Sector Networks (ASN)** in the following ways, as they strengthen community based older people's organisations and deliver at a local level.

- Built and maintained strong and effective relationships with Age Sector Networks across all 11 local council areas.
- Supported effective capacity building and transitional processes with networks.
- Planned and facilitated five ASN exchange meetings and 1-1 support to promote shared learning, best practice, knowledge exchange and collaboration.
- Produced and circulated 10 editions of Signpost eZine.

Age NI **supported Age Sector Network representatives** to participate in policy and engagement activities:

- Promoted active engagement of older people, local groups and ASNs to gather experiences and case studies.
- Facilitated ASNs to support and promote older people's direct engagement in statutory policy consultations such as the review of the Regional Infrastructure Support Programme, Community Transport and Concessionary Fares.

**Age NI provides secretariat support to the Age Friendly Network NI and encourages the participation of Age Sector Networks (ASNs) in Age Friendly initiatives, including:**

- Promoting and supporting the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities, such as setting up of two 50 + forums to engage with Councils.
- Sharing Age Friendly progress and best practices across Councils and ASNs.
- Supporting the development, autonomy and sustainability of age sector networks in five council areas providing key service delivery.

Age NI has been involved in the Frailty Network NI. Five members of **Age NI's Consultative Forum contributed to Frailty Network NI Task and Finish groups**. We were delighted that our Consultative Forum Chair was the first speaker at the **Frailty Network Conference, which was organised in collaboration with the British Geriatric Society**.

**Age NI benefited from 484 volunteers being utilised throughout the charity, providing 542 volunteer opportunities. 94% of volunteers said they 'Feel they give back to community'.**

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<b>Policy – Protect and promote the rights of older people</b>
4,231 older people’s voices were heard through Age NI Policy and Engagement activities.
Age NI engaged with the <b>Department for Infrastructure (DfI) on the consultation proposals for change on concessionary fares, to ensure older people’s voices were heard by decision makers.</b>
<i>Age NI acts as the Secretariat for the <b>All-Party Group on Ageing and Older People, which ensures that the issues affecting older people are a priority for the NI Assembly.</b></i>
Four meetings were held in this financial year and the subjects covered included: <ul style="list-style-type: none"> <li>• Managing and preventing frailty.</li> <li>• The importance of prevention and early intervention.</li> <li>• Loneliness (joint meeting with the APG on Preventing Loneliness).</li> <li>• An AGM to elect officers and identify priority issues for the following year.</li> </ul> <p>Age NI provided support and briefings in relation to the <b>Assembly Motion on Loneliness Strategy</b> which followed the APG meeting on the matter.</p>
Following the Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. <b>983 people responded to the survey</b> , 687 online and 296 by paper copy. The results demonstrate that the top 4 priority issues for respondents were: <ol style="list-style-type: none"> <li>1. Equal access to appropriate healthcare and services</li> <li>2. Keeping safe from scams</li> <li>3. Transport and Travel</li> <li>4. Rights of older people</li> </ol> <p>The outcomes of this third survey allow us to ensure older people’s voices are being heard by policy and decision makers, and shapes Age NI’s policy priorities going forward.</p>

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

Development of IT/digital enhancements to SharePoint, AI, Cyber Security, smarter ways of working
Age NI has invested in Succession Planning for the Senior Management Team, as one member of the Operational Leadership Team (Head of Wellbeing Services) commenced the first year of a Post Grad Diploma in Health & Social Care Management (2 year programme).
Age NI has also provided opportunities for individuals to progress within the organisation.
Age NI has renewed and maintained the <b>Cyber Essentials Plus Certification</b> , which involves a rigorous assessment of an organisation’s cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

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<p>Age NI retained the <b>Gold Status of IIP (Investors in People) accreditation</b>.</p> <p>Staff quotations from the IIP report, in response to being asked to ‘Describe Age NI as an employer’ included.</p> <ul style="list-style-type: none"><li>✓ <i>“It strives to make things better for older people – I’m proud to work there”.</i></li><li>✓ <i>“It’s a great organisation with very skilled, warm, and hardworking staff”.</i></li><li>✓ <i>“I love working here and have seen so many new services being introduced”.</i></li><li>✓ <i>“Age NI is an excellent employer and very professional in dealing with service users and funders”.</i></li><li>✓ <i>“It’s a great company to work for with an excellent reputation in the local community”</i></li></ul>
<p>Age NI was successful in a number of <b>proposals</b>, which enable Age NI to deliver key wellbeing, advice and engagement services and activities for our beneficiaries.</p>
<p>Age NI developed a new <b>Gifts in Wills strategy</b> to ensure older people will have the support they need in the future. We’re delighted to report that Corporate Fundraising has performed well over the financial year and overall fundraising activities have returned to pre-covid 19 levels.</p>
<p>The Board of Trustees delivered a <b>Co-opted Trustee Recruitment process, to enable the Board to appoint individuals with the required skills, experience and expertise to the Board/Committee Structure</b>. From this process, the Board appointed three Co-opted Trustees.</p>
<p>Age NI has utilised the recently developed <b>Hybrid Working Policy</b>, to enable staff to have the opportunity to combine homeworking and office working, where the role allowed.</p>

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **484 volunteers** being involved throughout the charity providing **542 volunteer opportunities** as some volunteers performed more than one role. Within this financial year more than **9,752 volunteer hours** were delivered.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help support people who are isolated or lonely to connect to local community activities through our services, peer consultations, fundraising activities and volunteering in the shops.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service 2023-2024</b>	<b>No of volunteer Roles</b>
Fundraising	62
Carer Wellbeing	3
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	89
Check in and Chat	232
Day Care	28
First Connect	27
Living Well Moyle	19
My Life My Wellbeing	7
Staying Sharp	7
Retail/Shops	68
<b>Total number of volunteer roles</b>	<b>542</b>

Examples of some of the Volunteer activities/events delivered within this financial year include:

- Gardening in Laurelhill Day Centre and volunteering in Skainos Day Centre.
- A local financial services organisation held a 'Volunteering Day'. Approximately 60 volunteers were accommodated across Age NI Day Centres and Shops in its 'One firm One Day' campaign.
- Volunteers' Week was held from 1-7 June 2023. To celebrate our volunteers, all volunteers received a thank you letter from the Chief Executive; a certificate of appreciation; and Age NI merchandise to show the immense value placed on each Age NI volunteer. We also held a Volunteer Recognition event during Volunteers' Week, which was attended by 82 volunteers. We were delighted that a local sports personality

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attended and spoke about his experience volunteering with the Check in and Chat Service.

Volunteering has been beneficial twofold during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness.

A quote from beneficiary and a volunteer for the Check in & Chat service:

*'I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call'.* (Beneficiary)

*'I am just so pleased and blessed to be able to make some lonely person happy'.* (Volunteer).

Volunteering has been rewarding for the volunteers as the feedback below shows:

- 99% are satisfied with the experience
  - 99% feel they give back to the community
  - 98% enjoyed their volunteer role
  - 99% would recommend this role to others
  - 95% feel valued
- (Feedback was evaluated via an anonymous survey)

A quote from an Age NI volunteer *'A purpose in life for me and a chance to help out in my community'.*

- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do: You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

## **How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

### **1. *The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age***

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, wellbeing, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they have the **ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**.

The following quotes from two of our Advice & Advocacy clients evidence the impact of our Advice & Advocacy Service to further the public benefit:

***'[Advice Advisor] gave me a list of addresses and businesses providing various aids to make life more comfortable for me. The Attendance Allowance will help me to change my bathroom - remove bath and install walk in shower'.***

***'I have more peace of mind with a little bit of extra money to pay for things'.***

*The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.*

### Couple A

By way of background, Mr & Mrs A contacted the advice team through the Age NI website in relation to Mr A's health problems and potential for additional benefits. The Advisor spoke to the couple to discuss Mr A's health problems, to check eligibility for Attendance Allowance(AA). As Mrs A had several health concerns herself, the Advisor also checked AA eligibility for Mrs A. Based on the information provided, the Advisor recommended that both Mr and Mrs A should make an application for Attendance Allowance.

#### **Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- After checking Mr & Mrs A's eligibility for AA, due to multiple health problems, the Adviser identified that the couple may be eligible to make separate applications for AA. AA claim forms were requested from Department for Communities on behalf of the couple and the Advisor helped them complete the forms (tele-claim).
- Advised couple that if both are awarded AA, they may be eligible for a means-tested benefit such as Guaranteed Pension Credit (2x Severe Disability Premiums, and 2x Carers Premium's).
- Asked couple to inform Age NI once they received their decision letters, so the Advisor could complete a benefit check. The couple confirmed that both were awarded high-rate AA.
- Completed a Benefit Check for couple and the adviser identified entitlement to Guarantee Pension Credit, Savings Pension Credit and Rate Relief.
- Printed 2x Carers Allowance forms for the couple, helped them to complete each application (tele-claim) – advised couple to contact Age NI once they receive decision letter.
- Couple contacted the advisor to advise they received the decision letter, and that both were awarded Underlying Entitlement to Carers Allowance.
- Advised couple that they would now be able to make an application for Pension Credit. Supplied client with the contact number to make a telephone application for Pension Credit.

#### **Outcomes for the beneficiaries, following Age NI actions:**

- **Couple A were awarded the higher rate of Attendance Allowance = £101.75 each per week.**
- **As a couple they were awarded Guarantee Pension Credit of £99.18 per week, Savings Pension Credit of £17.84 per week, full rate relief of £18.76 per week. This resulted in an increased weekly income of £339.28 and an increased annual income of £17,642.56.**

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This Case Study shows as a result of an Age NI Advice & Advocacy Advisor taking a step-by-step approach, Age NI was able to demonstrate to Mr & Mrs A that they would be **eligible for further support, firstly with AA, Carers Allowance and then Pension Credit, which resulted in an increased annual income of £17,642.56.**

***The following Case Study confirms the positive impact the Living Well Moyle Service has had on Lady B. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit, in addition supporting her mental health and wellbeing.***

**Lady B**

Lady B is a 60 year old lady, who was referred to the Living Well Moyle Service (LWM) by her GP, for support around her mental wellbeing. From the initial home visit the LWM co-ordinator referred/signposted the lady to various services. During the first home visit the LWM co-ordinator realised that the lady required one-to-one, step-by-step support and discussed the lady's life including numerous traumas, which have affected Lady B's quality of life.

**Circumstances:**

From the initial visit the LWM Co-ordinator identified the following key issues affecting this lady.

- Lady B has been struggling financially and mentally for a number of years, and is living alone, following the death of her husband. Lady B doesn't leave the home, since the death of her husband, due to her physical and mental health.
- Lady B's home is in poor condition and is experiencing damp.
- Lady B appeared to have taken care with her appearance previously, but recently hasn't been able to devote this attention to her hair.

The LWM Co-ordinator took the following actions:

- Contacted the Food Bank – they immediately delivered Home Heating Oil, a food parcel and a blanket.
- Completed a referral for one-to-one support to complete a number of benefit forms, as Lady B was unable to complete the forms herself.
- Made an urgent referral to a local charity to help with Lady B's housing and support needs.
- Researched local mobile hairdressers and arranged that the hairdresser would visit Lady B on her birthday.
- Lady B was matched with a volunteer.

**Outcomes for the beneficiaries, following Age NI actions:**

- Lady B was on the waiting list for housing, but has now been rehoused in a new apartment.
- The local charity visits each week, providing a range of support, including life skills, budgeting and a listening ear.
- Lady B received a further Foodbank delivery at Christmas.
- Living Well Moyle Co-Ordinator and Volunteer continues to provide support to Lady B.

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This Case Study shows the impact, of one of Age NI Wellbeing Services '*Living Well Moyle*' has had on an older lady, who was experiencing physical, mental health and financial issues. This service was able to address multiple issues and provide the required support to improve the lady's life. By putting the tailored support in place, this lady has experienced positive results, which *for the purpose of this Object have been a new home, a foodbank delivery including a Christmas dinner and a further food package, and budgeting support.*

Lady B complimented the Living Well Moyle Service by saying '*Thank you from the bottom of my heart for all you have done for me. I really appreciate it. You have a heart of gold*'.

## **2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI's intervention.

Age NI's Policy & Engagement team continued to work towards fulfilling the object of '*The Advancement of Human Rights*' through many strands of policy and public affairs, engaging with the Consultative Forum, age sector networks and stakeholders.

Within this financial year **4,231 older people's voices were heard** through Policy & Engagement activities and **1,925 professionals were engaged with on issues that matter to older people.**

The following examples are key pieces of work delivered within the last financial year. We believe Age NI has delivered significantly, in gaining and representing the views of our beneficiaries, and liaising closely with key policy makers, whilst seeking to hold them to account, to improve the lives of older people in Northern Ireland.

### **1. Lived Experience 2023**

As a follow up to Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. In the initial stages of this survey, the Policy & Engagement team engaged with Age Sector Networks and members of the Consultative Forum for the coproduction and planning of **Age NI's Lived Experience 2023 survey.**

A total of 983 people responded to the survey; 687 online and 296 using a paper copy. As with previous surveys, the opportunity to participate was widely circulated through Age Friendly officers in councils, NI Frailty Network and Age Sector Networks, Age NI's social media channels, email networks and Signpost Express.

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#### Context:

In designing the 2023 survey, the Policy & Engagement team built upon the structure and findings of the previous Lived Experience research. The decision was made to continue using the **thematic areas of support; health and social care; and communication and connection**. Within the survey, each participant was given the opportunity to rate five issues, in order of importance, as well as include additional comments.

#### Outcome of the survey:

The results of the 2023 survey demonstrate that the top 4 priority issues across the 3 thematic areas were: **equal access to appropriate healthcare and services; keeping safe from scams; transport and travel; and rights of older people**.

The questions revealed important numerical data such as, finding that only 9% of respondents had created an Advance Care plan; 24% had experienced problems getting the social care needed for themselves or someone they care for; and 38% had been unable to book a GP appointment when needed. The comments left by participants also provide a rich insight into the issues older people are concerned about and what they think should be done to address them.

The 2023 Lived Experience report completes a set of three research papers which have allowed us to ensure older people's voices were heard during, and as we emerge from the pandemic.

#### What have the findings of the Lived Experience Survey enabled Age NI to do?

- ✓ The findings have allowed Age NI to track and highlight the priority concerns of older people throughout the last four years and ensure that policy makers are kept informed of these.
- ✓ Since the 2023 research was completed, Age NI has presented the findings to the All Party Group on Ageing and Older People and shared with partners in the age sector. A representative of the Consultative Forum gave a presentation to the APG on the subject of **access to GP services** based on the Lived Experience 2023 findings.
- ✓ Age NI produced a **briefing paper on loneliness from the data** and it was sent to MLAs and stakeholders in advance of the **joint meeting of the All Party Groups on Ageing and Older People and on Preventing Loneliness**.
- ✓ We will continue to draw from Lived Experience 2023 to inform Age NI priorities and as we engage further with the NI Assembly, Ministers and officials.

## 2. Concessionary Fares

In June 2023, the Department for Infrastructure launched a public consultation on proposed changes to the Concessionary Fares Scheme. This scheme provides discounted and free travel on buses and trains for members of the community who are at risk of social exclusion. In the absence of Executive ministers, departmental officials were exploring cost saving measures to relieve budgetary pressures and proposed removing free travel for those in the 60–64 age group.

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This proposed policy change would have a significant impact on older people aged 60-64.

**What actions did Age NI take to support its beneficiaries in the proposed changes to the scheme?**

- Age NI's policy and engagement team set out to support older people to be involved in the consultation process. Older people's right to be consulted about decisions that affect their lives can only be realised through effective support and access to decision-makers.
- Age NI set up a consultation session between the officials and Age NI's Consultative Forum. This was an extremely robust session during which Consultative Forum members were able to present their views and the concerns of older people more broadly. Age NI facilitated consultation sessions with the Age Sector Networks and the Age Friendly Network, ensuring that the views we gathered were as representative as possible, taking in a wide geographical and socio-economic spread. Age NI also included a question on transport and travel in the 2023 Lived Experience survey and the responses were analysed to inform the concessionary fares consultation.
- Prior to the written response, Age NI had undertaken a range of engagements and could therefore be confident that we were able to represent the voices of older people. We were also able to use social media and our other communication networks such as Signpost Express, to encourage older people to submit their own responses directly.
- Age NI submitted a written response to the DfI consultation in August 2023.

**Outcomes:**

- ✓ Having heard the views of older people on the proposal to withdraw the 60-64 Smartpass from older people, Age NI was able to take a strong position and called for the retention of this vital service.
- ✓ In February 2024 the new Minister made a statement in the Assembly that he hopes to retain the scheme for 60-64 year olds in light of the strength of the views submitted during the consultation process.

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**3. Age NI Consultative Forum Engagements**

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 53).

The following table provides a sample of how the work of the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Outcomes from the work undertaken</b>
<b>All-Party Group on Older People</b> - Regular APG meeting: MLAs and others.	Increased awareness of the issues that matter to older people, which included updates from Age NI Lived Experience 2023 findings.
<b>QUB SPACE Leadership for Healthy People and Planet</b> - Engagement on ways in which the environment impacts on brain health.	Four Consultative Forum members participated and are on the Advisory Group for project.
<b>Advance Care Planning</b> - QUB developing an online resource to support Advance Care Planning.	A Focus group was held on making online resource appropriate and user-friendly. ( <i>Advance Care Planning was referred to as an issue of Lived Experience Survey</i> ).  QUB confirmed its resource has been amended and a further evaluation has been held.
<b>Public Health Agency (PHA) Agewell Strategy</b> - Focus Group reviewing proposed outcomes for PHA Agewell Strategy.	Consultative Forum members gave feedback on PHA’s approach to strategy and will seek further engagement.
<b>Public Health Agency (PHA) Approach to Engagement</b> - PHA is developing its approach to engagement and wants to include older people.	Age NI continues to engage with PHA on approaches to engaging with older people.
<b>Ambulance Materials Review</b> - Review of leaflet and video “What happens when you call 999”.	Northern Ireland Ambulance Service (NIAS) received valuable suggestions from Consultative Forum and wish to come back for future input.
<b>Improving Hospital Discharge</b> – Health & Social Care Quality Improvement (HSCQI) are developing projects across NI on improving Hospital Discharge.	HSCQI received Lived Experience input from Consultative Forum members, to be fed into their team meeting in November 2023. Further engagement was held in January 2024.

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<p><b>Review of Community Transport</b> – Department for Infrastructure (DfI) is reviewing Community Transport provision both urban &amp; rural.</p>	<p>Consultative Forum members contributed the benefits of Community Transport and the importance of it being retained and improved.</p>
<p><b>Department for Infrastructure (DfI) Concessionary Fares Consultation</b> - DfI consultation on Concessionary Fares – relevant to older people’s travel passes.</p>	<p>Age NI’s response was submitted including the views and examples of impact given by Consultative Forum members and other older people. (Further details are included above).</p>
<p><b>Fuel Poverty</b> – Department for Communities (DfC) has convened a Fuel Poverty Strategy Reference Panel.</p>	<p>The Consultative Forum Vice-Chair is a member on this Reference Panel.</p>
<p><b>Frailty Network NI Conference</b> - Conference of health staff and professionals and voluntary and community sector on frailty.</p>	<p>Conference opened by the Consultative Forum Chair, Ann Murray.</p>
<p><b>Consultation on Ageism</b>, led by Commissioner for Older People in NI (COPNI) - Events &amp; Survey throughout on ageism.</p>	<p>Members of the Consultative Forum participated in COPNI’s consultation on ageism.</p>
<p><b>Ending Violence Against Women and Girls</b>, led by <i>The Executive Office</i> - Consultation on Strategic Framework and Action Plan for Ending Violence against Women &amp; Girls 2023 – 30.</p>	<p>Age NI contributed to shaping the strategy and it is now out for public consultation.</p>

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**4. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 5**

One of the highlights for Age NI within this financial year was the continued successful delivery of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes.

Within this financial year, Age NI delivered **32 Mid-Career Review sessions with 502 participants attending**. The content of the Mid-Career Review sessions included:

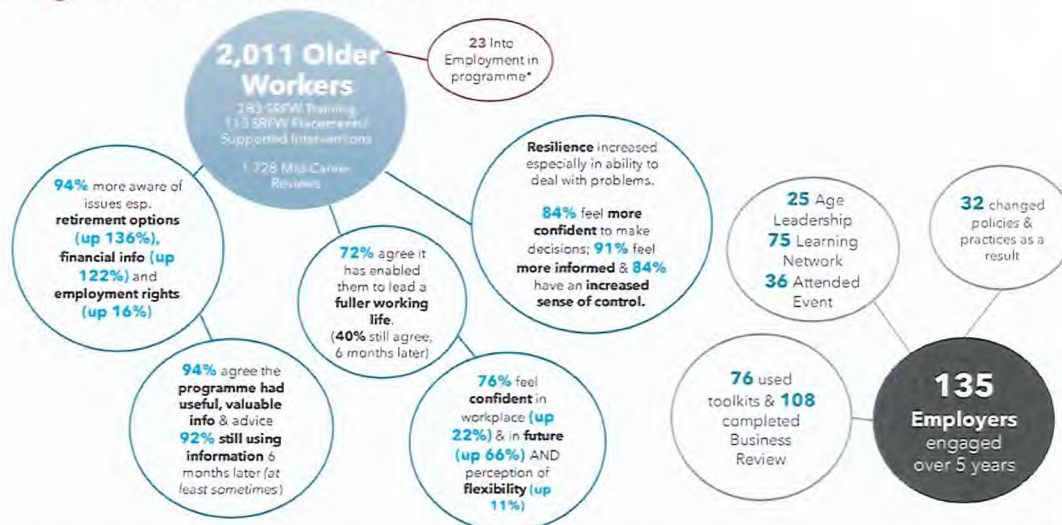
- **Finance**
- **Health and Wellbeing**
- **Career**

From the beginning of the programme in 2019, **Age NI has delivered Mid-Career Reviews to a total of 1,728 participants**.

The following information has been provided by Bean Research, the external evaluator commissioned for the Age at Work Programme, which covers the 5 years of the Age at Work Programme. It provides evidence of the success of the Age at Work programme for our beneficiaries for the '**Advancement of Education**' object, as it shows how the programme has benefited **2,011 older workers** and **135 employers** in the programme.

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**Age at Work: Northern Ireland**



Older Person Data: May 2020 to end Q4 Y5 (2024), Pre, Post & 6 Month Post Surveys. \*Figure from Outcomes Reporting

**Age Awareness Training**

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age Awareness Training aims are to:

- Breakdown Age Stereotypes.
- Understand the challenges facing older people.
- Learn the factors influencing communication with older people.
- Improve communication between generations.
- Discover how to signpost older customers who need other support.

Within this financial year, **10 Age Awareness Workshops** were delivered to **129 participants**, who benefitted from the Age Awareness Training, and **90% reported that the overall session was ‘excellent’**.

Participants were from a range of organisations including three councils, energy providers, a Further Education College, a charity, a bank and COPNI.

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**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Everything about it was so informative'**

**'The presenter gave examples of how we could relate strategies to our own jobs which was particularly useful'**

**'Very informative and interesting, and definitely makes you more aware and understand older people'**

**'Very interesting. I really benefitted from it'**

**'Great training, lots of information and knowledge sharing'**

**'Very enjoyable and interactive'**

**'The presenter was very knowledgeable'**

**'Brilliant session delivered fantastically well by presenter'**

**'Really enjoyable session and very beneficial in our customer service role'**

**'Very good presentation'**

**'Good amount of interaction and learning'**

**'Interesting presentation and food for thought'**

**'Very useful to learn of the services that Age NI has. Will be useful for the future'**



## Good Vibrations programme funded by Movember

Age NI's Good Vibrations Men's Health & Wellbeing Programme is an example of how Age NI has delivered to a section of our beneficiaries, to satisfy the object of '*The Advancement of Education*'.

### Background

While significant work has been achieved to improve Northern Ireland's male mental health, most projects are aimed at younger men. Age NI secured Movember's support to scale up two programmes (Good Vibrations and Age at Work) which have had demonstrable mental health and wellbeing impacts for individuals aged 50+. Good Vibrations is a three year programme, which aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The key beneficiaries of this programme will be the **7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly.**

Age NI's Good Vibration delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, Action Mental Health, Groundwork NI's network of Men's Sheds, Counselling for All Nations, NICSSA, Public Health Agency, Relate, Men's Health Forum in Ireland and Ulster University.

In conjunction with our partners, this funding helped to apply a male gendered lens to these successful programmes to address the specific mental wellbeing needs of men aged 50+. It also helped Age NI to increase support to older men.

Good Vibrations is delivered to our beneficiaries in the aged 50+ males within the following tiers:

**Tier 1:** Guidance for **5,000** to improve emotional wellbeing and mental health through self-help.

Within this financial year:

- **Awareness Campaign:** indirect reach to **842,954 people.**
- **Good Vibration Guides:** **8000 brochures** were distributed.
- **I-Connect:** access to **Inspire Wellbeing** platform. **13 new registered users.**

**Tier 2:** Support for **2,700** to access **career and wellbeing freephone advice, online programmes and social prescribing services** to connect them with their peers and local communities.

Within this financial year:

- **Freephone Advice:** 746 calls from men were answered to support with advice.
- **Good Vibrations Wellbeing Programme:** 151 participants attended the group sessions, which includes 27 one-off information sessions.
- **Career Review Workshops:** 300 participants attended the Career Review Workshops, which were delivered by **Business in the Community.**
- **Social Prescribing:** 253 men received a social prescription.

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**Tier 3:** Bespoke interventions including guided conversations for **200 males 50+ with a buddy support option**. It deploys a mix of virtual, face to face, telephone, peer to peer and volunteer support.

Within this financial year:  
 102 men were provided with bespoke support.

**Move More Live More**

The Move More Live More project is another example of how Age NI is fulfilling the 'Advancement of Education' object for its beneficiaries.

Move More Live More aims to reduce the risk of falls in people over 65 by improving activity levels, strength, balance and overall health and wellbeing. This two year programme shares information and encourages activities aimed at preventing falls, so more older people can get the most out of later life. Age NI delivers Move More Live More as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.

The following stats are a stark reminder of the importance of preventative projects like Move More Live More:



The programme delivered three tiers of intervention:

<p><b>Tier 1</b></p> <p><i>(Aimed at early intervention through education and information. For those who expressed an interest in learning about falls prevention, but who may not have experienced a fall).</i></p>	<p>All participants received a Move More Live More information guide from Age NI, which is based around the Public Health Agency's (PHA) <b>Take Five Steps to Wellbeing</b> along with sharing expert advice and tips, together with physiotherapist-approved strength and balance exercises.</p> <p>Tier 1 participants were added to the Move More Live More mailing list to receive regular health and wellbeing updates from Age NI.</p> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>488 booklets were distributed via groups and other Age NI wellbeing services.</b></li> <li>➤ <b>Around 3000 digital copies of the booklet were sent out via email.</b></li> </ul>
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<p><b>Tier 2</b></p> <p><i>(Aimed at individuals who may have experienced at least one fall in the past year).</i></p>	<p><b>A six week programme was delivered on Zoom and face-to-face, supported with weekly health and wellbeing updates. The six week programme covers the following topics:</b></p> <ul style="list-style-type: none"> <li>• Staying Strong</li> <li>• My Life My Goals</li> <li>• Nourish and Nurture</li> <li>• Think Well Live Better</li> <li>• Invest in Rest</li> <li>• Staying Safe</li> </ul> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>202 Tier 2 sessions</b> were delivered (via Zoom and face-to-face).</li> <li>➤ <b>18 one-off health and wellbeing talks</b> were delivered.</li> </ul>
<p><b>Tier 3</b></p> <p><i>(Aimed at individuals deemed at a higher risk of having a fall, as a result of having experienced two or more falls in the last year).</i></p>	<p>Participants trialled innovative new wearable technology. This monitored a range of physical metrics including daily patterns of movement and periods of immobility, daily steps, sleep quality and quantity, enabling prompts to move, guidance on exercise a range of outputs to be calculated, including the risk of a fall. If risks were elevated and sustained, the user and/or carer was alerted. <b>In 2023-24, 151 people participated in Tier 3 of Move More Live More.</b></p> <p><i>Note: This device did not provide falls-detection (impact detection). However, by closely monitoring potential signs of a fall, this aimed at prompting the wearer/user to take actions to prevent a fall in the future.</i></p>

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Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents, as they said '**Got information they could use**':

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **95.2%** of respondents from the Wellbeing Services.
- **98.5%** of respondents from Care Services.
- **100%** of respondents from Advice & Advocacy.
- **100%** of respondents from the Check in and Chat Service.

Feedback from Good Vibrations beneficiaries said:

**'Thank you for bringing this learning to our group. It has really got us talking and support us to open up conversations around men's health'.**

**'It's an education, gives us food for thought, you are planting a seed in our heads through the videos and presentations you are showing us'.**

A Move More Live More beneficiary said, **'The booklet is so full of information, I've read it so much and keep getting new things from it that are very helpful'.**

A quote from a representative of NI Ambulance, which was given at a Consultative Forum meeting in relation to Co-Production with NI Ambulance: **'It was a really valuable session, in terms of the input, and also the networking. Wow, what an amazing set of people you have working with you'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	100% reported improved physical wellbeing/health. 100% reported they are less stressed or worried. 100% reported increased choice and control.
Wellbeing Services *	98% reported feeling less lonely. 98% reported feeling I belong in my community. 98% reported ability to carry out daily living tasks. 97% reported less isolated. 93% reported improved physical wellbeing/health.  A few quotes from service users of our Wellbeing Services:  <i>'Thank you so much for sending this (recording) to me. Not being from a medical background, I found the information about how the body changes with age very interesting. The exercises were very clearly explained and demonstrated. I am hoping that my participation at an early stage will help me to age better and prevent falls in the future'. (Move More Live More).</i>  <i>'Life changing for me, new home, benefits sorted, meeting new people, really helped me'. (Living Well Moyle).</i>  <i>'Fantastic support at a difficult time in my life'. (First Connect)</i>

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Care Services *	<p>100% reported feeling less lonely.  100% reported increased social contact.  100% reported feeling less isolated.  <b>98% reported</b> improved physical health/wellbeing.</p> <p>100% of those surveyed said <b>‘very satisfied with the service’</b> and <b>100% ‘felt listened to and supported’</b>.</p>
Check in and Chat *	<p>100% reported feeling less lonely.  100% reported feeling less isolated.  100% reported feeling less stressed or worried.</p> <p>Quotes from a few service users from the Check in and Chat service:</p> <p><i>‘I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call’.</i></p> <p><i>‘Love the service. I haven’t been out in a year. It helps me stay connected’.</i></p>
Shared Lives	<p>The following feedback was provided in Year 1 of Age NI’s new Shared Lives project:</p> <p><i>‘Before Shared Lives I tended to be very much trapped in the house. I was really rather isolated. If you can get two people who share interests and one is perhaps considerably younger than the other, I think it’s an excellent idea – giving people the movement and flexibility to do things that otherwise they might not be able to do’. (Shared Lives Participant)</i></p> <p><i>‘It makes me happy to share my life with [Shared Lives Participant] and it’s wonderful to see how our new friendship is making a positive impact on [the participant’s] life, which is really important. If anyone is thinking about becoming a Shared Lives Carer I can tell you that it is a really great idea’. (Shared Lives Carer)</i></p>

\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

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Age NI's Care Services deliver this object for both the service user and their family/carer. This is evidenced by quotes provided for different services within the Care Services umbrella. Examples include:

Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Domiciliary Care in Castlewellan and Downpatrick</b></p>	<p>'Without the service I would find it very difficult to get washed and dressed in the morning and it gives me a better quality of life'.</p> <p>'Enabled my husband and I to enjoy two weeks of respite care while my daughter who is my main carer had a well-earned holiday'.</p>	<p>'I feel that they give [loved one/service user] the best care they can so she can go out and lead a good quality of life'.</p> <p>'Re-assurance that my father has been looked after and cared for'.</p>
<p><b>My Life My Choice – home support service in the Belfast Health &amp; Social Trust area.</b></p>	<p>'I look forward to single outing on Friday'.</p> <p>'I really look forward to my weekly visit. It helps me get out and about, to do some shopping. It also gives my family a break. As they know I am in safe hands for several hours'.</p>	<p>'Gives me a few free hours on Friday afternoon and I enjoy the conversations I have with super young man who empathises with both my brother and me'.</p> <p>'The service benefits me in many ways. I could ask staff who take me out to anywhere I want to go. It is never a problem they pick me up whenever I want and bring me home safely again'.</p>

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Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Day Care</b> – provides an opportunity for activity and friendship, reduction in isolation and loneliness.</p>	<p>‘I feel less lonely and have lots of Fun’.</p> <p>‘I feel I have a sense of belonging and part of the [Day Centre] family’.</p> <p>‘Really look forward to a Monday, as I know it’s my day to meet with friends and staff’.</p>	<p>‘I am very satisfied with the service. The staff are very friendly and very caring towards the people attending the Day Centre. They always take a few minutes to let you know how the day has went’.</p> <p>‘Mum gets picked up three days a week and happily attends the Castlewellan Day Centre. Even though she is very confused in her dementia, she knows the staff are kind and friendly and trusts them well. This is a great help to my 90 year old dad who primarily looks after my mum on the other days in the week’.</p>
<p><b>Meadowbank Residential Home</b> is located in Omagh. It enables older people living with dementia to remain living in a home-like environment.</p>	<p>‘We have excellent care 24/7. Its meticulously clean, the food is excellent. I get to do tasks that I’m able to do safely – they promote that. The staff here are really good at what they do. If I have any questions or I need anything they go out of their way to get it for me. I find them well-mannered and disciplined – just beautiful people. The staff is there for me no matter how small’.</p> <p>‘All the staff are friendly and very helpful. If you want something done they come to your aid right away. Its first class. Staff are very kind. They take you for walks. All your laundry is washed and ironed’.</p>	<p>‘My mother has thrived when she was moved to Meadowbank. I could not speak highly enough of them all. She is attended to with love and affection and that has meant the world to me as I’ve moved house further away and can’t visit as frequently. This is a very good nursing home and I would highly recommend it to anyone for their loved ones’.</p> <p>‘It has taken a lot of stress away from the family knowing our loved one is being cared for so well’.</p> <p>‘My mum calls Meadowbank home that says it all for me’.</p>

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	<p>It's very respectable and efficient. I think it's lovely. The décor is very nice, I've no complaints. When you leave home it's nice to have a warm comfortable place to come to'.</p>	<p>'I am very content that my brother is in a very safe place and very well looked after. Thank you'.</p>
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The following short case studies of older people living with dementia in Meadowbank Residential Home provide evidence of how this service has impacted the older person and provides assurance to the family. The personal stories align with RQIA's quality review mechanism – Is care safe? Is care effective? Is care compassionate?

**Meadowbank Resident – Gentleman C**

*Circumstance:*

Gentleman C was in hospital and could no longer be cared for at home, Meadowbank was contacted for an emergency admission.

*Impact/change Meadowbank Residential care has had on Gentleman C:*

Initially Gentleman C was unsettled, resistive to care being provided by staff and displayed exit seeking behaviour, however after getting to know staff and his environment he has settled very well and staff are now able to assist with all his care needs.

*Assurance from family/friends of Gentleman C:*

Gentleman C is so much more settled he is very content in his environment, friends and family can now enjoy their visits and spending time with Gentleman C.

**Meadowbank Resident - Lady D:**

*Circumstance:*

Lady D was admitted to Meadowbank from home for an emergency respite period, she was living with her husband who was in hospital and very unwell. Lady D was unsafe living at home due to her increased confusion and risk of falls and would be often found walking unaware of her surroundings.

*Impact/change Meadowbank Residential care has had on Lady D:*

Lady D has settled well into life in Meadowbank, she was very nervous and anxious on admission however this has now resolved and she is very content and happy.

*Assurance from family/friends of Lady D:*

Lady D's husband was initially very hesitant about her coming to stay in Meadowbank even for a short period and did discuss with her social worker about taking her home, however when he was discharged from hospital and able to visit her in Meadowbank he wanted her to stay permanently as he realised how content she was and how he would no longer be able to provide the care at home that she needed.

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**Meadowbank Resident – Gentleman E:**

*Circumstance:*

Gentleman E was being cared for at home by his family and was admitted to hospital due to deterioration in health, he was becoming increasingly unsettled and agitated and sleep pattern was very poor, he had lost a lot of weight, family felt they were struggling to provide the proper care that he required.

*Impact/change Meadowbank Residential care has had on Gentleman E:*

Since Gentleman E's admission to Meadowbank he has become more settled, sleep pattern has greatly improved and he has gained weight.

*Assurance from family/friends of Gentleman E:*

The family are very happy with how Gentleman E's health has improved, the weight he has gained and his overall contentment within Meadowbank.

The following Case Study is from the '**Staying Sharp**' service. (Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of '**The Advancement of Health or the Saving of Lives**', for a couple – in particular the case study focuses on the impact the service has on Gentleman F, an older gentleman who is also a carer for his wife.

### Gentleman F

Gentleman F is a 91 year old man who cares for his 92 year old wife who has dementia. He is in relatively good health but suffers from macular degeneration. The couple have three adult children, who don't live nearby. Gentleman F had a long teaching career including many years as a school principal and also developed many interests in his lifetime, including photography and he continues to sing in a Church choir as he has done for many years.

#### **Circumstances:**

As Gentleman F and his wife didn't have family living nearby, it meant that they had very limited opportunities for face to face contact. As a carer Gentleman F was feeling particularly isolated and was very welcoming of the re-introduction of social opportunities following the pandemic.

The following actions were taken by the Staying Sharp Co-ordinator:

- ✓ Referral made to Age NI Advice Team for a benefit check which resulted in payment of Attendance Allowance. Gentleman F was very praiseworthy of the assistance he received from the Advice Team.
- ✓ Invitation to join the Staying Sharp group – initial meetings post lockdown were in a local cafe with subsequent monthly meetings held at another venue within the same town. Gentleman F is a regular contributor as well as attendee and has entertained the group with storytelling and sharing childhood memories via poetry and song. As Gentleman F has a keen interest in both history and literature he particularly enjoyed the visits to the Seamus Heaney Centre and Lockkeeper's Cottage.
- Additional assistance given:
  - Referrals were made to Dementia Navigator for Needs Assessment and follow up contact with Community Psychiatric Nurse (CPN) in Community Mental Health Team for Older People (CMHTOP), to OT, Alzheimer's Society and AbilityNet (charity which donates digital devices and provides volunteers to help older people to use the devices).
  - Signposting to Mid & East Antrim Agewell Partnership (MEAAP) Handyman Service and to Floating Support.

#### **Practical and Wellbeing Outcomes:**

- ✓ Gentleman F states that involvement with Staying Sharp has helped reduce social isolation and provided an opportunity for him and his wife to make new connections as well as providing a pleasant morning out. He also states that he has gained knowledge from the various contributors to the group sessions and has benefitted from the contact with other group members who are in similar caring situations.
- ✓ Gentleman F appreciates the ongoing support for both himself and his wife and the signposting to other services, as he likes the reassurance of having someone to contact with any queries.
- ✓ Gentleman F states that one of the main benefits for him in participating in the group sessions is that it has encouraged him to **'use his brain'** and given him a **sense of purpose, which in turn has helped his mental health.**
- ✓ Gentleman F adds that attending the group sessions **'takes the focus away from your own worries'** which he finds helps his mental health.

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**5. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.**

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **123 competent staff (31 March 2024) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to delivering the recruitment process. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed three Co-opted Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer. The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

*'I first became aware of the Boardroom Apprentice after watching [the Boardroom Apprentice founder's] Ted Talk on boardroom diversity and playing your part. A programme that matches you with a host board for practical experience, while at the same time provides learning days to help develop skills in core areas, it definitely piqued my interest.*

*As a consumer of our public services, I feel there is considerable value to having a diverse board and I wanted to be able to play my part in this. This was a unique opportunity not only to develop skills and confidence needed to take that next step, but also a valuable opportunity to meet and learn from people that may have different experiences and worldviews to myself.*

*When applying to Boardroom Apprentice, Age NI was my first choice when it came to host boards. For me, it was extremely personal, as Age NI is an organisation close to my heart. I spent over twelve years navigating the health and social care system, juggling work, while caring for my mother who suffered from dementia. I quickly became aware of the challenges faced by not only older people but also those that care for them. This period was extremely challenging, but I received amazing help and advice from various people and places, I know first-hand just how vital charities such as Age NI are in our society.*

*For me, Boardroom Apprentice was the perfect opportunity to gain practical experience in a board setting, and to do it with an organisation that I am passionate about was a bonus.*

*At the outset of the program, I was appointed a 'board buddy', who met with me, took me through the board papers and shared their own Boardroom Apprentice experience with me. This was invaluable, particularly at the outset, when I was unfamiliar with how it all worked, and it could have been very overwhelming. It was great to have that extra support and to hear from someone who was a previous Boardroom Apprentice and now a member of the Age NI board.*

*Both the board and everyone at Age NI have been extremely welcoming and the fact that the organisation has been a supporter of the Apprentice program from the outset, shows how open they are to supporting diversity in the boardroom.*

*Over the course of the year the board room apprentices also attend eight learning days, focussing on areas such as finance, governance, communication. As well as being invaluable in deepening understanding in these areas, the learning days were an opportunity to meet the other boardroom apprentices and share our experiences and learn from each other.*

*I have learned so much from attending the quarterly board and committee meetings and was lucky enough to attend the Age NI Away Day, which for me, showcased the passion and commitment its people have for the organisation and the crucial role it plays in Northern Ireland'.*

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#### Constituted Committees

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

#### Age NI Subsidiary

Age NI Enterprises Ltd, a subsidiary Board of Age NI is currently dormant.

#### Board Structure of Age NI Enterprises Ltd

The Board of Age NI Enterprises Ltd operated as a dormant company throughout this financial year. The Directors within this financial year were Mrs Diane Creevy, Mr Paul Moorhead and Mrs Aislinn McBride.

#### Reporting to the Board of Trustees

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required.

#### Audit & Risk Committee

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.

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- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.
  - Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
  
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  
- **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of

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Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Mr Edward Smyth. The Trustees and Directors on this committee within this period were Mr Edward Smyth, Mrs Sarah Brady, Mrs Corey Parr (part), Mrs Marie Bernadette Heaney (part) and Mrs Mary Teresa Dunlop (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of one Trustee, Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
  - Considers the charity's financial plans.
  - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
  - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
  - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
  - Monitors and reviews the charity's budgets for approval by the Board.
  - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
  - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
  - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
  - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
  - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
  - Investigates on behalf of the Board any matter that may put the charity at financial risk.

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- **Investments.** The committee:
  - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
  - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
  - Meets with the investment advisors and managers as appropriate.
  - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
- **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
- **Updates** were received from:
  - Director of Marketing and Business Development to monitor the income generation performance of the charity.
- **The Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mr Patrick Mullan, Treasurer. The Trustees and Directors on this committee within this financial period were Mr Patrick Mullan, Mrs Aislinn McBride and Ms Christine Magill (part). The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

#### **Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees.** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.

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- Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
- Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Ms Hilary McDowell, Mr David Trelford (part) and Mrs Mary Teresa Dunlop (part). The committee meets twice a year or more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

#### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 30 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

#### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

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The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers.

**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and the subsidiary company was dormant.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, for approval, if appropriate.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2024 were £5,638,710 (2023: £4,927,983). This includes donations and legacies of £676,548 (2023: £254,866) and income from charitable activities of £4,234,012 (2023: £3,987,287).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2024 were £5,354,024 (2023: £4,763,314). This includes expenditure on raising funds of £591,147 (2023: £525,499) and expenditure on charitable activities of £4,762,877 (2023: £4,237,815).

Our total net incomings for the period, before other recognised gains and losses, was £284,685 (2023: Incoming £164,669). After gains from investment assets, the incoming resource was £331,193 (2023: Incoming £126,528).

The balances on restricted funds and unrestricted funds at the year-end were £554,325 (2023: £574,645) and £2,877,015 (2023: £2,525,498) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners had an increase in valuation at 31 March 2024 of £752,400 from £705,891 at 31 March 2023. The unrealised capital gain in the investment portfolio for the year ended 31 March 2024 was £46,508 (2023: loss of £38,142).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2024, the Charity held cash reserves of £2,095,693 (2023: £2,169,569).

The investment portfolio as at 31 March 2024 was £752,400 (2023: 705,891).

# **AGE NI**

## **Company Limited by Guarantee**

### **Report and Financial Statements**

#### **Year ended 31 March 2024**

#### **Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2023/24 these general reserves amounted to £2,552,853 (2023: £2,452,035). Excluding tangible fixed assets these general reserves amounted to £2,581,070. This represents 132% of the six month target based on 2023/24 annual pro-rata expenditure.

Funds held within designated funds are £324,160 (2023: £73,462). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects and to help sustain and support future dementia services in our residential home.

#### **Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

#### **Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

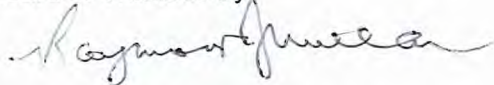
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 25 September 2024 and signed on behalf of the board of Trustees by:



Dr Raymond Mullan OBE  
Trustee

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**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2024 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2024 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

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We have nothing to report in this regard.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing

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their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may

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involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date 25.09.2024

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

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**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
		£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	676,548	-	<b>676,548</b>	254,866
Charitable activities	3	2,790,838	1,443,174	<b>4,234,012</b>	3,987,287
Other trading activities	4	642,674	-	<b>642,674</b>	638,991
Investment income	5	85,476	-	<b>85,476</b>	46,839
<b>Total income and endowments</b>		<b>4,195,536</b>	<b>1,443,174</b>	<b>5,638,710</b>	<b>4,927,983</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(591,147)	-	<b>(591,147)</b>	(525,499)
Expenditure on charitable activities	7,8	(3,299,380)	(1,463,497)	<b>(4,762,877)</b>	(4,237,815)
<b>Total expenditure</b>		<b>(3,890,527)</b>	<b>(1,463,497)</b>	<b>(5,354,024)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	9	46,508	-	<b>46,508</b>	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>		<b>351,517</b>	<b>(20,322)</b>	<b>331,193</b>	<b>126,527</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,525,498	574,647	<b>3,100,143</b>	2,973,616
Total funds carried forward		<b>2,877,015</b>	<b>554,325</b>	<b>3,431,370</b>	<b>3,100,143</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2023 is included in note 22 to the accounts.

The notes on pages 65 to 76 form part of these financial statements

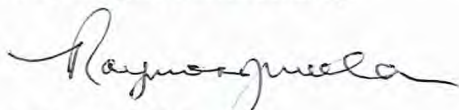
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**Statement of Financial Position**

		2024	2023
	Note	£	£
<b>Fixed assets</b>			
Tangible fixed assets	13	616,276	110,685
Investments	14	752,400	705,892
		<u>1,368,676</u>	<u>816,557</u>
<b>Current assets</b>			
Debtors	15	456,315	570,720
Investments	16	1	3
Cash at bank and in hand		2,095,693	2,169,569
		<u>2,552,009</u>	<u>2,740,292</u>
<b>Creditors: amounts falling due within one year</b>	17	(489,345)	(456,726)
<b>Net current assets</b>		2,062,664	2,283,566
<b>Total assets less current (liabilities)/assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Net assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Funds</b>			
Restricted funds	21	554,325	574,645
Unrestricted income funds	21	2,877,015	2,525,498
		<u>3,431,340</u>	<u>3,100,143</u>
<b>Total funds</b>		3,431,340	3,100,143
		<u>3,431,340</u>	<u>3,100,143</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 25 September 2024, and are signed on their behalf by:



Dr Raymond Mullan ÓBE  
Trustee

The notes on pages 65 to 76 form part of these financial statements

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**Statement of Cash Flows**

	2024	2023
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	<b>331,193</b>	126,527
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	<b>38,883</b>	39,425
Net (losses)/gains on investments	<b>(46,508)</b>	38,142
Other interest receivable and similar income	<b>(85,476)</b>	(46,839)
<i>Changes in:</i>		
Stocks	-	-
Trade and other debtors	<b>114,406</b>	(249,347)
Trade and other creditors	<b>32,619</b>	(368,730)
	<hr/>	<hr/>
Cash generated from operations	<b>385,118</b>	(460,822)
Interest received	<b>85,476</b>	46,839
	<hr/>	<hr/>
Net cash used in operating activities	<b>470,594</b>	(413,983)
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	<b>(554,470)</b>	(40,669)
Purchase of other investments	-	-
Proceeds from sale of other investments	-	1,539
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(544,470)</b>	(39,130)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	<b>(73,876)</b>	(453,113)
Cash and cash equivalents at the beginning of the year	<b>2,169,569</b>	2,622,682
Cash and cash equivalents at the end of the year	<b>2,095,693</b>	2,169,569
	<hr/>	<hr/>

The notes on pages 65 to 76 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

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**Accounting Policies (continued)**

**Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

**Stocks**

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

**Financial instruments**

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

**Limited by guarantee**

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

**AGE NI**  
**Company Limited by Guarantee**  
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**2. Donations and legacies**

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Legacies	676,548	676,548	254,866	254,866

**3. Charitable activities**

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£
DHSSPS	82,830	-	82,830
Age UK (received organisational support grant)	291,600	-	291,600
Meadowbank	1,203,392	-	1,203,392
IDC & Daycare	471,996	-	471,996
Day Care	686,967	-	686,967
First Connect/Advice/Advocacy	-	106,666	106,666
Service income	15,093	-	15,093
Other charitable activities	38,960	1,336,508	1,375,468
	<u>2,790,838</u>	<u>1,443,174</u>	<u>4,234,012</u>

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	868,973	-	868,973
IDC & Daycare	578,102	-	578,102
Day Care	718,558	-	718,558
First Connect/Advice/Advocacy	-	115,000	115,000
Service income	2,657	-	2,657
Other charitable activities	145,185	1,063,749	1,208,934
	<u>2,808,538</u>	<u>1,178,749</u>	<u>3,987,287</u>

**AGE NI**  
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**4. Other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>
Fundraising	297,689	<b>297,689</b>	337,056	337,056
Commercial income	344,985	<b>344,985</b>	301,935	301,935
	<u>642,674</u>	<u><b>642,674</b></u>	<u>638,991</u>	<u>638,991</u>

**5. Investment income**

	<b>Unrestricted Funds 2024 £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>
Bank interest receivable	59,152	<b>59,152</b>	24,378	24,378
Dividend income	26,324	<b>26,324</b>	22,461	22,461
	<u>85,476</u>	<u><b>85,476</b></u>	<u>46,839</u>	<u>46,839</u>

**6. Costs of other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>
Wages & salaries	357,271	<b>357,271</b>	306,658	306,658
Retail	1,694	<b>1,694</b>	4,175	4,175
Operational expenses	51,300	<b>51,300</b>	71,279	71,279
Transport	42	<b>42</b>	32	32
Accommodation	95,199	<b>95,199</b>	82,642	82,642
Other	27,689	<b>27,689</b>	4,129	4,129
Depreciation	8,695	<b>8,695</b>	11,397	11,397
Other support costs	49,258	<b>49,258</b>	45,187	45,187
	<u>591,147</u>	<u><b>591,147</b></u>	<u>525,499</u>	<u>525,499</u>

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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2024 £	Total Funds 2023 £
Delivering flagship services	4,041,649	458,537	4,500,186	3,957,280
Lading authoritative expert on ageing	56,562	21,706	78,268	85,341
Mobilisation of a strong & vibrant age sector	71,695	33,171	104,866	104,344
Governance costs	-	79,557	79,557	90,850
	<u>4,169,906</u>	<u>592,971</u>	<u>4,762,877</u>	<u>4,237,815</u>

**8. Analysis of support costs**

	Analysis of support costs £	Total 2024 £	Total 2023 £
Staff costs	208,630	208,630	272,087
Governance costs	79,652	79,652	87,497
Operational	56,262	56,262	65,703
Transport	1,734	1,734	1,924
Accommodation	308,380	308,380	195,726
Other	(43,224)	(43,224)	(65,949)
Depreciation	16,989	16,989	13,281
Retail	-	-	-
	<u>628,424</u>	<u>628,424</u>	<u>570,269</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Gains/(losses) on listed investments	46,508	46,508	(38,142)	(38,142)

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	38,883	39,425

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**11. Staff costs**

	2024	2023
	£	£
Wages and salaries	2,986,113	2,855,386
Social security costs	231,457	212,781
Pension costs	135,575	124,856
	3,353,146	3,193,023

The average head count of employees during the year was 144 (2023: 146).

The number of employees whose remuneration for the year fell within the following bands, were:

	2024	2023
£70,000 to £79,999	1	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). They were reimbursed travel expenses during the year totalling £121 (2023: £189). No charity trustee received payment for professional or other services supplies to the charity (2023: £nil).

The total employee benefits of the key management personnel of the charity total £295,153 (2023: £283,459).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
Adjustments	-	173	-	-	-	<b>173</b>
Additions	500,983	25,473	-	18,018	-	<b>544,474</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	590,978	192,230	83,324	182,033	17,968	<b>1,066,533</b>
<b>Depreciation</b>						
At 1 Apr 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
Adjustments	-	407	-	1	(235)	<b>173</b>
Charge for year	3,467	10,588	-	23,259	1,569	<b>38,883</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	55,864	153,712	83,324	149,078	8,279	<b>450,257</b>
<b>Carrying amount</b>						
At 31 Mar 2024	535,114	38,518	-	32,955	9,689	616,276
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 Apr 2023	705,892
Additions at cost	34,188
Disposals at market value	(34,187)
Fair value movements	46,508
Other movements	-
At 31 Mar 2024	<b>752,400</b>
<b>Impairment</b>	
At 1 Apr 2023 and 31 Mar 2024	
Carrying amount	
At 31 Mar 2024	752,400
At 31 Mar 2023	705,892

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners.

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**15. Debtors**

	2024	2023
	£	£
Trade debtors	113,783	116,138
Other debtors	342,532	454,582
	<u>456,315</u>	<u>570,720</u>

**16. Investments**

	2024	2023
	£	£
Shares	1	3

**17. Creditors: amounts falling due within one year**

	2024	2023
	£	£
Trade creditors	66,165	37,294
Accruals and deferred income	336,571	319,032
Social security and other taxes	49,922	48,343
Other creditors	36,688	52,057
	<u>489,345</u>	<u>456,726</u>

**18. Deferred income**

	2024	2023
	£	£
Amounts deferred in year	165,323	220,141

**19. Related party transactions**

There were no related party transaction in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Revenue Fund	2,452,036	4,195,536	(3,890,527)	(250,698)	46,508	<b>2,552,855</b>
Designated funds	73,462	-	-	250,698	-	<b>324,160</b>
	<u>2,525,498</u>	<u>4,195,536</u>	<u>(3,890,527)</u>	<u>-</u>	<u>46,508</u>	<b>2,877,015</b>

**21. Restricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Innovation/Database Development	8,236	-	(8,236)	-	-	-
Living Well – South Eastern Trust	-	-	-	-	-	-
Shared Lives Service	5,300	151,531	(156,831)	-	-	-
Age UK Cost of Living	-	37,379	(37,379)	-	-	-
Day Care Restricted	18,276	6,235	(5,245)	-	-	19,276
My Life My Way	14,960	-	-	-	-	14,960
My Life My Wellbeing	-	35,688	(34,608)	-	-	1,080
Move More Live More	1,077	197,621	(198,699)	-	-	-
Carer Wellbeing Service	7,051	37,376	(42,035)	-	-	2,392
My Life My Support	-	-	-	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	93,645	484,372	(449,609)	-	-	128,408
MCI (Staying Sharp)	18,238	20,050	(16,235)	-	-	22,053
Age UK – Keeping Well at Home	3,503	-	(2,908)	-	-	595
Age UK – Net Fund	-	-	-	-	-	-
Age UK COVID Appeal Fund	23,536	-	(17,132)	-	-	6,404
Age UK – Support & Recovery Fund	-	-	-	-	-	-
Health & Wellbeing	41,383	185	(2,188)	-	-	39,380
<i>Total carried to next page</i>	<u>266,382</u>			<u>-</u>	<u>-</u>	<b>266,381</b>

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**21. Restricted funds (continued)**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
<i>Total carried from prev page</i>	266,382	-	-	-	-	266,381
Impact Reporting	889	-	(179)	-	-	710
Dept. of Communities Support & recovery Fund	72,793	-	(537)	-	-	72,256
Good Vibrations Homes for Health Ageing	110,312	118,682	(228,994)	-	-	-
Employment & Skills Initiative	17,283	34,130	(35,977)	-	-	15,436
Dementia MCST Programme Funder Age UK	-	-	-	-	-	-
Bee Project	-	8,650	(1,443)	-	-	7,207
Project ReGain	12,294	100,000	(75,610)	-	-	36,684
JTI	62,450	106,666	(89,495)	-	-	79,621
Lisburn & Castlereagh Age Sector	2,193	-	(229)	-	-	1,964
CHIC (First Connect North Belfast)	-	-	-	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Older Adult Cyber Security	-	9,869	(62)	-	-	9,807
Maureen Boal	-	30,750	-	-	-	30,750
QUB SPACE project	-	10,833	(2,619)	-	-	8,214
Enrich	20,302	-	(2,523)	-	-	17,779
Ulster Orchestra	975	-	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,984	3,158	(4,725)	-	-	3,417
	<u>574,647</u>	<u>1,443,174</u>	<u>(1,463,496)</u>	-	-	<u>554,325</u>

**AGE NI**  
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**22. Statement of Financial Activities for Year Ended 31 March 2023**

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	254,866	-	254,866
Charitable activities	2,808,538	1,178,749	3,987,287
Other trading activities	638,991	-	638,991
Investment income	46,839	-	46,839
<b>Total income and endowments</b>	<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>
<b>Expenditure</b>			
Expenditure on raising funds:			
Costs of other trading activities	(525,499)	-	(525,499)
Expenditure on charitable activities	(3,140,935)	(1,096,880)	(4,237,815)
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	(38,142)	-	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>	<b>44,658</b>	<b>81,869</b>	<b>126,527</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	2,480,840	492,776	2,973,616
Transfer from Age NI Enterprises	-	-	-
<b>Total funds carried forward</b>	<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Annual return

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COMPANY REGISTRATION NUMBER: NI071940  
CHARITY REGISTRATION NUMBER: 104640

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2024**

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
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**Company Limited by Guarantee**  
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3 Lower Crescent  
Belfast  
BT7 1NR

t: 028 9024 5729  
e: info@ageni.org  
www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2023/24.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and policy and engagement activities. Within this financial year, as we emerge from the pandemic, we were able to return to face-to-face delivery for the majority of our services. We also tailored our delivery to remain accessible for older people, who didn't feel confident in returning to a physical setting. We continued to deliver the 'Check in and Chat Service', following its successful delivery during the pandemic, as it helped and continues to help address loneliness.

We know that tackling loneliness requires a personalised approach to understand the reasons for loneliness and provide support to re-connect, taking account of individual needs, wishes and aspirations. Feedback from an older person surveyed through the Lived Experience Survey, which highlights the importance of early intervention said 'Loneliness is one of the most stressful issues which can then lead to more physical and mental decline if not identified early'.

We are delighted to report that we concluded another year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ We are delighted to have established **Age NI's Shared Lives Service**, which is a new regulated service for Age NI. It specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.
- ✓ We are proud to have delivered an **array of services and programmes to older people**, providing a variety of options for our beneficiaries (Page 6). We recognise the diversity of older people and have developed projects targeting different groups.
- ✓ We have successfully **delivered on each of the Pillars within our Strategy** throughout the organisation, and have documented our achievements on Page 17.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

**Reference and administrative details**

**Registered charity name** AGE NI  
**Charity registration number** 104640  
**Company registration number** NI071940  
**Principal office and Registered office** 3 Lower Crescent  
Belfast  
BT7 1NR  
Tel: (028) 9024 5729  
Website: [www.ageni.org](http://www.ageni.org)

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Geraldine Sarah Brady	Trustee
Mrs Mary Teresa Dunlop	Trustee
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Edward Smyth	Trustee (Resigned 25 June 2024)
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Mrs Marie Bernadette Heaney	Co-opted Trustee (Resigned 26 June 2024)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Mrs Corey Parr	Co-opted Trustee (Appointed 1 September 2023)

**Auditor** Moore (N.I.) LLP  
Donegall House  
Donegall Square North  
Belfast  
BT1 5GB

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**Investment Bankers**                      Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**                                      Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

**Bankers**                                        Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

**AGE NI**  
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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people to enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Living in an ageing society:**

A longer later life is to be celebrated, bringing prospects of pursuing new activities, having time to dedicate to the things we enjoy, contributing to our families and communities. Many of us, however, don't like to talk about getting older but ageing comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us. Many older people enjoy life to the full, while others struggle because of poverty, health inequality, isolation or discrimination.

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census<sup>1</sup> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy has slowed down and there has been no change in the number of years spent in good health<sup>2</sup>. More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care home settings. There has been an increase in the percentage of the NI population feeling lonely; with higher levels of loneliness for people aged 50-64 and 75+. <sup>3</sup>

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<sup>1</sup><https://www.nisra.gov.uk/system/files/statistics/census-2021-main-statistics-for-northern-ireland-phase-1-press-release.pdf>

**AGE NI**  
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**Emerging from the pandemic:**

As we emerge from the pandemic, we are mindful that for many older people, the pandemic was associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities – as civic leaders, and as the “glue” that holds communities together.

We know that some older people continued to be fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care. This has increased levels of loneliness and isolation experienced by older people.

We know that the impact of the pandemic remains with many older people and within this financial year, we have endeavoured to address these issues, through a variety of services, wellbeing programmes and innovative projects. We recognise the diversity of older people, and seek to provide many options to suit individual needs.

During the pandemic, the CEO developed a Business Continuity Plan, which was discussed within the Board/Committee structure and provided a summary of how Age NI continued to deliver for our beneficiaries and stakeholders throughout the pandemic, aligned to the Corporate Risk Register.

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**Age NI Services**

The following table includes an explanation of the services we delivered within the financial year, and provides context for some services which are included later in the report.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the financial support they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Grove Day Centre, Ballynahinch</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <ul style="list-style-type: none"> <li>• <b>Domiciliary Care:</b> Age NI provides vital Domiciliary Care services to support individuals in the South Eastern Health &amp; Social Care Trust who wish to stay in their own home. Services may involve routine household tasks, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.</p>

	<p><b>My Life My Choice:</b> My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:</p> <ul style="list-style-type: none"> <li>• Continue to do the things they enjoy, take part in social activities or learn something new.</li> <li>• Meet new people and chat about things that are important to them.</li> <li>• Be signposted to other sources of support and activities within their area.</li> <li>• Be connected to Age NI's Advice &amp; Advocacy Service, get a free benefit check and find out what financial support, or other support, they may be entitled to.</li> </ul> <p>We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.</p> <p>Referrals to this service are through the Belfast Health and Social Care Trust.</p> <ul style="list-style-type: none"> <li>• <b>Residential Home (Meadowbank):</b> Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents.</li> </ul>
<p><b>'Check in and Chat' telephone service</b></p>	<p>The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with an older person and provides an opportunity for a friendship call on a weekly basis.</p>
<p><b>Shared Lives</b></p>	<p>Age NI's Shared Lives service specifically supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, homes, hobbies and community life with an older person requiring support.</p> <p>Age NI's regional Shared Lives service is commissioned by the Department of Health and registered with RQIA. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps</p>

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to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care.

Initially the service is providing day support but will develop to offer short breaks and long-term care.

In addition to Age NI delivering the above key services, within this financial year we have also delivered the following Wellbeing Services/Programmes, to improve the lives of older people in Northern Ireland:

Wellbeing Service/Programme	Description
<p><b>First Connect</b></p>	<p>The First Connect Service (operational in Northern and Belfast Health &amp; Social Care Trust areas) provides emotional and practical support at difficult times for older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.</p> <p>Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Clients can avail of bespoke one-to one support (either face to face, by telephone or via an online platform) and/or group involvement. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.</p>
<p><b>Living Well Moyle</b></p>	<p>Living Well Moyle is a partnership between Age NI, GP practices throughout the Dalriada area (Northern Health &amp; Social Care Trust), the local council, health and social care organisations and the local community. It is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic health conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them. A strong cohort of volunteers further enhance provision of support.</p>

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<b>Staying Sharp</b>	Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.
<b>My Life My Wellbeing</b>	My Life My Wellbeing aimed to improve the wellbeing of older people and older carers through targeted and person-centred approaches. This included one to one support, access to information and a tailored Carers' Guide, online wellbeing programme and a public awareness campaign. The project was funded until December 2023 and provided support in the Belfast and Northern Health and Social Care Trust areas.
<b>Carer Support programme</b>	The Carer Support programme aimed to support the mental health of carers of older people by providing personalised support, including information and advice, access to wellbeing programme and an awareness raising campaign. The project was funded until March 2024 and provided support in the Belfast Health and Social Care Trust area.
<b>Move More Live More programme</b>	<p>Move More Live More is an innovative falls prevention programme which delivers three tiers of intervention to older people: education, information and awareness to those who may not have experienced a fall; six week, expert led information and activity programme to those who may have experienced a fall; and a smart, wearable device monitoring activity and general health, to those deemed to be at a high risk of falling again.</p> <p>Age NI delivers this project as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.</p>

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<b>Good Vibrations programme</b>	<p>'Good Vibrations' aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The Good Vibrations programme is delivered through three tiers of support: information and guidance to improve emotional wellbeing and mental health through self-help; access to career and wellbeing support programmes, advice, social prescribing services; and one to one interventions and buddy support.</p> <p>'Good Vibrations' delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, reflecting the diversity of men and communities.</p>
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**Connect North Link Worker Wellbeing Service**

The following Project shows the successful transition from the Local Community Navigator wellbeing service to the Connect North Link Worker wellbeing service, which operates a new model of delivery in the Northern Health & Social Care Trust area:

A brief description of the Locality Community Navigator, for context:

The Locality Community Navigator's role was to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Northern Health & Social Care Trust, and other statutory bodies in a partnership approach. The objective was to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also kept the Northern Health and Social Care Trust older people's directories updated.

The **Locality Community Navigator** service ended within this financial year and a tender process initiated for the Connect North Link Worker programme for four locations within the Northern Health & Social Care Trust area. Age NI was delighted to have been initially awarded three of the four areas, with the fourth area awarded later in the year.

Age NI was pleased to present to the International Conference on Integrated Care in March 2024 for the Connect North Link Worker service and the Move More Live More project (outlined above).

**Description:**

Age NI's Connect North Link Worker service works in collaboration with the Northern Health & Social Trust Connect North team.

The aim of this service is to provide a holistic, social prescribing service for those who are experiencing social, emotional or practical issues which are affecting their health and wellbeing and require assistance from a link worker to determine appropriate supportive services.

**Service delivery:**

To enable the most appropriate intervention for clients who require support and information about services to improve their overall health and wellbeing, the service has a 3-step process:

**Step 1.** The client/ carer is directed to the Northern Health & Social Care Trust online directory of services (Population Plus) to find support and information which could benefit them.

**Step 2.** Using Population Plus, we signpost clients/carers to helpful sources of information based on assessment of their social needs.

**Step 3.** Where the client/carers has been unable to access Population Plus and/or signposting has not been effective, then one-to-one support is provided by the Connect North Link Worker.


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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
 <b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
 <b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
 <b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
 <b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our strategy, we have provided our KPIs for 2022-25 below.

Our performance against the KPIs in this financial year are included with last year's performance and our Outcomes, which show how we're delivering the priorities against each pillar.

Pillar	KPI 2022-25	Performance 2023-2024	Outcomes
<b>People</b>  By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	Increase number of engagements from 100k to 120k.  Number of people directly supported by Age NI: 6000 people per annum.	<b>161,660 engagements</b> were delivered (in services and information guides).  <b>5921 people</b> directly supported.  Age NI's Shared Lives service was established. <b>Six Shared Lives Carers approved. One Shared Lives arrangement in place.</b>  Building collaborations with: Ulster University, Voluntary organisations, Public Health Agency (PHA) and councils.	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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	<p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Wellbeing scores for services were 93% and above.</p> <p>Targeted public awareness campaign promoting ageing well had a reach of 1,002,553 people. Reach increased in digital stakeholder engagement by 10% and in line to reach target by 2025.</p>	
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Pillar	KPI 2022-25	2023-24	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p><b>Service reach:</b>  Age NI delivers services in all HSC Trust and Council areas.  Gender: 64.7% (female); 35.4% (male); 0.2% Other/unknown  Age range: 55+. 52.5% are aged 65+.</p> <p>Movember project targets men aged 50+ and is a partnership of organisations to reach and engage men from different communities, backgrounds and circumstances.</p> <p>4 meetings of the Age Friendly Network organised.  4 regional meetings with Age Sector Networks held.</p> <p><b>10 Age Awareness workshops</b> were delivered to <b>7 workplaces and businesses</b>, which were attended by 129 people across a range of financial, utility, statutory and voluntary sector organisations.</p> <p><b>Cyber Safety training</b> prepared for Belfast City</p>	<ul style="list-style-type: none"> <li>Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

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		council, to be delivered in 2024/2025 financial year.	
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Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Policy</b>  By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	Influence Government and policy thinking.  700 engagement/policy influencing voices heard by decision makers.	<b>983 Lived Experience surveys were returned</b> - 687 online and 296 by paper copy.  <b>4 All Party Group meetings (including AGM) were held.</b>  <b>4 Consultative Forum meetings were held, with themed agendas. Additional engagement meetings were held with public bodies, as required.</b>	<ul style="list-style-type: none"> <li>Ageism is reduced.</li> <li>Older people's rights are upheld.</li> <li>The contribution of people in later life is valued.</li> </ul>

Pillar	KPI 2022-25	2023-2024	Outcomes
<b>Progressive organisation</b>  By 2025, we will have further invested in the talent of our team, leadership, technology and engagement	IIP Platinum accreditation.  70% positive staff engagement.  100% maintenance of regulated services to RQIA standards.  Financial Strategic Plan in place. Mixed economy income generation.  Approved Audited Accounts and Management letter.  Maintained Charity Commission/Companies House compliance.	IIP Gold Award was retained in January 2024.  Mental health and wellbeing Action Plan was <b>implemented in June 2023</b>  Care Services all met RQIA standards.  Financial Strategy in place, approved by Board of Trustees in April 2023.  Approved audited accounts. Management letter had no recommendations.  Continue to maintain compliance with The	<ul style="list-style-type: none"> <li>The voice of older people influences what Age NI does.</li> <li>Age NI is a great place to work and volunteer.</li> <li>Age NI demonstrates how it has changed people's lives.</li> <li>Age NI operates as an integrated charity.</li> <li>Age NI is properly resourced to deliver its plans and activities.</li> <li>Age NI is effectively led and governed.</li> </ul>

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	<p>99% uptime technology capabilities.</p>	<p>Charity Commission for NI and Companies House.</p> <p>Renewed and maintained <b>Cyber Essential Plus Certification.</b></p> <p><b>Achieved 99% uptime technology capabilities.</b></p>	
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**ACHIEVEMENTS AND PERFORMANCE 2023/2024**

In 2023/2024 with support from our partners and stakeholders, we had **161,660 interactions with older people** (Age NI Services and targeted information).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2023/2024 include:

<b>People – Provide and develop quality services and support to improve the independence and wellbeing of older people</b>
Age NI Advice & Advocacy Service received <b>over 10,000 (10,014)</b> calls to the Advice Line, with <b>£1,013,362 identified in unclaimed benefit</b> .
In <b>Care Services</b> , Age NI supported <b>485 older people</b> and delivered <b>395,969 hours of care</b> within the following services: <ul style="list-style-type: none"><li>• Day Care - Support and interaction within this service provided social inclusion.</li><li>• Domiciliary Care - Personal care and support provided to individuals in their own home.</li><li>• My Life My Choice - Home support and social outings for individuals with dementia.</li><li>• Meadowbank Residential Care - 24-hour care and support to residents with dementia.</li></ul>
All RQIA standards were met across all of Age NI Care services.
Age NI's <b>Wellbeing Services</b> supported <b>2654 older people</b> in this financial year, through a range of innovative services including those developed this year: <ul style="list-style-type: none"><li>• <i>Move More Live More</i> - falls prevention programme.</li><li>• <i>Good Vibrations (Movember)</i> – regional programme to improve the health and wellbeing of men aged 50+.</li><li>• <i>My Life My Wellbeing</i> - supporting the wellbeing of older people and older carers through person-centred approaches.</li><li>• <i>Carer Support programme</i> - supports the mental health of carers of older people.</li><li>• <i>Connect North</i> – provides a holistic, social prescribing service for older people who are experiencing social, emotional or practical issues affecting their health and wellbeing.</li></ul>

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Age NI's **Shared Lives service** was launched in September 2023. The service supports older people and offers a safe, welcoming, family environment where Shared Lives Carers share their lives, hobbies and community life with an older person requiring support. Key achievements within this financial year were:

- Six Shared Lives Carers were recruited, assessed, approved and trained.
- 12 Approval Panel Members from across the Health & Social Care Trusts and a Panel Chair were recruited, inducted and trained on the roles and responsibilities of the Shared Lives Approval Panel.
- Two professionally qualified and experienced social workers were recruited to the Shared Lives Team.
- The Head of Shared Lives visited the Shared Lives Scheme in Moray, Scotland and ongoing regular workshops were held jointly with Positive Futures Shared Lives scheme **to consider and share best practice, and to develop and provide peer support.**
- At the **CO3 Leadership Awards** in March 2024, the Head of Shared Lives was highly commended in the category of '**Partnership and Collaboration**'.

At Year 5 of the **Age at Work programme**, **32 Mid-Career Review sessions were delivered which resulted in 502 participants receiving Mid-Career Reviews.** This project supports older workers to remain in, or return to work and contributes to improving the independence and wellbeing of older people.

Quotations provided from NI beneficiaries of the Age at Work programme, which focused on the Mid-Career Reviews (the area of the programme which Age NI delivered) include:

- ✓ *"Very insightful and learned a good deal." (Male, NI, MCR)*
- ✓ *"Learned very useful, practical things, gained new knowledge re. pensions and feel encouraged to take action." (Female, NI, MCR)*
- ✓ *"Provided a very helpful overview of financial planning and pensions, well delivered and clearly articulated by both course presenters. Has encouraged me to think more about how I might start to save more with a view to building up more financial security for retirement." (Female, NI, MCR)*

Age NI's **Independent Living Products** range has grown to provide older people and their families with practical options to improve their independence and remain living in their homes. The Age NI Independent Living Products portfolio includes:

- *Mobility furniture for independent living*, including adjustable beds and lift and riser recliners. We have added this range of products to our portfolio within this financial year which include updated products and services provided by 3<sup>rd</sup> party partners.
- *Mobility aids*, including beds, seating and stairlifts.
- *Bathroom Adaptations*, which includes trip-free and anti-slip showers, shower seats, walk in baths, toilets and accessories and support rails.
- *Key Safes* – outdoor key safes to keep the home and keys safe, which help a person to share their home access with care providers, emergency services and loved ones safely and securely.
- *Personal Alarms in Northern Ireland* – if a person is in an accident or has a fall, they can get help quickly by pressing their alarm pendant. **Age NI has been working with multi-disciplinary teams including social workers, health professionals and trusts to promote the product.** In addition, Age NI's ezine has been distributed to all NI pharmacies bi-annually, which promotes Personal Alarms.

**Places – Prepare for our ageing demographic by creating an age friendly society**

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**10 Age Awareness Workshops** were delivered to **129 participants**. Age Awareness Training supports customer service teams to learn how to communicate better with older people, and ultimately enable older customers to feel valued and understood.

Age NI supported the **Age Sector Networks (ASN)** in the following ways, as they strengthen community based older people's organisations and deliver at a local level.

- Built and maintained strong and effective relationships with Age Sector Networks across all 11 local council areas.
- Supported effective capacity building and transitional processes with networks.
- Planned and facilitated five ASN exchange meetings and 1-1 support to promote shared learning, best practice, knowledge exchange and collaboration.
- Produced and circulated 10 editions of Signpost eZine.

Age NI **supported Age Sector Network representatives** to participate in policy and engagement activities:

- Promoted active engagement of older people, local groups and ASNs to gather experiences and case studies.
- Facilitated ASNs to support and promote older people's direct engagement in statutory policy consultations such as the review of the Regional Infrastructure Support Programme, Community Transport and Concessionary Fares.

**Age NI provides secretariat support to the Age Friendly Network NI and encourages the participation of Age Sector Networks (ASNs) in Age Friendly initiatives, including:**

- Promoting and supporting the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities, such as setting up of two 50 + forums to engage with Councils.
- Sharing Age Friendly progress and best practices across Councils and ASNs.
- Supporting the development, autonomy and sustainability of age sector networks in five council areas providing key service delivery.

Age NI has been involved in the Frailty Network NI. Five members of **Age NI's Consultative Forum contributed to Frailty Network NI Task and Finish groups**. We were delighted that our Consultative Forum Chair was the first speaker at the **Frailty Network Conference, which was organised in collaboration with the British Geriatric Society**.

**Age NI benefited from 484 volunteers being utilised throughout the charity, providing 542 volunteer opportunities. 94% of volunteers said they 'Feel they give back to community'.**

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<b>Policy – Protect and promote the rights of older people</b>
4,231 older people’s voices were heard through Age NI Policy and Engagement activities.
Age NI engaged with the <b>Department for Infrastructure (DfI) on the consultation proposals for change on concessionary fares, to ensure older people’s voices were heard by decision makers.</b>
<i>Age NI acts as the Secretariat for the <b>All-Party Group on Ageing and Older People, which ensures that the issues affecting older people are a priority for the NI Assembly.</b></i>
Four meetings were held in this financial year and the subjects covered included: <ul style="list-style-type: none"> <li>• Managing and preventing frailty.</li> <li>• The importance of prevention and early intervention.</li> <li>• Loneliness (joint meeting with the APG on Preventing Loneliness).</li> <li>• An AGM to elect officers and identify priority issues for the following year.</li> </ul> <p>Age NI provided support and briefings in relation to the <b>Assembly Motion on Loneliness Strategy</b> which followed the APG meeting on the matter.</p>
Following the Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. <b>983 people responded to the survey</b> , 687 online and 296 by paper copy. The results demonstrate that the top 4 priority issues for respondents were: <ol style="list-style-type: none"> <li>1. Equal access to appropriate healthcare and services</li> <li>2. Keeping safe from scams</li> <li>3. Transport and Travel</li> <li>4. Rights of older people</li> </ol> <p>The outcomes of this third survey allow us to ensure older people’s voices are being heard by policy and decision makers, and shapes Age NI’s policy priorities going forward.</p>

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

Development of IT/digital enhancements to SharePoint, AI, Cyber Security, smarter ways of working
Age NI has invested in Succession Planning for the Senior Management Team, as one member of the Operational Leadership Team (Head of Wellbeing Services) commenced the first year of a Post Grad Diploma in Health & Social Care Management (2 year programme).
Age NI has also provided opportunities for individuals to progress within the organisation.
Age NI has renewed and maintained the <b>Cyber Essentials Plus Certification</b> , which involves a rigorous assessment of an organisation’s cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

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<p>Age NI retained the <b>Gold Status of IIP (Investors in People) accreditation</b>.</p> <p>Staff quotations from the IIP report, in response to being asked to ‘Describe Age NI as an employer’ included.</p> <ul style="list-style-type: none"><li>✓ <i>“It strives to make things better for older people – I’m proud to work there”.</i></li><li>✓ <i>“It’s a great organisation with very skilled, warm, and hardworking staff”.</i></li><li>✓ <i>“I love working here and have seen so many new services being introduced”.</i></li><li>✓ <i>“Age NI is an excellent employer and very professional in dealing with service users and funders”.</i></li><li>✓ <i>“It’s a great company to work for with an excellent reputation in the local community”</i></li></ul>
<p>Age NI was successful in a number of <b>proposals</b>, which enable Age NI to deliver key wellbeing, advice and engagement services and activities for our beneficiaries.</p>
<p>Age NI developed a new <b>Gifts in Wills strategy</b> to ensure older people will have the support they need in the future. We’re delighted to report that Corporate Fundraising has performed well over the financial year and overall fundraising activities have returned to pre-covid 19 levels.</p>
<p>The Board of Trustees delivered a <b>Co-opted Trustee Recruitment process, to enable the Board to appoint individuals with the required skills, experience and expertise to the Board/Committee Structure</b>. From this process, the Board appointed three Co-opted Trustees.</p>
<p>Age NI has utilised the recently developed <b>Hybrid Working Policy</b>, to enable staff to have the opportunity to combine homeworking and office working, where the role allowed.</p>

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **484 volunteers** being involved throughout the charity providing **542 volunteer opportunities** as some volunteers performed more than one role. Within this financial year more than **9,752 volunteer hours** were delivered.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help support people who are isolated or lonely to connect to local community activities through our services, peer consultations, fundraising activities and volunteering in the shops.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service 2023-2024</b>	<b>No of volunteer Roles</b>
Fundraising	62
Carer Wellbeing	3
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	89
Check in and Chat	232
Day Care	28
First Connect	27
Living Well Moyle	19
My Life My Wellbeing	7
Staying Sharp	7
Retail/Shops	68
<b>Total number of volunteer roles</b>	<b>542</b>

Examples of some of the Volunteer activities/events delivered within this financial year include:

- Gardening in Laurelhill Day Centre and volunteering in Skainos Day Centre.
- A local financial services organisation held a 'Volunteering Day'. Approximately 60 volunteers were accommodated across Age NI Day Centres and Shops in its 'One firm One Day' campaign.
- Volunteers' Week was held from 1-7 June 2023. To celebrate our volunteers, all volunteers received a thank you letter from the Chief Executive; a certificate of appreciation; and Age NI merchandise to show the immense value placed on each Age NI volunteer. We also held a Volunteer Recognition event during Volunteers' Week, which was attended by 82 volunteers. We were delighted that a local sports personality

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attended and spoke about his experience volunteering with the Check in and Chat Service.

Volunteering has been beneficial twofold during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness.

A quote from beneficiary and a volunteer for the Check in & Chat service:

*'I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call'.* (Beneficiary)

*'I am just so pleased and blessed to be able to make some lonely person happy'.* (Volunteer).

Volunteering has been rewarding for the volunteers as the feedback below shows:

- **99%** are satisfied with the experience
  - **99%** feel they give back to the community
  - **98%** enjoyed their volunteer role
  - **99%** would recommend this role to others
  - **95%** feel valued
- (Feedback was evaluated via an anonymous survey)

A quote from an Age NI volunteer *'A purpose in life for me and a chance to help out in my community'.*

- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do: You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

## **How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

### **1. The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age**

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, wellbeing, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they have the **ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**.

The following quotes from two of our Advice & Advocacy clients evidence the impact of our Advice & Advocacy Service to further the public benefit:

***'[Advice Advisor] gave me a list of addresses and businesses providing various aids to make life more comfortable for me. The Attendance Allowance will help me to change my bathroom - remove bath and install walk in shower'.***

***'I have more peace of mind with a little bit of extra money to pay for things'.***

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*The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.*

**Couple A**

By way of background, Mr & Mrs A contacted the advice team through the Age NI website in relation to Mr A's health problems and potential for additional benefits. The Advisor spoke to the couple to discuss Mr A's health problems, to check eligibility for Attendance Allowance(AA). As Mrs A had several health concerns herself, the Advisor also checked AA eligibility for Mrs A. Based on the information provided, the Advisor recommended that both Mr and Mrs A should make an application for Attendance Allowance.

**Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- After checking Mr & Mrs A's eligibility for AA, due to multiple health problems, the Adviser identified that the couple may be eligible to make separate applications for AA. AA claim forms were requested from Department for Communities on behalf of the couple and the Advisor helped them complete the forms (tele-claim).
- Advised couple that if both are awarded AA, they may be eligible for a means-tested benefit such as Guaranteed Pension Credit (2x Severe Disability Premiums, and 2x Carers Premium's).
- Asked couple to inform Age NI once they received their decision letters, so the Advisor could complete a benefit check. The couple confirmed that both were awarded high-rate AA.
- Completed a Benefit Check for couple and the adviser identified entitlement to Guarantee Pension Credit, Savings Pension Credit and Rate Relief.
- Printed 2x Carers Allowance forms for the couple, helped them to complete each application (tele-claim) – advised couple to contact Age NI once they receive decision letter.
- Couple contacted the advisor to advise they received the decision letter, and that both were awarded Underlying Entitlement to Carers Allowance.
- Advised couple that they would now be able to make an application for Pension Credit. Supplied client with the contact number to make a telephone application for Pension Credit.

**Outcomes for the beneficiaries, following Age NI actions:**

- **Couple A were awarded the higher rate of Attendance Allowance = £101.75 each per week.**
- **As a couple they were awarded Guarantee Pension Credit of £99.18 per week, Savings Pension Credit of £17.84 per week, full rate relief of £18.76 per week. This resulted in an increased weekly income of £339.28 and an increased annual income of £17,642.56.**

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This Case Study shows as a result of an Age NI Advice & Advocacy Advisor taking a step-by-step approach, Age NI was able to demonstrate to Mr & Mrs A that they would be **eligible for further support, firstly with AA, Carers Allowance and then Pension Credit, which resulted in an increased annual income of £17,642.56.**

***The following Case Study confirms the positive impact the Living Well Moyle Service has had on Lady B. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit, in addition supporting her mental health and wellbeing.***

**Lady B**

Lady B is a 60 year old lady, who was referred to the Living Well Moyle Service (LWM) by her GP, for support around her mental wellbeing. From the initial home visit the LWM co-ordinator referred/signposted the lady to various services. During the first home visit the LWM co-ordinator realised that the lady required one-to-one, step-by-step support and discussed the lady's life including numerous traumas, which have affected Lady B's quality of life.

**Circumstances:**

From the initial visit the LWM Co-ordinator identified the following key issues affecting this lady.

- Lady B has been struggling financially and mentally for a number of years, and is living alone, following the death of her husband. Lady B doesn't leave the home, since the death of her husband, due to her physical and mental health.
- Lady B's home is in poor condition and is experiencing damp.
- Lady B appeared to have taken care with her appearance previously, but recently hasn't been able to devote this attention to her hair.

The LWM Co-ordinator took the following actions:

- Contacted the Food Bank – they immediately delivered Home Heating Oil, a food parcel and a blanket.
- Completed a referral for one-to-one support to complete a number of benefit forms, as Lady B was unable to complete the forms herself.
- Made an urgent referral to a local charity to help with Lady B's housing and support needs.
- Researched local mobile hairdressers and arranged that the hairdresser would visit Lady B on her birthday.
- Lady B was matched with a volunteer.

**Outcomes for the beneficiaries, following Age NI actions:**

- Lady B was on the waiting list for housing, but has now been rehoused in a new apartment.
- The local charity visits each week, providing a range of support, including life skills, budgeting and a listening ear.
- Lady B received a further Foodbank delivery at Christmas.
- Living Well Moyle Co-Ordinator and Volunteer continues to provide support to Lady B.

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This Case Study shows the impact, of one of Age NI Wellbeing Services '*Living Well Moyle*' has had on an older lady, who was experiencing physical, mental health and financial issues. This service was able to address multiple issues and provide the required support to improve the lady's life. By putting the tailored support in place, this lady has experienced positive results, which *for the purpose of this Object have been a new home, a foodbank delivery including a Christmas dinner and a further food package, and budgeting support.*

Lady B complimented the Living Well Moyle Service by saying '*Thank you from the bottom of my heart for all you have done for me. I really appreciate it. You have a heart of gold*'.

## **2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI's intervention.

Age NI's Policy & Engagement team continued to work towards fulfilling the object of '*The Advancement of Human Rights*' through many strands of policy and public affairs, engaging with the Consultative Forum, age sector networks and stakeholders.

Within this financial year **4,231 older people's voices were heard** through Policy & Engagement activities and **1,925 professionals were engaged with on issues that matter to older people.**

The following examples are key pieces of work delivered within the last financial year. We believe Age NI has delivered significantly, in gaining and representing the views of our beneficiaries, and liaising closely with key policy makers, whilst seeking to hold them to account, to improve the lives of older people in Northern Ireland.

### **1. Lived Experience 2023**

As a follow up to Lived Experience research in 2020 and 2021, Age NI conducted a third Lived Experience survey in Summer 2023. In the initial stages of this survey, the Policy & Engagement team engaged with Age Sector Networks and members of the Consultative Forum for the coproduction and planning of **Age NI's Lived Experience 2023 survey.**

A total of 983 people responded to the survey; 687 online and 296 using a paper copy. As with previous surveys, the opportunity to participate was widely circulated through Age Friendly officers in councils, NI Frailty Network and Age Sector Networks, Age NI's social media channels, email networks and Signpost Express.

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#### Context:

In designing the 2023 survey, the Policy & Engagement team built upon the structure and findings of the previous Lived Experience research. The decision was made to continue using the **thematic areas of support; health and social care; and communication and connection**. Within the survey, each participant was given the opportunity to rate five issues, in order of importance, as well as include additional comments.

#### Outcome of the survey:

The results of the 2023 survey demonstrate that the top 4 priority issues across the 3 thematic areas were: **equal access to appropriate healthcare and services; keeping safe from scams; transport and travel; and rights of older people**.

The questions revealed important numerical data such as, finding that only 9% of respondents had created an Advance Care plan; 24% had experienced problems getting the social care needed for themselves or someone they care for; and 38% had been unable to book a GP appointment when needed. The comments left by participants also provide a rich insight into the issues older people are concerned about and what they think should be done to address them.

The 2023 Lived Experience report completes a set of three research papers which have allowed us to ensure older people's voices were heard during, and as we emerge from the pandemic.

#### What have the findings of the Lived Experience Survey enabled Age NI to do?

- ✓ The findings have allowed Age NI to track and highlight the priority concerns of older people throughout the last four years and ensure that policy makers are kept informed of these.
- ✓ Since the 2023 research was completed, Age NI has presented the findings to the All Party Group on Ageing and Older People and shared with partners in the age sector. A representative of the Consultative Forum gave a presentation to the APG on the subject of **access to GP services** based on the Lived Experience 2023 findings.
- ✓ Age NI produced a **briefing paper on loneliness from the data** and it was sent to MLAs and stakeholders in advance of the **joint meeting of the All Party Groups on Ageing and Older People and on Preventing Loneliness**.
- ✓ We will continue to draw from Lived Experience 2023 to inform Age NI priorities and as we engage further with the NI Assembly, Ministers and officials.

## 2. Concessionary Fares

In June 2023, the Department for Infrastructure launched a public consultation on proposed changes to the Concessionary Fares Scheme. This scheme provides discounted and free travel on buses and trains for members of the community who are at risk of social exclusion. In the absence of Executive ministers, departmental officials were exploring cost saving measures to relieve budgetary pressures and proposed removing free travel for those in the 60–64 age group.

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This proposed policy change would have a significant impact on older people aged 60-64.

**What actions did Age NI take to support its beneficiaries in the proposed changes to the scheme?**

- Age NI's policy and engagement team set out to support older people to be involved in the consultation process. Older people's right to be consulted about decisions that affect their lives can only be realised through effective support and access to decision-makers.
- Age NI set up a consultation session between the officials and Age NI's Consultative Forum. This was an extremely robust session during which Consultative Forum members were able to present their views and the concerns of older people more broadly. Age NI facilitated consultation sessions with the Age Sector Networks and the Age Friendly Network, ensuring that the views we gathered were as representative as possible, taking in a wide geographical and socio-economic spread. Age NI also included a question on transport and travel in the 2023 Lived Experience survey and the responses were analysed to inform the concessionary fares consultation.
- Prior to the written response, Age NI had undertaken a range of engagements and could therefore be confident that we were able to represent the voices of older people. We were also able to use social media and our other communication networks such as Signpost Express, to encourage older people to submit their own responses directly.
- Age NI submitted a written response to the DfI consultation in August 2023.

**Outcomes:**

- ✓ Having heard the views of older people on the proposal to withdraw the 60-64 Smartpass from older people, Age NI was able to take a strong position and called for the retention of this vital service.
- ✓ In February 2024 the new Minister made a statement in the Assembly that he hopes to retain the scheme for 60-64 year olds in light of the strength of the views submitted during the consultation process.

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**3. Age NI Consultative Forum Engagements**

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 53).

The following table provides a sample of how the work of the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Outcomes from the work undertaken</b>
<b>All-Party Group on Older People</b> - Regular APG meeting: MLAs and others.	Increased awareness of the issues that matter to older people, which included updates from Age NI Lived Experience 2023 findings.
<b>QUB SPACE Leadership for Healthy People and Planet</b> - Engagement on ways in which the environment impacts on brain health.	Four Consultative Forum members participated and are on the Advisory Group for project.
<b>Advance Care Planning</b> - QUB developing an online resource to support Advance Care Planning.	A Focus group was held on making online resource appropriate and user-friendly. ( <i>Advance Care Planning was referred to as an issue of Lived Experience Survey</i> ).  QUB confirmed its resource has been amended and a further evaluation has been held.
<b>Public Health Agency (PHA) Agewell Strategy</b> - Focus Group reviewing proposed outcomes for PHA Agewell Strategy.	Consultative Forum members gave feedback on PHA’s approach to strategy and will seek further engagement.
<b>Public Health Agency (PHA) Approach to Engagement</b> - PHA is developing its approach to engagement and wants to include older people.	Age NI continues to engage with PHA on approaches to engaging with older people.
<b>Ambulance Materials Review</b> - Review of leaflet and video “What happens when you call 999”.	Northern Ireland Ambulance Service (NIAS) received valuable suggestions from Consultative Forum and wish to come back for future input.
<b>Improving Hospital Discharge</b> – Health & Social Care Quality Improvement (HSCQI) are developing projects across NI on improving Hospital Discharge.	HSCQI received Lived Experience input from Consultative Forum members, to be fed into their team meeting in November 2023. Further engagement was held in January 2024.

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<p><b>Review of Community Transport</b> – Department for Infrastructure (DfI) is reviewing Community Transport provision both urban &amp; rural.</p>	<p>Consultative Forum members contributed the benefits of Community Transport and the importance of it being retained and improved.</p>
<p><b>Department for Infrastructure (DfI) Concessionary Fares Consultation</b> - DfI consultation on Concessionary Fares – relevant to older people’s travel passes.</p>	<p>Age NI’s response was submitted including the views and examples of impact given by Consultative Forum members and other older people. (Further details are included above).</p>
<p><b>Fuel Poverty</b> – Department for Communities (DfC) has convened a Fuel Poverty Strategy Reference Panel.</p>	<p>The Consultative Forum Vice-Chair is a member on this Reference Panel.</p>
<p><b>Frailty Network NI Conference</b> - Conference of health staff and professionals and voluntary and community sector on frailty.</p>	<p>Conference opened by the Consultative Forum Chair, Ann Murray.</p>
<p><b>Consultation on Ageism</b>, led by Commissioner for Older People in NI (COPNI) - Events &amp; Survey throughout on ageism.</p>	<p>Members of the Consultative Forum participated in COPNI’s consultation on ageism.</p>
<p><b>Ending Violence Against Women and Girls</b>, led by <i>The Executive Office</i> - Consultation on Strategic Framework and Action Plan for Ending Violence against Women &amp; Girls 2023 – 30.</p>	<p>Age NI contributed to shaping the strategy and it is now out for public consultation.</p>

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**4. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 5**

One of the highlights for Age NI within this financial year was the continued successful delivery of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes.

Within this financial year, Age NI delivered **32 Mid-Career Review sessions with 502 participants attending**. The content of the Mid-Career Review sessions included:

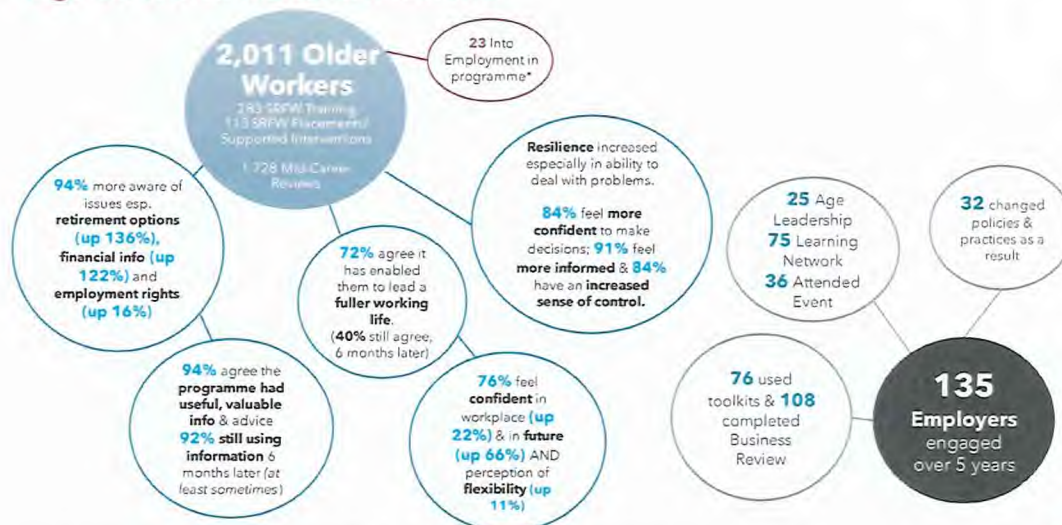
- **Finance**
- **Health and Wellbeing**
- **Career**

From the beginning of the programme in 2019, **Age NI has delivered Mid-Career Reviews to a total of 1,728 participants**.

The following information has been provided by Bean Research, the external evaluator commissioned for the Age at Work Programme, which covers the 5 years of the Age at Work Programme. It provides evidence of the success of the Age at Work programme for our beneficiaries for the '**Advancement of Education**' object, as it shows how the programme has benefited **2,011 older workers** and **135 employers** in the programme.

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**Age at Work: Northern Ireland**



Older Person Data: May 2020 to end Q4 Y5 (2024), Pre, Post & 6 Month Post Surveys. \*Figure from Outcomes Reporting

**Age Awareness Training**

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age Awareness Training aims are to:

- Breakdown Age Stereotypes.
- Understand the challenges facing older people.
- Learn the factors influencing communication with older people.
- Improve communication between generations.
- Discover how to signpost older customers who need other support.

Within this financial year, **10 Age Awareness Workshops** were delivered to **129 participants**, who benefitted from the Age Awareness Training, and **90% reported that the overall session was ‘excellent’**.

Participants were from a range of organisations including three councils, energy providers, a Further Education College, a charity, a bank and COPNI.

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**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Everything about it was so informative'**

**'The presenter gave examples of how we could relate strategies to our own jobs which was particularly useful'**

**'Very informative and interesting, and definitely makes you more aware and understand older people'**

**'Very interesting. I really benefitted from it'**

**'Great training, lots of information and knowledge sharing'**

**'Very enjoyable and interactive'**

**'The presenter was very knowledgeable'**

**'Brilliant session delivered fantastically well by presenter'**

**'Really enjoyable session and very beneficial in our customer service role'**

**'Very good presentation'**

**'Good amount of interaction and learning'**

**'Interesting presentation and food for thought'**

**'Very useful to learn of the services that Age NI has. Will be useful for the future'**



## Good Vibrations programme funded by Movember

Age NI's Good Vibrations Men's Health & Wellbeing Programme is an example of how Age NI has delivered to a section of our beneficiaries, to satisfy the object of '*The Advancement of Education*'.

### Background

While significant work has been achieved to improve Northern Ireland's male mental health, most projects are aimed at younger men. Age NI secured Movember's support to scale up two programmes (Good Vibrations and Age at Work) which have had demonstrable mental health and wellbeing impacts for individuals aged 50+. Good Vibrations is a three year programme, which aims to improve the health and wellbeing of men aged 50+ across Northern Ireland. The key beneficiaries of this programme will be the **7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly.**

Age NI's Good Vibration delivers support in partnership with a wide range of organisations, including Inspire Wellbeing and Business in the Community, Action Mental Health, Groundwork NI's network of Men's Sheds, Counselling for All Nations, NICSSA, Public Health Agency, Relate, Men's Health Forum in Ireland and Ulster University.

In conjunction with our partners, this funding helped to apply a male gendered lens to these successful programmes to address the specific mental wellbeing needs of men aged 50+. It also helped Age NI to increase support to older men.

Good Vibrations is delivered to our beneficiaries in the aged 50+ males within the following tiers:

**Tier 1:** Guidance for **5,000** to improve emotional wellbeing and mental health through self-help.

Within this financial year:

- **Awareness Campaign:** indirect reach to **842,954 people.**
- **Good Vibration Guides:** **8000 brochures** were distributed.
- **I-Connect:** access to **Inspire Wellbeing** platform. **13 new registered users.**

**Tier 2:** Support for **2,700** to access **career and wellbeing freephone advice, online programmes and social prescribing services** to connect them with their peers and local communities.

Within this financial year:

- **Freephone Advice:** 746 calls from men were answered to support with advice.
- **Good Vibrations Wellbeing Programme:** 151 participants attended the group sessions, which includes 27 one-off information sessions.
- **Career Review Workshops:** 300 participants attended the Career Review Workshops, which were delivered by **Business in the Community.**
- **Social Prescribing:** 253 men received a social prescription.

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**Tier 3:** Bespoke interventions including guided conversations for **200 males 50+ with a buddy support option**. It deploys a mix of virtual, face to face, telephone, peer to peer and volunteer support.

Within this financial year:  
 102 men were provided with bespoke support.

**Move More Live More**

The Move More Live More project is another example of how Age NI is fulfilling the 'Advancement of Education' object for its beneficiaries.

Move More Live More aims to reduce the risk of falls in people over 65 by improving activity levels, strength, balance and overall health and wellbeing. This two year programme shares information and encourages activities aimed at preventing falls, so more older people can get the most out of later life. Age NI delivers Move More Live More as part of a consortium, which is led by Taking Care (part of AXA Health) and includes the Public Health Agency, the Southern Health and Social Care Trust, Big Motive and Ulster University.

The following stats are a stark reminder of the importance of preventative projects like Move More Live More:



The programme delivered three tiers of intervention:

<p><b>Tier 1</b></p> <p><i>(Aimed at early intervention through education and information. For those who expressed an interest in learning about falls prevention, but who may not have experienced a fall).</i></p>	<p>All participants received a Move More Live More information guide from Age NI, which is based around the Public Health Agency's (PHA) <b>Take Five Steps to Wellbeing</b> along with sharing expert advice and tips, together with physiotherapist-approved strength and balance exercises.</p> <p>Tier 1 participants were added to the Move More Live More mailing list to receive regular health and wellbeing updates from Age NI.</p> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>488 booklets were distributed via groups and other Age NI wellbeing services.</b></li> <li>➤ <b>Around 3000 digital copies of the booklet were sent out via email.</b></li> </ul>
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<p><b>Tier 2</b></p> <p><i>(Aimed at individuals who may have experienced at least one fall in the past year).</i></p>	<p><b>A six week programme was delivered on Zoom and face-to-face, supported with weekly health and wellbeing updates. The six week programme covers the following topics:</b></p> <ul style="list-style-type: none"> <li>• Staying Strong</li> <li>• My Life My Goals</li> <li>• Nourish and Nurture</li> <li>• Think Well Live Better</li> <li>• Invest in Rest</li> <li>• Staying Safe</li> </ul> <p>Within this financial year:</p> <ul style="list-style-type: none"> <li>➤ <b>202 Tier 2 sessions</b> were delivered (via Zoom and face-to-face).</li> <li>➤ <b>18 one-off health and wellbeing talks</b> were delivered.</li> </ul>
<p><b>Tier 3</b></p> <p><i>(Aimed at individuals deemed at a higher risk of having a fall, as a result of having experienced two or more falls in the last year).</i></p>	<p>Participants trialled innovative new wearable technology. This monitored a range of physical metrics including daily patterns of movement and periods of immobility, daily steps, sleep quality and quantity, enabling prompts to move, guidance on exercise a range of outputs to be calculated, including the risk of a fall. If risks were elevated and sustained, the user and/or carer was alerted. <b>In 2023-24, 151 people participated in Tier 3 of Move More Live More.</b></p> <p><i>Note: This device did not provide falls-detection (impact detection). However, by closely monitoring potential signs of a fall, this aimed at prompting the wearer/user to take actions to prevent a fall in the future.</i></p>

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Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents, as they said '**Got information they could use**':

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **95.2%** of respondents from the Wellbeing Services.
- **98.5%** of respondents from Care Services.
- **100%** of respondents from Advice & Advocacy.
- **100%** of respondents from the Check in and Chat Service.

Feedback from Good Vibrations beneficiaries said:

**'Thank you for bringing this learning to our group. It has really got us talking and support us to open up conversations around men's health'.**

**'It's an education, gives us food for thought, you are planting a seed in our heads through the videos and presentations you are showing us'.**

A Move More Live More beneficiary said, **'The booklet is so full of information, I've read it so much and keep getting new things from it that are very helpful'.**

A quote from a representative of NI Ambulance, which was given at a Consultative Forum meeting in relation to Co-Production with NI Ambulance: **'It was a really valuable session, in terms of the input, and also the networking. Wow, what an amazing set of people you have working with you'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported improved physical wellbeing/health.            100% reported they are less stressed or worried.            100% reported increased choice and control.</p>
Wellbeing Services *	<p>98% reported feeling less lonely.            98% reported feeling I belong in my community.            98% reported ability to carry out daily living tasks.            97% reported less isolated.            93% reported improved physical wellbeing/health.</p> <p>A few quotes from service users of our Wellbeing Services:</p> <p><i>'Thank you so much for sending this (recording) to me. Not being from a medical background, I found the information about how the body changes with age very interesting. The exercises were very clearly explained and demonstrated. I am hoping that my participation at an early stage will help me to age better and prevent falls in the future'. (Move More Live More).</i></p> <p><i>'Life changing for me, new home, benefits sorted, meeting new people, really helped me'. (Living Well Moyle).</i></p> <p><i>'Fantastic support at a difficult time in my life'. (First Connect)</i></p>

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Care Services *	<p>100% reported feeling less lonely.  100% reported increased social contact.  100% reported feeling less isolated.  <b>98% reported</b> improved physical health/wellbeing.</p> <p>100% of those surveyed said <b>‘very satisfied with the service’</b> and <b>100% ‘felt listened to and supported’</b>.</p>
Check in and Chat *	<p>100% reported feeling less lonely.  100% reported feeling less isolated.  100% reported feeling less stressed or worried.</p> <p>Quotes from a few service users from the Check in and Chat service:</p> <p><i>‘I get on very well with my volunteer. She makes me feel good no matter how I am feeling. I really look forward to her call’.</i></p> <p><i>‘Love the service. I haven’t been out in a year. It helps me stay connected’.</i></p>
Shared Lives	<p>The following feedback was provided in Year 1 of Age NI’s new Shared Lives project:</p> <p><i>‘Before Shared Lives I tended to be very much trapped in the house. I was really rather isolated. If you can get two people who share interests and one is perhaps considerably younger than the other, I think it’s an excellent idea – giving people the movement and flexibility to do things that otherwise they might not be able to do’. (Shared Lives Participant)</i></p> <p><i>‘It makes me happy to share my life with [Shared Lives Participant] and it’s wonderful to see how our new friendship is making a positive impact on [the participant’s] life, which is really important. If anyone is thinking about becoming a Shared Lives Carer I can tell you that it is a really great idea’. (Shared Lives Carer)</i></p>

\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

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Age NI's Care Services deliver this object for both the service user and their family/carer. This is evidenced by quotes provided for different services within the Care Services umbrella. Examples include:

Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Domiciliary Care in Castlewellan and Downpatrick</b></p>	<p>'Without the service I would find it very difficult to get washed and dressed in the morning and it gives me a better quality of life'.</p> <p>'Enabled my husband and I to enjoy two weeks of respite care while my daughter who is my main carer had a well-earned holiday'.</p>	<p>'I feel that they give [loved one/service user] the best care they can so she can go out and lead a good quality of life'.</p> <p>'Re-assurance that my father has been looked after and cared for'.</p>
<p><b>My Life My Choice – home support service in the Belfast Health &amp; Social Trust area.</b></p>	<p>'I look forward to single outing on Friday'.</p> <p>'I really look forward to my weekly visit. It helps me get out and about, to do some shopping. It also gives my family a break. As they know I am in safe hands for several hours'.</p>	<p>'Gives me a few free hours on Friday afternoon and I enjoy the conversations I have with super young man who empathises with both my brother and me'.</p> <p>'The service benefits me in many ways. I could ask staff who take me out to anywhere I want to go. It is never a problem they pick me up whenever I want and bring me home safely again'.</p>

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Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
<p><b>Day Care</b> – provides an opportunity for activity and friendship, reduction in isolation and loneliness.</p>	<p>‘I feel less lonely and have lots of Fun’.</p> <p>‘I feel I have a sense of belonging and part of the [Day Centre] family’.</p> <p>‘Really look forward to a Monday, as I know it’s my day to meet with friends and staff’.</p>	<p>‘I am very satisfied with the service. The staff are very friendly and very caring towards the people attending the Day Centre. They always take a few minutes to let you know how the day has went’.</p> <p>‘Mum gets picked up three days a week and happily attends the Castlewellan Day Centre. Even though she is very confused in her dementia, she knows the staff are kind and friendly and trusts them well. This is a great help to my 90 year old dad who primarily looks after my mum on the other days in the week’.</p>
<p><b>Meadowbank Residential Home</b> is located in Omagh. It enables older people living with dementia to remain living in a home-like environment.</p>	<p>‘We have excellent care 24/7. Its meticulously clean, the food is excellent. I get to do tasks that I’m able to do safely – they promote that. The staff here are really good at what they do. If I have any questions or I need anything they go out of their way to get it for me. I find them well-mannered and disciplined – just beautiful people. The staff is there for me no matter how small’.</p> <p>‘All the staff are friendly and very helpful. If you want something done they come to your aid right away. Its first class. Staff are very kind. They take you for walks. All your laundry is washed and ironed’.</p>	<p>‘My mother has thrived when she was moved to Meadowbank. I could not speak highly enough of them all. She is attended to with love and affection and that has meant the world to me as I’ve moved house further away and can’t visit as frequently. This is a very good nursing home and I would highly recommend it to anyone for their loved ones’.</p> <p>‘It has taken a lot of stress away from the family knowing our loved one is being cared for so well’.</p> <p>‘My mum calls Meadowbank home that says it all for me’.</p>

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	<p>It's very respectable and efficient. I think it's lovely. The décor is very nice, I've no complaints. When you leave home it's nice to have a warm comfortable place to come to'.</p>	<p>'I am very content that my brother is in a very safe place and very well looked after. Thank you'.</p>
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The following short case studies of older people living with dementia in Meadowbank Residential Home provide evidence of how this service has impacted the older person and provides assurance to the family. The personal stories align with RQIA's quality review mechanism – Is care safe? Is care effective? Is care compassionate?

**Meadowbank Resident – Gentleman C**

*Circumstance:*

Gentleman C was in hospital and could no longer be cared for at home, Meadowbank was contacted for an emergency admission.

*Impact/change Meadowbank Residential care has had on Gentleman C:*

Initially Gentleman C was unsettled, resistive to care being provided by staff and displayed exit seeking behaviour, however after getting to know staff and his environment he has settled very well and staff are now able to assist with all his care needs.

*Assurance from family/friends of Gentleman C:*

Gentleman C is so much more settled he is very content in his environment, friends and family can now enjoy their visits and spending time with Gentleman C.

**Meadowbank Resident - Lady D:**

*Circumstance:*

Lady D was admitted to Meadowbank from home for an emergency respite period, she was living with her husband who was in hospital and very unwell. Lady D was unsafe living at home due to her increased confusion and risk of falls and would be often found walking unaware of her surroundings.

*Impact/change Meadowbank Residential care has had on Lady D:*

Lady D has settled well into life in Meadowbank, she was very nervous and anxious on admission however this has now resolved and she is very content and happy.

*Assurance from family/friends of Lady D:*

Lady D's husband was initially very hesitant about her coming to stay in Meadowbank even for a short period and did discuss with her social worker about taking her home, however when he was discharged from hospital and able to visit her in Meadowbank he wanted her to stay permanently as he realised how content she was and how he would no longer be able to provide the care at home that she needed.

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**Meadowbank Resident – Gentleman E:**

*Circumstance:*

Gentleman E was being cared for at home by his family and was admitted to hospital due to deterioration in health, he was becoming increasingly unsettled and agitated and sleep pattern was very poor, he had lost a lot of weight, family felt they were struggling to provide the proper care that he required.

*Impact/change Meadowbank Residential care has had on Gentleman E:*

Since Gentleman E's admission to Meadowbank he has become more settled, sleep pattern has greatly improved and he has gained weight.

*Assurance from family/friends of Gentleman E:*

The family are very happy with how Gentleman E's health has improved, the weight he has gained and his overall contentment within Meadowbank.

The following Case Study is from the '**Staying Sharp**' service. (Staying Sharp is a bespoke service tailored to support people living with mild cognitive impairment and early stages of dementia who reside in the Ballymena area).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of '**The Advancement of Health or the Saving of Lives**', for a couple – in particular the case study focuses on the impact the service has on Gentleman F, an older gentleman who is also a carer for his wife.

### Gentleman F

Gentleman F is a 91 year old man who cares for his 92 year old wife who has dementia. He is in relatively good health but suffers from macular degeneration. The couple have three adult children, who don't live nearby. Gentleman F had a long teaching career including many years as a school principal and also developed many interests in his lifetime, including photography and he continues to sing in a Church choir as he has done for many years.

#### **Circumstances:**

As Gentleman F and his wife didn't have family living nearby, it meant that they had very limited opportunities for face to face contact. As a carer Gentleman F was feeling particularly isolated and was very welcoming of the re-introduction of social opportunities following the pandemic.

The following actions were taken by the Staying Sharp Co-ordinator:

- ✓ Referral made to Age NI Advice Team for a benefit check which resulted in payment of Attendance Allowance. Gentleman F was very praiseworthy of the assistance he received from the Advice Team.
- ✓ Invitation to join the Staying Sharp group – initial meetings post lockdown were in a local cafe with subsequent monthly meetings held at another venue within the same town. Gentleman F is a regular contributor as well as attendee and has entertained the group with storytelling and sharing childhood memories via poetry and song. As Gentleman F has a keen interest in both history and literature he particularly enjoyed the visits to the Seamus Heaney Centre and Lockkeeper's Cottage.
- Additional assistance given:
  - Referrals were made to Dementia Navigator for Needs Assessment and follow up contact with Community Psychiatric Nurse (CPN) in Community Mental Health Team for Older People (CMHTOP), to OT, Alzheimer's Society and AbilityNet (charity which donates digital devices and provides volunteers to help older people to use the devices).
  - Signposting to Mid & East Antrim Agewell Partnership (MEAAP) Handyman Service and to Floating Support.

#### **Practical and Wellbeing Outcomes:**

- ✓ Gentleman F states that involvement with Staying Sharp has helped reduce social isolation and provided an opportunity for him and his wife to make new connections as well as providing a pleasant morning out. He also states that he has gained knowledge from the various contributors to the group sessions and has benefitted from the contact with other group members who are in similar caring situations.
- ✓ Gentleman F appreciates the ongoing support for both himself and his wife and the signposting to other services, as he likes the reassurance of having someone to contact with any queries.
- ✓ Gentleman F states that one of the main benefits for him in participating in the group sessions is that it has encouraged him to **'use his brain'** and given him a **sense of purpose, which in turn has helped his mental health.**
- ✓ Gentleman F adds that attending the group sessions **'takes the focus away from your own worries'** which he finds helps his mental health.

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**5. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.**

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **123 competent staff (31 March 2024) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to delivering the recruitment process. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed three Co-opted Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer. The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

*'I first became aware of the Boardroom Apprentice after watching [the Boardroom Apprentice founder's] Ted Talk on boardroom diversity and playing your part. A programme that matches you with a host board for practical experience, while at the same time provides learning days to help develop skills in core areas, it definitely piqued my interest.*

*As a consumer of our public services, I feel there is considerable value to having a diverse board and I wanted to be able to play my part in this. This was a unique opportunity not only to develop skills and confidence needed to take that next step, but also a valuable opportunity to meet and learn from people that may have different experiences and worldviews to myself.*

*When applying to Boardroom Apprentice, Age NI was my first choice when it came to host boards. For me, it was extremely personal, as Age NI is an organisation close to my heart. I spent over twelve years navigating the health and social care system, juggling work, while caring for my mother who suffered from dementia. I quickly became aware of the challenges faced by not only older people but also those that care for them. This period was extremely challenging, but I received amazing help and advice from various people and places, I know first-hand just how vital charities such as Age NI are in our society.*

*For me, Boardroom Apprentice was the perfect opportunity to gain practical experience in a board setting, and to do it with an organisation that I am passionate about was a bonus.*

*At the outset of the program, I was appointed a 'board buddy', who met with me, took me through the board papers and shared their own Boardroom Apprentice experience with me. This was invaluable, particularly at the outset, when I was unfamiliar with how it all worked, and it could have been very overwhelming. It was great to have that extra support and to hear from someone who was a previous Boardroom Apprentice and now a member of the Age NI board.*

*Both the board and everyone at Age NI have been extremely welcoming and the fact that the organisation has been a supporter of the Apprentice program from the outset, shows how open they are to supporting diversity in the boardroom.*

*Over the course of the year the board room apprentices also attend eight learning days, focussing on areas such as finance, governance, communication. As well as being invaluable in deepening understanding in these areas, the learning days were an opportunity to meet the other boardroom apprentices and share our experiences and learn from each other.*

*I have learned so much from attending the quarterly board and committee meetings and was lucky enough to attend the Age NI Away Day, which for me, showcased the passion and commitment its people have for the organisation and the crucial role it plays in Northern Ireland'.*

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#### Constituted Committees

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

#### Age NI Subsidiary

Age NI Enterprises Ltd, a subsidiary Board of Age NI is currently dormant.

#### Board Structure of Age NI Enterprises Ltd

The Board of Age NI Enterprises Ltd operated as a dormant company throughout this financial year. The Directors within this financial year were Mrs Diane Creevy, Mr Paul Moorhead and Mrs Aislinn McBride.

#### Reporting to the Board of Trustees

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required.

#### Audit & Risk Committee

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.

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- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.
  - Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
  
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  
- **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of

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Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Mr Edward Smyth. The Trustees and Directors on this committee within this period were Mr Edward Smyth, Mrs Sarah Brady, Mrs Corey Parr (part), Mrs Marie Bernadette Heaney (part) and Mrs Mary Teresa Dunlop (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of one Trustee, Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
  - Considers the charity's financial plans.
  - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
  - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
  - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
  - Monitors and reviews the charity's budgets for approval by the Board.
  - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
  - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
  - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
  - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
  - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
  - Investigates on behalf of the Board any matter that may put the charity at financial risk.

## AGE NI

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- **Investments.** The committee:
  - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
  - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
  - Meets with the investment advisors and managers as appropriate.
  - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
- **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
- **Updates** were received from:
  - Director of Marketing and Business Development to monitor the income generation performance of the charity.
- **The Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mr Patrick Mullan, Treasurer. The Trustees and Directors on this committee within this financial period were Mr Patrick Mullan, Mrs Aislinn McBride and Ms Christine Magill (part). The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

#### **Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees.** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.

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### **Company Limited by Guarantee**

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- Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
- Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Ms Hilary McDowell, Mr David Trelford (part) and Mrs Mary Teresa Dunlop (part). The committee meets twice a year or more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

#### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 30 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

#### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

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The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers.

**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and the subsidiary company was dormant.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, for approval, if appropriate.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2024 were £5,638,710 (2023: £4,927,983). This includes donations and legacies of £676,548 (2023: £254,866) and income from charitable activities of £4,234,012 (2023: £3,987,287).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2024 were £5,354,024 (2023: £4,763,314). This includes expenditure on raising funds of £591,147 (2023: £525,499) and expenditure on charitable activities of £4,762,877 (2023: £4,237,815).

Our total net incomings for the period, before other recognised gains and losses, was £284,685 (2023: Incoming £164,669). After gains from investment assets, the incoming resource was £331,193 (2023: Incoming £126,528).

The balances on restricted funds and unrestricted funds at the year-end were £554,325 (2023: £574,645) and £2,877,015 (2023: £2,525,498) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners had an increase in valuation at 31 March 2024 of £752,400 from £705,891 at 31 March 2023. The unrealised capital gain in the investment portfolio for the year ended 31 March 2024 was £46,508 (2023: loss of £38,142).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2024, the Charity held cash reserves of £2,095,693 (2023: £2,169,569).

The investment portfolio as at 31 March 2024 was £752,400 (2023: 705,891).

# **AGE NI**

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#### **Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2023/24 these general reserves amounted to £2,552,853 (2023: £2,452,035). Excluding tangible fixed assets these general reserves amounted to £2,581,070. This represents 132% of the six month target based on 2023/24 annual pro-rata expenditure.

Funds held within designated funds are £324,160 (2023: £73,462). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects and to help sustain and support future dementia services in our residential home.

#### **Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

#### **Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

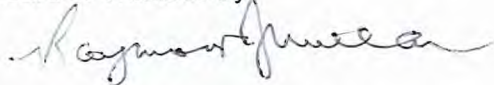
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 25 September 2024 and signed on behalf of the board of Trustees by:



Dr Raymond Mullan OBE  
Trustee

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**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2024 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2024 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

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We have nothing to report in this regard.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing

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their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may

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involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date 25.09.2024

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

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**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
		£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	676,548	-	<b>676,548</b>	254,866
Charitable activities	3	2,790,838	1,443,174	<b>4,234,012</b>	3,987,287
Other trading activities	4	642,674	-	<b>642,674</b>	638,991
Investment income	5	85,476	-	<b>85,476</b>	46,839
<b>Total income and endowments</b>		<b>4,195,536</b>	<b>1,443,174</b>	<b>5,638,710</b>	<b>4,927,983</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(591,147)	-	<b>(591,147)</b>	(525,499)
Expenditure on charitable activities	7,8	(3,299,380)	(1,463,497)	<b>(4,762,877)</b>	(4,237,815)
<b>Total expenditure</b>		<b>(3,890,527)</b>	<b>(1,463,497)</b>	<b>(5,354,024)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	9	46,508	-	<b>46,508</b>	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>		<b>351,517</b>	<b>(20,322)</b>	<b>331,193</b>	<b>126,527</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,525,498	574,647	<b>3,100,143</b>	2,973,616
Total funds carried forward		<b>2,877,015</b>	<b>554,325</b>	<b>3,431,370</b>	<b>3,100,143</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2023 is included in note 22 to the accounts.

The notes on pages 65 to 76 form part of these financial statements

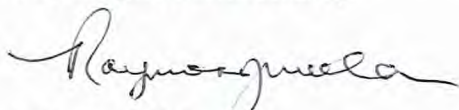
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**Statement of Financial Position**

		2024	2023
	Note	£	£
<b>Fixed assets</b>			
Tangible fixed assets	13	616,276	110,685
Investments	14	752,400	705,892
		<u>1,368,676</u>	<u>816,557</u>
<b>Current assets</b>			
Debtors	15	456,315	570,720
Investments	16	1	3
Cash at bank and in hand		2,095,693	2,169,569
		<u>2,552,009</u>	<u>2,740,292</u>
<b>Creditors: amounts falling due within one year</b>	17	(489,345)	(456,726)
<b>Net current assets</b>		2,062,664	2,283,566
<b>Total assets less current (liabilities)/assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Net assets</b>		3,431,340	3,100,123
		<u>3,431,340</u>	<u>3,100,123</u>
<b>Funds</b>			
Restricted funds	21	554,325	574,645
Unrestricted income funds	21	2,877,015	2,525,498
		<u>3,431,340</u>	<u>3,100,143</u>
<b>Total funds</b>		3,431,340	3,100,143
		<u>3,431,340</u>	<u>3,100,143</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 25 September 2024, and are signed on their behalf by:



Dr Raymond Mullan ÓBE  
Trustee

The notes on pages 65 to 76 form part of these financial statements

**AGE NI**  
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**Statement of Cash Flows**

	2024	2023
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	<b>331,193</b>	126,527
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	<b>38,883</b>	39,425
Net (losses)/gains on investments	<b>(46,508)</b>	38,142
Other interest receivable and similar income	<b>(85,476)</b>	(46,839)
<i>Changes in:</i>		
Stocks	-	-
Trade and other debtors	<b>114,406</b>	(249,347)
Trade and other creditors	<b>32,619</b>	(368,730)
	<hr/>	<hr/>
Cash generated from operations	<b>385,118</b>	(460,822)
Interest received	<b>85,476</b>	46,839
	<hr/>	<hr/>
Net cash used in operating activities	<b>470,594</b>	(413,983)
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	<b>(554,470)</b>	(40,669)
Purchase of other investments	-	-
Proceeds from sale of other investments	-	1,539
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(544,470)</b>	(39,130)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	<b>(73,876)</b>	(453,113)
Cash and cash equivalents at the beginning of the year	<b>2,169,569</b>	2,622,682
Cash and cash equivalents at the end of the year	<b>2,095,693</b>	2,169,569
	<hr/>	<hr/>

The notes on pages 65 to 76 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

**AGE NI**  
**Company Limited by Guarantee**  
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**Year ended 31 March 2024**

**Accounting Policies (continued)**

**Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

**Stocks**

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

**Financial instruments**

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

**Limited by guarantee**

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

**AGE NI**  
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**Report and Financial Statements**  
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**2. Donations and legacies**

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Legacies	676,548	676,548	254,866	254,866

**3. Charitable activities**

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£
DHSSPS	82,830	-	82,830
Age UK (received organisational support grant)	291,600	-	291,600
Meadowbank	1,203,392	-	1,203,392
IDC & Daycare	471,996	-	471,996
Day Care	686,967	-	686,967
First Connect/Advice/Advocacy	-	106,666	106,666
Service income	15,093	-	15,093
Other charitable activities	38,960	1,336,508	1,375,468
	<u>2,790,838</u>	<u>1,443,174</u>	<u>4,234,012</u>

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	868,973	-	868,973
IDC & Daycare	578,102	-	578,102
Day Care	718,558	-	718,558
First Connect/Advice/Advocacy	-	115,000	115,000
Service income	2,657	-	2,657
Other charitable activities	145,185	1,063,749	1,208,934
	<u>2,808,538</u>	<u>1,178,749</u>	<u>3,987,287</u>

**AGE NI**  
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**4. Other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>
Fundraising	297,689	<b>297,689</b>	337,056	337,056
Commercial income	344,985	<b>344,985</b>	301,935	301,935
	<u>642,674</u>	<u><b>642,674</b></u>	<u>638,991</u>	<u>638,991</u>

**5. Investment income**

	<b>Unrestricted Funds 2024 £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>
Bank interest receivable	59,152	<b>59,152</b>	24,378	24,378
Dividend income	26,324	<b>26,324</b>	22,461	22,461
	<u>85,476</u>	<u><b>85,476</b></u>	<u>46,839</u>	<u>46,839</u>

**6. Costs of other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2024 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>
Wages & salaries	357,271	<b>357,271</b>	306,658	306,658
Retail	1,694	<b>1,694</b>	4,175	4,175
Operational expenses	51,300	<b>51,300</b>	71,279	71,279
Transport	42	<b>42</b>	32	32
Accommodation	95,199	<b>95,199</b>	82,642	82,642
Other	27,689	<b>27,689</b>	4,129	4,129
Depreciation	8,695	<b>8,695</b>	11,397	11,397
Other support costs	49,258	<b>49,258</b>	45,187	45,187
	<u>591,147</u>	<u><b>591,147</b></u>	<u>525,499</u>	<u>525,499</u>

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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2024 £	Total Funds 2023 £
Delivering flagship services	4,041,649	458,537	4,500,186	3,957,280
Lading authoritative expert on ageing	56,562	21,706	78,268	85,341
Mobilisation of a strong & vibrant age sector	71,695	33,171	104,866	104,344
Governance costs	-	79,557	79,557	90,850
	<u>4,169,906</u>	<u>592,971</u>	<u>4,762,877</u>	<u>4,237,815</u>

**8. Analysis of support costs**

	Analysis of support costs £	Total 2024 £	Total 2023 £
Staff costs	208,630	208,630	272,087
Governance costs	79,652	79,652	87,497
Operational	56,262	56,262	65,703
Transport	1,734	1,734	1,924
Accommodation	308,380	308,380	195,726
Other	(43,224)	(43,224)	(65,949)
Depreciation	16,989	16,989	13,281
Retail	-	-	-
	<u>628,424</u>	<u>628,424</u>	<u>570,269</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Gains/(losses) on listed investments	46,508	46,508	(38,142)	(38,142)

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	38,883	39,425

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**11. Staff costs**

	2024	2023
	£	£
Wages and salaries	2,986,113	2,855,386
Social security costs	231,457	212,781
Pension costs	135,575	124,856
	<u>3,353,146</u>	<u>3,193,023</u>

The average head count of employees during the year was 144 (2023: 146).

The number of employees whose remuneration for the year fell within the following bands, were:

	2024	2023
£70,000 to £79,999	1	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). They were reimbursed travel expenses during the year totalling £121 (2023: £189). No charity trustee received payment for professional or other services supplies to the charity (2023: £nil).

The total employee benefits of the key management personnel of the charity total £295,153 (2023: £283,459).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
Adjustments	-	173	-	-	-	<b>173</b>
Additions	500,983	25,473	-	18,018	-	<b>544,474</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	590,978	192,230	83,324	182,033	17,968	<b>1,066,533</b>
<b>Depreciation</b>						
At 1 Apr 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
Adjustments	-	407	-	1	(235)	<b>173</b>
Charge for year	3,467	10,588	-	23,259	1,569	<b>38,883</b>
Disposals	-	(757)	-	-	-	<b>(757)</b>
At 31 Mar 2024	55,864	153,712	83,324	149,078	8,279	<b>450,257</b>
<b>Carrying amount</b>						
At 31 Mar 2024	535,114	38,518	-	32,955	9,689	616,276
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 Apr 2023	705,892
Additions at cost	34,188
Disposals at market value	(34,187)
Fair value movements	46,508
Other movements	-
At 31 Mar 2024	<b>752,400</b>
<b>Impairment</b>	
At 1 Apr 2023 and 31 Mar 2024	
Carrying amount	
At 31 Mar 2024	752,400
At 31 Mar 2023	705,892

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners.

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**15. Debtors**

	2024	2023
	£	£
Trade debtors	113,783	116,138
Other debtors	342,532	454,582
	<u>456,315</u>	<u>570,720</u>

**16. Investments**

	2024	2023
	£	£
Shares	1	3

**17. Creditors: amounts falling due within one year**

	2024	2023
	£	£
Trade creditors	66,165	37,294
Accruals and deferred income	336,571	319,032
Social security and other taxes	49,922	48,343
Other creditors	36,688	52,057
	<u>489,345</u>	<u>456,726</u>

**18. Deferred income**

	2024	2023
	£	£
Amounts deferred in year	165,323	220,141

**19. Related party transactions**

There were no related party transaction in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Revenue Fund	2,452,036	4,195,536	(3,890,527)	(250,698)	46,508	<b>2,552,855</b>
Designated funds	73,462	-	-	250,698	-	<b>324,160</b>
	<u>2,525,498</u>	<u>4,195,536</u>	<u>(3,890,527)</u>	<u>-</u>	<u>46,508</u>	<b>2,877,015</b>

**21. Restricted funds**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
	£	£	£	£	£	
Innovation/Database Development	8,236	-	(8,236)	-	-	-
Living Well – South Eastern Trust	-	-	-	-	-	-
Shared Lives Service	5,300	151,531	(156,831)	-	-	-
Age UK Cost of Living	-	37,379	(37,379)	-	-	-
Day Care Restricted	18,276	6,235	(5,245)	-	-	19,276
My Life My Way	14,960	-	-	-	-	14,960
My Life My Wellbeing	-	35,688	(34,608)	-	-	1,080
Move More Live More	1,077	197,621	(198,699)	-	-	-
Carer Wellbeing Service	7,051	37,376	(42,035)	-	-	2,392
My Life My Support	-	-	-	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	93,645	484,372	(449,609)	-	-	128,408
MCI (Staying Sharp)	18,238	20,050	(16,235)	-	-	22,053
Age UK – Keeping Well at Home	3,503	-	(2,908)	-	-	595
Age UK – Net Fund	-	-	-	-	-	-
Age UK COVID Appeal Fund	23,536	-	(17,132)	-	-	6,404
Age UK – Support & Recovery Fund	-	-	-	-	-	-
Health & Wellbeing	41,383	185	(2,188)	-	-	39,380
<i>Total carried to next page</i>	<u>266,382</u>			<u>-</u>	<u>-</u>	<u>266,381</u>

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**21. Restricted funds (continued)**

	At 1 Apr 2023	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2024
<i>Total carried from prev page</i>	266,382	-	-	-	-	266,381
Impact Reporting	889	-	(179)	-	-	710
Dept. of Communities Support & recovery Fund	72,793	-	(537)	-	-	72,256
Good Vibrations Homes for Health Ageing	110,312	118,682	(228,994)	-	-	-
Employment & Skills Initiative	17,283	34,130	(35,977)	-	-	15,436
Dementia MCST Programme Funder Age UK	-	-	-	-	-	-
Bee Project	-	8,650	(1,443)	-	-	7,207
Project ReGain	12,294	100,000	(75,610)	-	-	36,684
JTI	62,450	106,666	(89,495)	-	-	79,621
Lisburn & Castlereagh Age Sector	2,193	-	(229)	-	-	1,964
CHIC (First Connect North Belfast)	-	-	-	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Older Adult Cyber Security	-	9,869	(62)	-	-	9,807
Maureen Boal	-	30,750	-	-	-	30,750
QUB SPACE project	-	10,833	(2,619)	-	-	8,214
Enrich	20,302	-	(2,523)	-	-	17,779
Ulster Orchestra	975	-	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,984	3,158	(4,725)	-	-	3,417
	<u>574,647</u>	<u>1,443,174</u>	<u>(1,463,496)</u>	-	-	<u>554,325</u>

**AGE NI**  
**Company Limited by Guarantee**  
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**22. Statement of Financial Activities for Year Ended 31 March 2023**

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	254,866	-	254,866
Charitable activities	2,808,538	1,178,749	3,987,287
Other trading activities	638,991	-	638,991
Investment income	46,839	-	46,839
<b>Total income and endowments</b>	<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>
<b>Expenditure</b>			
Expenditure on raising funds:			
Costs of other trading activities	(525,499)	-	(525,499)
Expenditure on charitable activities	(3,140,935)	(1,096,880)	(4,237,815)
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>
Net (losses)/gains on investment	(38,142)	-	(38,142)
<b>Net (expenditure)/income and net movement in funds</b>	<b>44,658</b>	<b>81,869</b>	<b>126,527</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	2,480,840	492,776	2,973,616
Transfer from Age NI Enterprises	-	-	-
<b>Total funds carried forward</b>	<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Accounts

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**COMPANY REGISTRATION NUMBER: NI071940**  
**CHARITY REGISTRATION NUMBER: 104640**

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2023**

**AGE NI**  
**Company Limited by Guarantee**  
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**Company Limited by Guarantee**  
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**Year ended 31 March 2023**



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www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2022/23.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This financial year was a year when we were starting to emerge from the Covid pandemic and diligently worked to consider ways to resume face-to-face service delivery, where possible, mindful of our beneficiaries some of whom were still anxious about return to physical settings. We had the opportunity to implement our Covid Business Recovery Plan, and are pleased to report that it has now concluded, and we are currently delivering all of our services and projects as intended.

We are delighted to report that we concluded the year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ The new **Age NI Strategy (2022-2025)**, reporting on how we've delivered in the first financial year since its launch and how the charity has delivered against our new strategic pillars.
- ✓ We are extremely proud that we continued to provide high quality support to older people through our **Advice, Care and Wellbeing Services**. The table on Page 6 provides a summary of all of the services we're providing, and our new innovative Wellbeing programmes developed and delivered within this financial year.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

**AGE NI**  
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**Report and Financial Statements**  
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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

**Reference and administrative details**

<b>Registered charity name</b>	AGE NI
<b>Charity registration number</b>	104640
<b>Company registration number</b>	NI071940
<b>Principal office and Registered office</b>	3 Lower Crescent Belfast BT7 1NR Tel: (028) 9024 5729 Website: <a href="http://www.ageni.org">www.ageni.org</a>

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Sarah Brady	Trustee (Appointed 14 December 2022)
Mr Trevor Dillon	Trustee (Resigned 30 April 2023)
Mrs Teresa Dunlop	Trustee
Ms Kathy Graham	Trustee (Resigned 10 May 2022)
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee (Appointed 14 December 2022)
Dr Roisin McLaughlin	Trustee (Resigned 28 September 2022)
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Ken Simpson	Trustee (Resigned 31 March 2023)
Mr Edward Smyth	Trustee
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Ms Marie Heaney	Co-opted Trustee (Appointed 7 August 2023)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Ms Corey McNutt	Co-opted Trustee (Appointed 1 September 2023)

<b>Auditor</b>	Moore (N.I.) LLP Donegall House Donegall Square North Belfast BT1 5GB
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**Investment Bankers**

Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**

Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

Worthington Solicitors  
24-38 Gordon Street  
Belfast  
BT1 2LG

Cleaver Fulton Rankin  
50 Bedford Street  
Belfast  
BT2 7FW

**Bankers**

Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Context of Ageing in Northern Ireland: Living in an ageing society**

We are living in an ageing society, with the Northern Ireland population ageing at a faster rate than the rest of the UK. It is estimated that, by mid-2028, there will be more people aged 65+ than children/young people under 15 years.

While people are living longer, there remains a significant gap between life expectancy and healthy life expectancy. Life expectancy for males is 78.4 years and 82.2 years for females. Healthy life expectancy is 60.6 years for males and 62.7 years for females.

Recent census figures indicated that 326,500 people in Northern Ireland were 65+ (17%), an increase of 24% since 2011. Census figures also revealed that 56.8% of people aged 65+ were living with long term health problems or disability, with 6.41% people aged 65+ indicating they provide more than 50 hours of unpaid care per week. While the percentage of carers is likely to be an underestimate, as older people do not always identify as being a carer, the census has highlighted that the intensity of caring provided has increased since 2011.

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**Rising cost of living and energy costs**

The proportion of pensioners in relative poverty has risen to 16% in 2021-22, compared to 13% in 2019-2021. Despite older people being entitled to a range of means tested benefits designed to increase their income, many do not claim because they are not aware they are eligible for benefits, have concerns about the process and their privacy, and/or may be reluctant to ask for help. Older people can expect to face many significant events in later life, creating new financial challenges, such as bereavement, paying for care, or meeting new needs due to changes in their health. Research indicates that 28% of those entitled to Pension Credit do not claim it.

Rising cost of living and energy costs have made older people increasingly fearful and anxious. Older people, who may have been getting by or managing on a modest pension income are not in a position to absorb the impact of accelerating energy and other costs. Government support is vital to provide some relief to older people and other vulnerable groups during this time of uncertainty.

**Covid-19 impact**

Older people continue to bear the brunt of the impact of the Covid-19 pandemic. Groups of older people were not able to come together, as they would prior to Covid-19, to share concerns, identify actions that are required, build solidarity on issues that matter most to them and to have their voices heard. For many older people, Covid-19 is associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities - as civic leaders and as the “glue” that holds communities together. This has increased levels of loneliness and isolation experienced by older people.

As we emerge from the effects of the pandemic, there is anecdotal evidence that older people's groups, particularly those organised by and for older people have not returned. In addition, some older people remain fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care.

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The services Age NI directly delivered within this financial year continue to be affected by the pandemic and the associated guidance.

The following table includes an explanation of the services we delivered and those which were delivered differently. We're delighted to report that we continued to deliver quality services to our beneficiaries, as we returned to a new normal, aware that some people are still anxious about returning to physical settings.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Ballynahinch Day Centre</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Dungannon Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <p>Day Care has returned to normal this year, with service users now back attending the centres.</p> <ul style="list-style-type: none"> <li>• <b>Domiciliary and Home Care (My Life My Choice):</b> Age NI provides vital Home Care services to support hundreds of individuals in Northern Ireland who wish to stay in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>Dementia Care Home Support Staff deliver a range of services which include:</p>

- Respite/short breaks for families and carers
- Personal Care
- Support with activities of daily living
- Social inclusion
- Administration of medications
- Night sitting

The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.

**My Life My Choice:** My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:

- Continue to do the things they enjoy, take part in social activities or learn something new.
- Meet new people and chat about things that are important to them.
- Be signposted to other sources of support and activities within their area.
- Be connected to Age NI's Advice & Advocacy Service, get a free benefits check and find out what financial support, or other support, they may be entitled to.

We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.

Referrals to this service are through the Belfast Health and Social Care Trust.

- **Residential Home (Meadowbank):** Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents. Visiting has now returned to normal.

**'Check in and Chat'**  
**telephone service**

The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with a service user and provides an opportunity for a friendship call on a weekly basis.

**First Connect**

The First Connect Service provides emotional and practical support at difficult times to older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.

Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.

Two counselling students remain on placement, supporting people living with low mood, low level anxiety, transitions in life.

**Living Well Moyle**

Living Well Moyle is a partnership between Age NI, GP's, the local council and health and social care organisations (HSCB, NHSCT, PHA), the local Community and is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them.

**Locality Community Navigators**

The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies in a partnership approach. The objective is to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also keep the Northern Health and Social Care Trust older people's directories updated.

Local Community Navigators continued to support local groups with funding, capacity building and promotion of activities.

This service continued until 31 March 2023.

Following a successful tender submission, a new model is now in place.

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<b>Memory Link</b>	<p>The Memory Link Service provides information and support for older people who require a memory assessment. The service is delivered in partnership with the Northern Health and Social Care Trust. Older people attending a memory assessment are supported by a Memory Link Worker ahead of their assessment to discuss the upcoming assessment and to ensure they have all the information they need. Following the assessment and diagnosis of dementia, the Memory Link Worker contacts the older person again to develop a support plan and signpost the person to appropriate services.</p> <p>From 1 April 2023, the Memory Link Service will be part of the Connect North programme within the Northern Trust.</p>
<b>Staying Sharp</b>	<p>Staying Sharp is a three-year bespoke service, to support people living with mild cognitive impairment in face-to-face and group settings. Our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms, which enabled Age NI to establish this service in the Ballymena and the surrounding area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.</p> <p>We are pleased to report that we have received notification that funding has been awarded for one further year of Staying Sharp (from June 2023).</p>
<b>Shared Lives</b>	<p>Age NI's Shared Lives service is specifically to support older people and offers a safe, welcoming, family environment where Host Carers share their lives, hobbies and community life with them.</p> <p>Commissioned by the Department of Health and registered with RQIA, the Age NI Regional Shared Lives Service contract commenced in January 2023. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care. Shared Lives Carers share their homes, family and community life with older people in need of support. Initially the service is providing day support but will develop to offer short breaks and long-term care.</p>

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In addition to Age NI delivering the above key services, we have developed the following Wellbeing Services within this financial year, to improve the lives of older people in NI:

Wellbeing Service	Description
<p><b>My Life My Wellbeing</b></p>	<p>My Life My Wellbeing aims to improve the wellbeing of older people and older carers.</p> <p>The programme has commenced with two coordinators in place who will have a direct impact to 450 people in the Belfast Health &amp; Social Care Trust and the Northern Health &amp; Social Care Trust, as well as indirect impact to 2,000 beneficiaries through information guides, complimented by an awareness building programme with a digital media reach of circa 100,000 over the next year.</p>
<p><b>Carer Support programme</b></p>	<p>This Carer Support Programme supports the mental health of older people and carers. It is funded by the Community Foundation through the Department of Health Mental Health Support Fund and Carers.</p> <p>This funding enhances Age NI's capacity to deliver targeted support through the provision of Information and Advice, online Health and Wellbeing programmes, opportunities for peer support alongside a digital awareness campaign and is delivered within the Belfast Health and Social Care Trust area.</p>
<p><b>Move More Live More</b></p>	<p>This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls.</p> <p>The Move More Live More project is delivering three tiers of information, advice and support to older people who are pre-frail, those who have experienced a fall, and those deemed by healthcare professionals as being at high risk of falling again. Participants will trial innovative new wearable technology.</p> <p>Age NI has produced a healthy ageing guide and a six-week programme of health and wellbeing expert advice and guided exercise, which is now being delivered via Zoom.</p> <p>We are currently delivering a pilot with older people in the Southern Health and Social Care Trust area. We are engaging with other Trusts to deliver this project in their area.</p>

	<p>The consortium's lead technology partner, Taking Care is part of AXA Health, and is one of the UK's leading providers of personal alarms services. The programme will pilot a ground-breaking new smartwatch, which helps to reduce falls by recording data on daily patterns of movement, sleep and heart rate, to detect changes which can indicate an increased risk of falling.</p> <p>Age NI is delivering this project, as part of a consortium, including Technicare, the Public Health Agency, the Southern Health and Social Care Trust and Ulster University to improve the health and wellbeing of older people.</p>
<p><b>Good Vibrations</b></p>	<p>'Good Vibrations' (Movember) seeks to address the mental wellbeing needs of men aged 50+ across Northern Ireland, and aims to improve their health and wellbeing.</p> <p>The key beneficiaries of this programme will be the 7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly. It will be delivered in the following 3 tiers:</p> <ul style="list-style-type: none"> <li>• <b>Tier 1:</b> Guidance for 5,000 to improve emotional wellbeing and mental health through self-help. This includes Partner Awareness Campaign, Good Vibration Guides and I-Connect (access to our mental health wellbeing platform)</li> <li>• <b>Tier 2:</b> Support for 2,700 to access career and wellbeing freephone advice, online programmes and social prescribing services to connect them with their peers and local communities: This includes freephone advice, Good Vibrations Wellbeing Programme Online, Career Review workshops and Social Prescribing (connecting people to community resources and support).</li> <li>• <b>Tier 3:</b> Bespoke Interventions including Guided Conversations for 200 males 50+ with a Buddy Support option. This includes a mix of virtual, face to face, telephone, peer to peer and volunteer support.</li> </ul>

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
<b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
<b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
<b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
<b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our new strategy, we have provided our KPIs for 2022-25, our performance against the KPIs in this financial year and our Outcomes, which show how we're delivering the priorities against each pillar.

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p> <p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Continue to deliver a range of high quality, person-centred services – <b>6000 people.</b></p> <p>Establish new, regulated, Shared Lives service for older people. <b>(Registered by April 2023)</b></p> <p>Identify key strategic partners to deliver wellbeing programmes with Age NI and promote the healthy ageing agenda.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p>Continue to promote the age friendly agenda, providing secretarial support to Age Friendly Network.  <b>4 meetings per annum.</b></p> <p>Continue to support development of Age Sector Networks, focused on building capacity and sustainability.  <b>4 Age Sector meetings per annum.</b></p> <p>Develop and pilot Age Awareness training in workplaces and businesses as social enterprise model.  <b>2 workplaces per annum.</b></p> <p>Increase visibility and reach of Age NI in local communities.</p>	<ul style="list-style-type: none"> <li>• Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>• To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Policy</b></p> <p>By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.</p>	<p>Influence Government and policy thinking.</p> <p>700 engagement/policy influencing voices heard by decision makers.</p>	<p>Distribute and analyse Lived Experience 2023 survey widely to people we support and through Networks and Stakeholders.  <b>700 responses.</b></p> <p>As secretariat, organise 3 meetings of the All Party Group on Ageing and Older People.  <b>3 All Party Group on Ageing meetings per annum.</b></p> <p>Strengthen role and influence of Consultative Forum.  <b>4 meetings per annum.</b></p>	<ul style="list-style-type: none"> <li>• Ageism is reduced.</li> <li>• Older people's rights are upheld.</li> <li>• The contribution of people in later life is valued.</li> </ul>

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Pillar	KPI 2022-25	2022-2023	Outcomes
<p><b>Progressive organisation</b></p> <p>By 2025, we will have further invested in the talent of our team, leadership, technology and engagement</p>	<p>IIP Platinum accreditation.</p> <p>70% positive staff engagement.</p> <p>100% maintenance of regulated services to RQIA standards.</p> <p>2 year financial strategy.</p> <p>Approved Audited Accounts and Management letter.</p> <p>Maintained Charity Commission/Companies House compliance.</p> <p>Mixed economy income generation.</p> <p>99% uptime technology capabilities.</p>	<p>Progress action plan following achievement of Gold Award IIP.  <b>Assessment January 2024.</b></p> <p>Mental health and wellbeing Action Plan.  <b>Implemented by September 2023.</b></p> <p>Effective and strategic use of resources.  <b>Year 2 of the Financial Strategic Plan – April 2023.</b></p> <p>Enhance IT capabilities.  <b>Cyber Essentials Plus Certification achieved. Renewed annually - September 2023.</b></p>	<ul style="list-style-type: none"> <li>• The voice of older people influences what Age NI does.</li> <li>• Age NI is a great place to work and volunteer.</li> <li>• Age NI demonstrates how it has changed people’s lives.</li> <li>• Age NI operates as an integrated charity.</li> <li>• Age NI is properly resourced to deliver its plans and activities.</li> <li>• Age NI is effectively led and governed.</li> </ul>

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**ACHIEVEMENTS AND PERFORMANCE 2022/2023**

In 2022/2023 with support from our partners and stakeholders, we had **91,161 interactions with older people** (Age NI Services and targeted communications).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2022/2023 include:

**People – Provide and develop quality services and support to improve the independence and wellbeing of older people**

Age NI Advice & Advocacy Service received **12,552** calls to the Advice Line, with **£1,367,559** identified in unclaimed benefit.

In Care Services, Age NI supported **420 people across Care Services, 4600 home visits were made and 80,000 hours of care were provided.** All Care Services met RQIA standards.

We developed the following **Wellbeing Services** in this financial year, which are all being successfully delivered:

- *Move More Live More* - falls prevention programme.
- *Movember* - regional programme supporting men aged 50 and over with mental, physical and emotional needs. New ways of working can be demonstrated via our working with an advisory board.
- *My Life My Wellbeing* - supporting older people and carers with mental, physical and emotional needs.
- *Carer Support Programme* - supports the mental health of older people and carers. We are successfully delivering this support within the Belfast Trust area.

As an example of the Wellbeing services we continue to deliver, with additional strands/specific outcomes include, but are not limited to:

- *Staying Sharp* - supporting individuals living with a Mild Cognitive Impairment and dementia, as well as their carers. A highlight within this financial year was supporting people to, following risk assessment, meet face to face. Groups have been successful and have allowed support for the individual, the carer and as stated by one participant **“gives us the support to be able to do things as a couple again”**. Peer support has also been invaluable for the carers. Within this financial year **659 contacts were made.**
- *First Connect* - provides emotional and practical support at difficult times to older people by supporting them to be independent, to improve their quality of life, to reduce social isolation, to increase confidence; to improve access to local services and to help them feel safer and more secure in their home. Key successes are supporting clients to build confidence to socially engage as well as improving mental and physical health. Bereavement support has also been provided within this financial year. A quote from a client **‘The support you have given me over the last few months has given me hope that I can now build my life around my loss’**. Within this financial year **674 group calls were made (including prep calls).**

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- *Living Well Moyle* - continues to offer wrap around, innovative support to individuals living with a chronic condition. A quote from a member of the Multi Disciplinary Team who has now moved to another area said ***“This programme is so brilliant; I just want it to be operational everywhere”***.
- *Locality Community Navigators* - transitioning into Connect North Link Worker role on 1 April 2023. *(This model offers a support to older people but also specific supports to those living with dementia, mental health challenges and palliative care. The model will also continue to offer support to groups with funding, capacity building and promotion of activities. Link Workers will also be responsible for the upkeep of the directory within Connect North’s elemental platform)*. Within this financial year **1425 people were supported** (caseload) by the Local Community Navigator Service.

Our Social Enterprises team added the ‘**Keysafe**’ product to our portfolio of Independent Living Products, to promote staying safe and to provide easier access for carers and families to homes. Our Independent Living Products and services are specifically designed to meet the needs of the over 50s and to provide greater choice for our beneficiaries, promoting independence. Other products include Personal Alarms, Bathroom Aids, Baths and Showers and Mobility Aids.

At Year 4 of the Age at Work programme, **1474 older workers were supported**, with **71% agreeing the programme has enabled them to lead a fuller working life**, which contributes to improving the independence and wellbeing of older people.

**Places – Prepare for our ageing demographic by creating an age friendly society**

**628 mid-career reviews** were delivered in Year 4 of the Age at Work project, which supports older workers to remain in, or return to work.

**83 people attended Age Awareness Training**, which supports customer services teams to learn how to communicate better with older people, and ultimately older customers to feel valued and understood.

The Policy & Engagement team supported the Age Friendly Network across Northern Ireland by developing and **promoting the participation of Age Sector Networks in Age Friendly initiatives**, which included:

- Establishing and supported 50+ forums to engage with councils.
- Promoted and supported the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities with local councils and age sector networks.
- Provided customised support to age sector networks and Age Friendly strategic planning and development opportunities.
- Supported the development, autonomy and sustainability of Age Sector Networks in 5 council areas providing key services.

**107 new volunteers** were recruited within this financial year, we delivered **6014 volunteer hours** from **627 volunteer roles**. *99% of volunteers said they feel they give back to the community.*

**Movember is operational in all Trust areas**, ensuring equity of service provision.

Our Impact & Evaluation Manager was one of the co-authors of a book entitled ***‘Transgenerational Technology and Interactions for the 21<sup>st</sup> Century: Perspectives and Narratives,***’ which was published within this financial year. This book was an opportunity to carry out and publish research on older people’s views and perspectives on technology.

The book explores how we as humans navigate the 21st Century, interacting with technologies, including those that are intended to support and enhance our experiences across the lifespan. This manifesto, composed with humanity at the front and centre,

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pinpoints succinctly the critical considerations of people, technology and inequalities intersecting across our 21st century ecosystems.

With a special focus on bridging interdisciplinary research, creative and co-production approaches, the authors explored and presented cutting edge discourse, building on previous research to form contemporary, and inform future awareness and strategies to societal experiences. The authors argue that it is time to re-evaluate how we move forward in a multi-faceted society, with the ever-growing reliance of technology but yet many voices are not heard, left behind or not even considered.

Our Impact & Evaluation Manager led the Age NI aspect of the work, which included:

- Creating a working group of older people from the Consultative Forum.
- We carried out focus groups, which incorporated six focus groups with older people, and a further three stakeholder focus groups which included Mencap NI (for representation of younger people).
- Five Interviews were carried out with older people.
- Transcribed, coded and generated themes in the qualitative data alongside the lead author.

**Policy – Protect and promote the rights of older people**

The Consultative Forum and Age NI’s Policy and Engagement team worked with a wide range of external stakeholders from the statutory, voluntary and private sectors to **ensure the concerns and voice of older people are included in the development of policy, practices and resources**. Examples include The Executive Office, Department of Justice, PSNI, Department for Communities, NI Housing Executive, Department for Infrastructure, Translink and HSCTS. We collaborated and campaigned with key voluntary sector partners in the promotion of carers’ rights, addressing loneliness, the cost of living crisis and fuel poverty.

**2,161 older people’s voices were heard** through Age NI policy and engagement activities.

The Policy & Engagement team engaged age sector networks and members of the Consultative Forum in the early stages of coproduction and planning for **Age NI’s Lived Experience 2023 survey**. Since 2020, Age NI’s Lived Experience series of reports has highlighted the concerns and reflected the voice of older people. From it, two election campaigns and manifestos were developed – Act4Age in 2022 for the NI Assembly election and again in 2023 for the local Council election.

To build and maintain strong and effective **relationships with age sector networks** across all local council areas, Age NI continued to support and attend local events including AGMs and planning meetings.

In late March 2023 Age NI launched **Act4Age** – a campaign and manifesto for the Northern Ireland Assembly election of May 2022. Primarily a social media and online campaign the Policy and Engagement team and older people attended hustings and other events throughout April and May reflecting our key campaign issues and calls to action to election candidates.

The need for an Age Friendly Northern Ireland was clear and evident during the pandemic and local communities featured strongly in responding to the needs of older people. Age NI continued the partnership with the PHA and the Department for Communities supporting the **Age Friendly Network for Northern Ireland**. We supported Age Friendly leads in local Councils to share ideas and best practice as they responded to priorities and practical needs

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in their local communities. Positive Ageing Month in October was marked across Councils which promoted their Age Friendly strategies and participation of older people in events and initiatives.

Age NI is the Secretariat for the **All-Party Group on Ageing and Older People at the NI Assembly**. Despite the suspension of the Assembly since early in 2022, APGs have continued their work and have, in many ways, become the focus for key issues of concern and continued to provide opportunities for MLAs and stakeholders for networking, awareness raising and action.

Current membership of the APG increased this year and now stands at 17 MLAs – many newly elected in May 2022.

The APG met four times in June and September 2022 and in February and March 2023 with agendas reflecting the cost of living crisis and its impact on older people, energy and fuel prices, reform of adult social care and the Active Ageing Strategy and Age Friendly.

A key and very popular special event was hosted by the APG in January 2023 - Meet the Sector brought almost 20 voluntary and community sector organisations to Parliament Buildings to promote their work to APG members and other MLAs with over 30 attending throughout the session. Members of Age NI's Consultative Forum introduced the programme and networked.

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

We **celebrated long service for employees** with 10 and 25 years' service at 3 recognition events.

**Succession Planning with training opportunities** for leadership included:

- Members of the Operational Leadership Team completed a leadership development programme called 'Building Leaders and Teams'.
- Overall Succession Planning was presented to the Board, with an opportunity given to Operational Leadership Team members to apply for Senior Management Team training.
- We were awarded significant external funding to support QCF Level 5, to support succession planning in Care Services.
- The Senior Management Team has delivered a **3 year Succession Planning tool to develop leaders** by enabling them to build an experience portfolio to develop their leadership competency. It provided staff with the opportunity to progress within the organisation, mindful of the importance of retaining committed and talented members of staff, and to ensure key roles and services have sustainable continuity.

Age NI received the **Cyber Essentials Plus Certification**, which involves a rigorous assessment of an organisation's cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

In addition to our Charity shops in Ballymena, Bangor, Coleraine and Newtownards, we have been working and partnering with **HARU (Help and Re-use)**, an online outlet enabling clothing to be utilised to its best price, promoting a circular economy. In addition to the sustainability and environmental benefits, since the start of 2022, Age NI has sold 640 items via Haru **generating over £15,500 for the charity**.

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Our Business Development team **secured the following proposals**, which enables Age NI to deliver key services for our beneficiaries:

- *Movember* – Scale up of two programmes (Good Vibrations and Age at Work) to address the mental wellbeing needs of men aged 50+.
- *Northern Health and Social Care Trust for a Connect North Link Worker* – The service aims to support people living with or affected by cancer, mental health issues, dementia, other LTC(s), a palliative care diagnosis and support self-carer in localities of East Antrim, Mid Ulster and Antrim, and Ballymena.
- *Age UK* – Cost of Living Grant and Cost of Living Response Fund
- *Belfast Health and Social Care Trust* – Carers Support Service towards ‘My Life My Support’ project.
- *Bank of Ireland* – ‘Begin Together’ Fund to enhance Age NI’s Check in and Chat Service

**Fundraising** highlights included a **return to physical events post-covid**, which generated income for the charity, including a Golf Event and Slieve Donard challenge with one of our Corporate Partners, we were the nominated charity in the Nursing Care Awards, we delivered a telemarketing campaign to increase donor acquisition and our Christmas Campaign focused on the Age NI Advice line.

The Board of Trustees delivered a **Trustee Recruitment process** and appointed two Trustees with the required skills, experience and expertise to the Board/Committee structure.

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **548 volunteers** being involved throughout the charity providing **627 volunteer opportunities** as some volunteers performed more than one role.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the Age NI shops. As the number of Covid-19 cases decreased, our volunteers have commenced face to face services again, including in the Day Centres. New projects such as My Life My Wellbeing and My Life My Wellbeing Carers, which operates in Belfast and the Northern Trust area, have been matching volunteers to their service.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service Area in which our Volunteers were placed</b>	<b>No of volunteer Roles</b>
Fundraising	<b>66</b>
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors	<b>94</b>
Check in and Chat	<b>326</b>
Day Care	<b>20</b>
First Connect	<b>31</b>
Living Well Moyle	<b>20</b>
Staying Sharp	<b>14</b>
Retail/Shops	<b>56</b>
<b>Total number of volunteer roles</b>	<b>627</b>

An example of some of the Volunteer activities/events delivered within this financial year included:

- Volunteers from a few of our Corporate Partners hosted a coffee morning, and spent time chatting to some of the service users in Skainos (Age NI Day Centre).
- We welcomed new volunteers from another Corporate Partner into our Check in and Chat service.
- Age NI Retail shop at Newtownards held a coffee morning to thank its volunteers for their support and commitment.

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Feedback from our Volunteers, which was evaluated via an anonymous survey, included:

- **99%** feel they give back to the community
- **98%** enjoyed their volunteer role
- **96%** would recommend this role to others
- **94%** feel valued

The following quotations show the impact of volunteer support on two of our beneficiaries, through our Check in and Chat service:

*'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope'.*

*'It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.*

**Volunteer news/events**

- We celebrated Volunteers' Week from 1-7 June 2022. All volunteers received a letter from the Chief Executive; a certificate of appreciation; a pack of sunflower seeds and Age NI merchandise to show the value placed on each Age NI volunteer.
- Volunteering enquiries reduced this financial year, recording **414** volunteer enquiries throughout this financial year.

Volunteering has been especially beneficial during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness. Volunteering has been rewarding for the volunteers as noted 99% feel they give back to the community and 94% feel valued.

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- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – Collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do – You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

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**How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

**1. The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age**

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, dementia support, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they **have the ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**. A quote from one of our Advice & Advocacy Service Users was '**The Advisor helped me to relieve the stress and anxiety of applying for benefits**'.

Quotations provided by our beneficiaries in relation to providing this public benefit include:

- '[Advice Advisor] at Age NI made me aware that I might be entitled to Attendance Allowance. [Advice Advisor] advice was clear and easy to understand. When helping me to fill my form [Advice Advisor] was kind and very patient when was hesitant and unsure. [Advice Advisor] answered clearly any questions that I had. I will certainly recommend Age NI to family and friends'. *(Advice & Advocacy team)*
- 'The advisor helped to access monies that will help me cope with the cost of living increases'. *(Advice & Advocacy team)*
- 'They helped me to understand my options in the minefield of benefit applications'. *(Advice & Advocacy team)*
- 'Physically Fibromyalgia is debilitating and I now have the funds to help pay for help in the house and I dont feel a burden to family members. This extra Attendance Allowance will ease the situation. I feel a weight has been lifted. Thank you so much'. *(Advice & Advocacy team)*
- 'Thanks for all your advice and support in claiming my £600.00, I'm so glad to receive it and was really afraid that I might miss out if I don't get advice on exactly how to go about claiming it. I find these things confusing and don't have anyone else to turn to for assistance'. *(Local Community Navigator)*

***The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries, following referral from the Age NI Memory Link Service. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.***

### Couple A

By way of background, Mr & Mrs A were initially service users within the Memory Link Service, and were referred to the Advice & Advocacy Service by the Memory Link worker for discussion around benefits' entitlement.

#### **Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- Received information from the couple on their current benefits
- Contacted the NI Pension Centre to confirm the income details and completed a benefit calculation to determine additional potential benefit income.
- Determined that based on their current scenario the couple would be entitled to the following entitlements - Pension Credit Guarantee Credit (PCGC) and Rate Relief (RR)
- Provided contact details for the Pension Credit application team for the couple to make their application for Pension Credit as well as contact details for Northern Ireland Housing Executive for the couple to get a Rate Relief form posted out.
- Advised the couple on Carer's Allowance which could result in the Carer's Premium being awarded.

#### **Outcomes for the beneficiaries, following Age NI actions:**

**Couple A have started to receive Pension Credit and at the last point of contact during the financial year, the Advisor was informed the clients are awaiting the outcome of the Rate Relief, so will potentially receive a total benefit award annually of £11,888.24**

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**2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI’s intervention.

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 51).

During this financial period, the Consultative Forum took a hybrid approach to meetings, enjoying both virtual and in-person sessions.

A key feature of the year for members was a two-day residential in September featuring a programme of presentations and interactive sessions on a range of issues from Age NI’s 2022 – 2025 strategy to effective promotion of messages about scams. The programme closed with a discussion with Claire Sugden, MLA and Chair of the APG (All Party Group) on Ageing and Older People, on securing equality legislation for older people in Northern Ireland.

The following table shows how the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Examples of work undertaken to promote ‘The Advancement of Human Rights’</b>
Policy & Engagement team and CF members participated in campaigns and initiatives	<ul style="list-style-type: none"> <li>• Frailty Network Northern Ireland</li> <li>• Houses for Health Ageing Showcase</li> <li>• Rights for Older People Equality Commission</li> <li>• <i>Meet the Sector</i> event with APG (All Party Group) members and other MLAs from NI Assembly parties at Parliament Buildings</li> </ul>
Age NI staff and CF members were consulted and engaged in strategic and policy development on key issues	<ul style="list-style-type: none"> <li>• DoH (Department of Health) Reform of Adult Social Care (public consultation)</li> <li>• DoH Advance Care Planning (policy)</li> <li>• DoJ (Department of Justice) Diversity in NI Courts (consultation)</li> <li>• Emergency General Surgery (consultation)</li> <li>• DfI (Department for Infrastructure) Belfast Rapid Transit phase 2 (consultation)</li> </ul>

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	<ul style="list-style-type: none"> <li>• NI Policing Board Corporate Plan (consultation)</li> <li>• DfC (Department for Communities) Anti-poverty (strategy)</li> <li>• NIHE Homelessness (strategy)</li> <li>• DoJ (Department of Justice) Hate Crime Legislation (consultation)</li> <li>• TEO (The Executive Office) Ending Violence against Women &amp; Girls (developing strategy)</li> </ul>
<p>Engaged on strategic and policy development with key departments and statutory agencies</p>	<ul style="list-style-type: none"> <li>• Organ Donation (public awareness &amp; messaging with Public Health Agency)</li> <li>• Falls &amp; Polypharmacy (review research by Belfast Health &amp; Social Care Trust)</li> <li>• Dementia Awareness poster design (Northern Health &amp; Social Care Trust)</li> <li>• Carers use of Technology (Open University)</li> <li>• Irish &amp; Ulster Scots Language and Culture (Department for Communities strategy)</li> <li>• Integrated Care System Indicators (Frailty Network NI &amp; Department of Health)</li> <li>• Cancer Waiting Times (Macmillan)</li> <li>• Diversity in NI Courts (Diversity Judge)</li> <li>• Frailty Education Video (Frailty Network NI)</li> <li>• Hate Crime legislation with age as protected characteristic (Department of Justice Hate Crime Branch)</li> <li>• Healthy Ageing Research (Queens University Belfast)</li> <li>• Design of Buses &amp; Coaches (Translink, Inclusive Mobility &amp; Transport Advisory Committee, Department for Communities, Consumer Council)</li> <li>• Scam Awareness (PSNI)</li> <li>• Rural Transport Select Committee on Transport</li> <li>• Customer Care Training – Belfast Health &amp; Social Care Trust</li> </ul>
<p>Active in the planning, co-production and co-design of campaigns and initiatives with Age NI and other organisations</p>	<ul style="list-style-type: none"> <li>• Worked with Belfast Health &amp; Social Care Trust on the co-design of review materials and interviews with service users and carers</li> <li>• Review and update of Age NI awareness raising resources</li> <li>• Information Ambassadors programme review following Covid</li> <li>• Piloted Age Awareness training with an energy provider</li> <li>• Evaluating the impact of CF work in relation to external stakeholders.</li> <li>• <i>Engaging with Older People</i> working group to co-design a guide on effective engagement.</li> <li>• Cost of Living Energy Saving Advice Focus Group with an energy provider– to produce</li> </ul>

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	<p>booklet containing advice on ways to reduce energy consumption.</p> <ul style="list-style-type: none"><li>• Shared Lives Focus Group – review and feedback on new Age NI service.</li><li>• Four meetings of All Party Group on Ageing and Older People.</li></ul>
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**3. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 4**

**Age at Work**

One of the highlights for Age NI within this financial year was the successful delivery of Year 4 of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. (Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. (Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes).

The following outputs of Year 4 of the programme in Northern Ireland and context has been provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- **1474** Older Workers and **88** Employers have been engaged in the programme, participating in both Still Ready for Work (SRFW) and Mid-Career programmes (MCRs). **19** completed SRFW training, **15** had a work replacement or specific intervention and **9** went into employment.
- **94%** found the programme to have useful and valuable information, and importantly, **92%** are still using this six months on.
- Resilience has also improved, with **83%** now more confident to make decisions about their future and **82%** reporting an increase in their sense of control and choice.
- **88** Employers have been engaged, with **71** using the Age NI Toolkit, and **78** completing the Age-Inclusive Business Review.

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#### Context (provided by Bean Research for UK)

The Age at Work Programme was created to address the challenges and opportunities for both older people and employers in an aging society.

Today there are five generations in the UK workforce working side by side. There are 10.5 million people over 50 in work, equivalent to one-third of the workforce<sup>1</sup>. By the mid-2030s half the adult population will be over 50<sup>2</sup>. Retaining older workers in the workplace has never been more important.

Those challenges and opportunities have shifted and evolved due in large part to the Covid-19 pandemic and the cost of living crisis. Prior to the Covid-19 crisis, employment among older workers was at its highest since the Labour Force Survey began collecting such data in 1975, with 73% of people between the ages of 50-64 in the workforce in 2019.<sup>3</sup>

In the early stages of the pandemic (and in our 2021 report), we predicted that that number would decrease. The Resolution Foundation confirmed that Covid created a "U-shaped" employment shock that disproportionately impacted older and younger workers.<sup>4</sup> In fact, 43% of the overall rise in economic inactivity in the UK since the pandemic was due to increased economic inactivity among 50- to 69-year-olds.<sup>5</sup> In February 2022, almost two years after the initial lockdown and the subsequent furloughs and layoffs, 63% of adults aged 50 to 70 reported leaving work sooner than expected.<sup>6</sup>

While older workers over 60 were most likely to cite retirement, workers in their 50s cited stress or mental health (19%) or a change in lifestyle (14%) as their cause for leaving work. It appears that redundancies and dismissals played an outsized role in the increase in older workers leaving the labour force 2020 (37%), but much less so in 2021 as the economy recovered (11%).<sup>3 & 4</sup>

Regardless of the reason for leaving the workforce, the data shows that the financial implications will likely be longstanding. The average employee who loses or leaves their job at 55 has a private pension savings of approximately £32,812, which is 34% less than someone who retires at 68.<sup>7</sup> Those that left work since the pandemic are also more likely to report reduced savings (51%, compared with 33%).<sup>4</sup>

#### Older workers want to return to work

Now, people over the age of 50 seeking employment is on the rise. 32% of the retirees who said they would consider returning to work cited mental and social health, while 12% said they

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<sup>1</sup> Office for National Statistics (2022) Labour market overview, UK: February 2022.

<sup>2</sup> Department for Work and Pensions (2017) Fuller Working Lives: evidence base 2017. Available at: <https://www.gov.uk/government/publications/fuller-working-lives-evidence-base-2017>

<sup>3</sup> Centre for Ageing Better, "Summary | The State of Ageing 2022," [Online]. Available: <https://ageing-better.org.uk/summary-state-ageing-2022>

<sup>4</sup> Resolution Foundation, "A U-shaped crisis The impact of the Covid-19 crisis on older workers," [Online]. Available: <https://www.resolutionfoundation.org/publications/a-u-shaped-crisis/>.

<sup>5</sup> IFS, "The rise in economic inactivity among people in their 50s and 60s," [Online]. Available: <https://ifs.org.uk/publications/rise-economic-inactivity-among-people-their-50s-and-60s>.

<sup>6</sup> Census 2021, "Reasons for workers aged over 50 years leaving employment since the start of the coronavirus pandemic,"

<sup>7</sup> Centre for Ageing Better, "Have we saved enough? Do people approaching later life have an adequate retirement income?," [Online]. Available: <https://ageing-better.org.uk/resources/do-people-approaching-later-life-adequate-retirement-income>.

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were driven by the rising cost of living, and 8% by the desire to increase their pensions. Notably, 47% stated a combination of all three as reason to return to work.<sup>8</sup>

Older workers planning to return to work say their primary ideals in finding a job are flexible working (36%), the ability to work from home (18%) and that works around their caring responsibilities (16%). 69% of those currently looking for work want to return on a part-time basis.<sup>4</sup>

Supporting this move, the Government is also providing assistance through the 50PLUS Champions in Jobcentres. Covering England, Scotland and Wales, they work alongside local employers to raise awareness about how recruitment policies can be adapted to cater to older workers.<sup>9</sup>

#### **Need for Greater Employer Engagement**

3 in 4 employers say they view older workers' experience as crucial to their organisation's success and more than half (54%) feel that an age-inclusive workforce would increase productivity.<sup>10</sup>

However, 39% of younger HR decision-makers admit that they are less likely to recruit people over the age of 50 and if employers did consider age in the recruitment process, it tended to be in favour of recruiting younger workers. Only 1 in 6 said they are very likely to introduce policies on age-inclusion in their workplace within the next year.<sup>10</sup>

A vast majority of older workers are open to training or reskilling, with 92% prepared to take a salary cut to learn a new skill. Despite employee willingness, only 35% of employers are prepared to retrain staff who are in their mid-50s or older.<sup>11</sup>

One area of employer policies that is seeing improvement is menopause support in the workplace. Reflecting the increased media momentum, a report was published outlining Government policy, employer practice, and financial changes for women experiencing menopause in the workplace in November 2021.<sup>12</sup> More specifically, our Age at Work programme has tracked increased interest and progress among engaged employers with new menopause policies and initiatives.

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<sup>8</sup> Rest Less, "The Great Unretirement" – Older workers start to return to work in the midst of cost of living crisis," [Online]. Available: <https://restless.co.uk/press/the-great-unretirement-older-workers-start-to-return-to-work-in-the-midst-of-cost-of-living-crisis/>.

<sup>9</sup> J. Tapper, "Boris Johnson's flagship jobs scheme was a failure, new figures reveal," [Online]. Available: <https://www.theguardian.com/politics/2022/aug/20/boris-johnson-way-to-work-jobs-scheme-failure>.

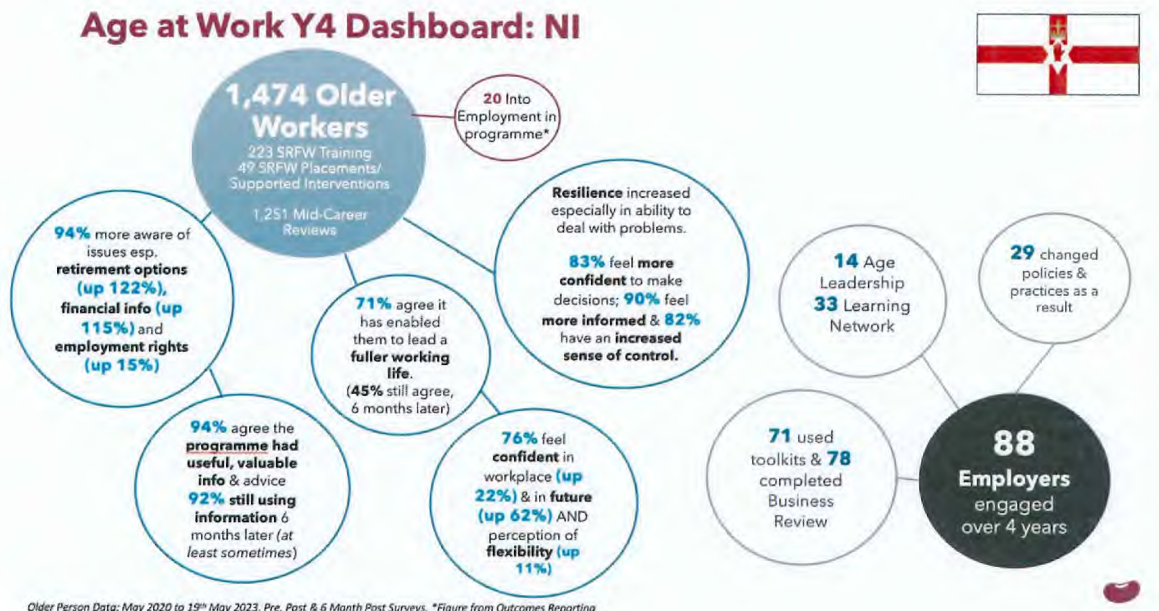
<sup>10</sup> Centre for Ageing Better, "Employer attitudes: Evidence cards," [Online]. Available: <https://ageing-better.org.uk/resources/employer-attitudes-evidence-cards>.

<sup>11</sup> CBI, "Labour shortages: how a focus on older workers can help," [Online]. Available: <https://www.cbi.org.uk/articles/labour-shortages-how-a-focus-on-older-workers-can-help/>.

<sup>12</sup> Department for Work & Pensions, "Policy paper Menopause and the Workplace: How to enable fulfilling working lives: government response Published 18 July 2022," [Online].

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The following outcomes evidence the success of the Age at Work programme for our beneficiaries for the **‘Advancement of Education’** object, as it shows how the programme has benefited **1474 older workers** and **88 employers** in the programme.



The following quotations provide evidence of the impact Age at Work in NI has had on beneficiaries in the following key areas of Confidence and Knowledge and Awareness:

Area of the programme	Quotation from beneficiaries of Age at Work in Northern Ireland
Confidence	<p><i>“I’m feeling much more informed and more confident about going forward into retirement.” (Female, NI, MCR)</i></p> <p><i>“Excellent for my knowledge and confidence in employment” (6 months later, MCR, NI)</i></p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 83% are more confident about make decisions about the future.</li> <li>✓ 82% felt a greater sense of choice and control.</li> <li>✓ An increase of 75% in having the confidence to seek and gain new employment (should they wish to). (Percentage change pre to post).</li> <li>✓ An increase of 62% in feeling confident in their future (at work). (Percentage change pre to post).</li> </ul>

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<p><b>Knowledge and Awareness</b></p>	<p><i>“An informative and necessary session with knowledgeable people” (Male, NI, MCR)</i></p> <p><i>“It has provided me with information that leaves me in a better position to positively shape my current and future stages of life.” (Male, NI, MCR)</i></p> <p><i>“Provided an opportunity to assess my current position in light of life changes and how to get more out of the work environment.” (Male, MCR, NI, 6 months later)</i></p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 94% reported increased awareness of age-related issues to be considered.</li> <li>✓ An increase of 15% of those aware of their employment rights. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 122% of those aware of their retirement options. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 115% of those who have access to information to increase their financial awareness/stability. <i>(Percentage change pre to post).</i></li> </ul>
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**Age Awareness Training**

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age NI engaged with Age NI’s Consultative Forum and the energy provider in the early stages and tested the training with the groups, to receive feedback before launching the training. The training was then commended by the energy provider to the Utility Regulator, that all utilities should provide training for their staff.

Age NI has promoted the Age Awareness Training to business contacts through the Age at Work programme, and Age Friendly Networks in the local councils. Within this financial year, we have delivered training to 83 attendees from various councils, the banking sector and an energy provider.

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**Age Awareness Training Aims are to:**

- Break down Age Stereotypes
- Understand the challenges facing older people
- Learn the factors influencing communication with older people
- Improve communication between generations
- Discover how to signpost older customers who need other support

**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Very informative & well presented training'**

**'Excellent Session'**

**'Was a very useful training session to attend. The presenter had great knowledge on the information discussed. Will be of great benefit when dealing with older people in different work scenarios in the future'**

**'excellent training very important'**

**'Really enjoyed course loads of information'**

**'Excellent and informative'**

**'Very interesting course, worthwhile'**

**'Was a great session overall - definitely found it beneficial and [Age Friendly Training presenter] ensured the topics were relevant to our business. Would highly recommend the session'**

**'Very beneficial training to us as a company dealing with older customers and knowing exactly how we can improve our support to them and ultimately play a role in bettering their lives. Something so small can help in such a massive way in a persons day to day life'**

**'It was really thoughtfully presented and the videos shown really helped drive the message home about how the small contact or help can make such a difference'**

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**Healthy Ageing Calendar 2023**

Age NI produced another healthy ageing calendar, following the success of the 2022 calendar. This calendar included up-to-date health and wellbeing information, tips and signposting links to support healthy ageing.

The calendars incorporated a 12-month guide focusing on Health and Wellbeing, as we're aware that keeping well physically and mentally is so important to everyone, and in particular to our beneficiaries. The calendars also included health, safety and cyber security information.

Working in partnership with the PHA, Belfast City Council Age Friendly and the wider Age Friendly Network, together with Ulster Chemists' Association, we achieved widespread distribution across Northern Ireland.

Age NI arranged distribution of 50,000 calendars, which were targeted in the following means to ensure the maximum amount of older people in Northern Ireland could benefit from the calendar:

- Age NI Service users
- Age Friendly Networks including various council areas
- 11 Age Sector Networks
- Pharmacy clients
- Age NI Shops
- Nursing Homes

**Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents:**

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **100% of Memory Link clients reported they have more awareness – of useful information.**
- **99% of Local Community Navigators clients reported they have more awareness – resources.**

**Quotations provided from various services:**

- **A Living Well Moyle client said 'You gave me information on people and groups I knew nothing about'.**
- **An Advice & Advocacy client said 'I was encouraged to apply for Attendance Allowance and given the help to fill in a daunting 30 page form; the application was successful'.**
- **A Local Community Navigator client said 'Got information in the post thank you very useful'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the Government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported improved mobility.            100% reported they are less stressed or worried.            100% reported more choice and control.            94% reported improved physical wellbeing.</p>
First Connect Service *	<p>100% reported improved daily living.            97% reported improved physical health/wellbeing.            96% reported increased social contact.</p> <p>A few quotes from First Connect service users:</p> <p><i>'I appreciate the service because it is rare to find someone who will take the time to help you make changes. It is an honourable thing Age NI do and the energy given and interest taken in me has been appreciated'.</i></p> <p><i>'Age NI have been very kind, very brave, and very helpful people to speak to and I couldn't be without them'.</i></p> <p><i>'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope on being able to stay at home. It has given me hope and confidence. Support at the right time'.</i></p>
Memory Link Service *	<p>100% reported they are more socially active.            100% reported improved safety.</p>
Living Well Moyle service *	<p>100% reported improved mental wellbeing.            100% said they feel less lonely.            100% reported increased social contact.            100% reported more choice and control.</p> <p>A few quotes from Living Well Moyle service users:</p> <p><i>'Lifted my mood every time we chatted'.</i></p> <p><i>'A really good service who helps people like me so much'.</i></p>

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	<i>'I always speak very highly about this service. You are my go to person'.</i>
Care Services *	<p><b>100%</b> reported improved physical health/wellbeing.  <b>100%</b> reported they feel less lonely.  <b>97%</b> reported improved mental wellbeing.  <b>95%</b> reported improved daily living.</p>
Check in and Chat	<p>A quote from a Check in and Chat service user:</p> <p><i>'I really look forward to my phone call. It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.</i></p>
Day Centre	<p>A few quotes from Day Centre service users:'</p> <p><i>'It gives me the chance to be with others and I have something to look forward to each week'.</i></p> <p><i>'The service has been so beneficial for me and enabled me to gain friendships with the staff and others'.</i></p> <p><i>Just being able to come here has improved my life. My family all work and I spend a lot of time on my own'.</i></p>
Meadowbank Residential Home	<p>The following feedback was provided from a quality report written for Meadowbank, which is a synopsis of the views of residents in response to the question <b><i>What makes you happy about living in Meadowbank and is there anything we could do to make the home a better place to live?</i></b></p> <p><i>It's good if you have a poor memory, having common difficulties – the assistance is excellent in every way. If they can't do it themselves, they'll find someone who can help you. If you have special capabilities you can do some work here as long as it's safe. No matter what you do you are constantly looked after and monitored, which is a good thing for health and safety reasons. It's very clean, well maintained and on a daily basis I want for nothing. I like my privacy – privacy is held up. There's no intrusions, they knock on the door – excuse me – thank you. If I needed anything they would do it immediately. The staff are all excellent, very attentive. They do their job expertly – they're cautious, friendly and accommodating in all aspects of their work.</i></p> <p><i>Feedback from an external stakeholder (dentist) on their opinion of Meadowbank:</i>  <i>Meadowbank is an exceptional home. They are very organised and friendly and you can see they are very involved with the residents. It leaves it easier for us. We have a room allocated to ourselves so confidentiality is never an issue. The oral hygiene in this home is above standard, it is pleasant to come here, nothing is a problem and [the manager] is fantastic, all the staff are good. You couldn't fault it, they are so caring for the clients and communication between the staff and the client and the staff and us is excellent.</i></p>

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	Findings from a RQIA report in relation to Quality of Life for Residents: <i>Residents were seen to be comfortable, content and at ease in their environment and interactions with staff. Two residents made the following comments; “It’s a peaceful happy home” and “We all get on well here. It feels like a big family”. Review of the record of activities and general observations of care practices confirmed that residents’ social care needs were facilitated on a person centred basis. The genre of music and television played was in keeping with residents’ age group and tastes.</i>
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\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

The above quality report was presented to the Board of Trustees, which recorded the Lived Experience in Meadowbank Residential Home.

This feedback provides evidence of the impact of Meadowbank Residential Care to the family/friends of the residents. It confirms the commitment of Meadowbank’s dedicated Manager and well-led team of staff who support residents to live as independently as possible.

Informally, relatives have the opportunity to speak to management and staff at any time. Formally, relatives have the opportunity to share their views on care through reviews with the manager and social worker. Relatives are also invited to share their views through the quality survey which is distributed on a yearly basis.

Staff regularly receive compliments from families about the care their relatives are receiving. Also, families send cards to the home highlighting the excellent care that residents receive, and we’ve provided several quotes below, which evidence that the key elements of care are delivered in Meadowbank Residential Care – Care is safe, effective and compassionate.

**‘We want to thank Meadowbank Home for their wonderful hospitality. My aunt always enjoys her day – congrats to the home’.**

**‘Meadowbank we will be eternally grateful for your kindness and care’.**

**‘Thank you all for the great care you gave granny/mum. We will miss you all’.**

**‘Meadowbank has outshone my expectations – I love the care that is given – I think I will move in with Mum for a week’s holiday’.**

**‘My aunt has no relatives who can care for her in the area as most of us live at a distance, so it is great peace of mind that she is happy there’.**

**‘My mum is happy, content, and safe, in a familiar well run place which feels like home. This is all I want for her. Thank you!’**

**‘We thank you both so much for all that you and all the staff did for dad over the past two years. We know he was very content and comfortable. We thank you too for all the support that you gave us. We always felt part of the family’.**

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**Meadowbank Resident – Mrs B**

*Circumstance:*

Mrs B was a patient in hospital who was admitted with a suspected overdose and thoughts of life not worth living. The home was contacted as an emergency admission for respite care.

*Impact/change Meadowbank Residential Care has had on Mrs B:*

Initially when she came into the home she was extremely anxious and nervous. She slowly got to know the staff and became comfortable with her surroundings. After slow tentative steps she became less nervous and her anxiety did decrease. She has become very settled in Meadowbank over time. She engages with the staff and has become very settled.

*Assurance to family/friends of Mrs B:*

This seems to be the ideal setting for Mrs A as she has now more interactions with others and has a purpose to her day and no longer feels in a hopeless situation in life.

**Meadowbank Resident - Mr C:**

*Circumstance:*

Mr C came from hospital. He had been living on his own and unable to manage his diabetes. District nurses were calling to his home to give him insulin and he was often not there. He was also out walking in the late hours of the day and he had no immediate family or social contacts. He was socially isolated and the social workers were concerned for his safety, his physical and mental wellbeing. The social workers requested a short respite period as a stepping stone back to his house.

*Impact/change Meadowbank Residential Care has had on Mr C:*

Since he came into the home he has settled well. Mr C has made friends with other residents – he interacts and gets on well with staff. Social workers have reviewed his placement and with his agreement they collectively have decided that Meadowbank is the best place for him to stay.

*Assurance to family/friends of Mr C:*

Mr C is living in a more contented and happy way. Physically he is stronger as his diabetes is well managed and under control which in turn has an enormous impact on his wellbeing.

**Meadowbank Resident – Mrs D:**

*Circumstance:*

Mrs D came from home as an emergency admission. She was deemed as a high risk admission as she was often out of her home walking at all times of the day and night. Her family were increasingly concerned for her wellbeing and safety.

*Impact/change Meadowbank Residential Care has had on Mrs D:*

Since she has come into the home she is so settled, she has put on weight and has formed great friendship with a circle of ladies in the home. She goes out with her family and goes out for meaningful walks.

*Assurance to family/friends of Mrs D:*

The family didn't realise that Mrs D was so far advanced in her dementia journey as they had thought when she was living at home. They are so grateful that she has a home now here in Meadowbank.

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The following Case Study is from the **‘Move More Live More’ project**. (This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of **‘The Advancement of Health or the Saving of Lives’**, for a group of its beneficiaries – a local community group for older women who meet weekly for social support.

**Group E**

Group E is a group of older ladies with mixed ability, due to a lack of education/work experience, suffered from various health issues, and many reported they didn't have enough money to meet their needs.

**Circumstances:**

The Move More Live More Co-ordinator and the Group leader discussed the benefits of a Health and Wellbeing programme for the ladies, to provide hints/tips to improve their health and wellbeing. Due to the mixed ability of the group, the Co-ordinator was required to tailor the sessions and the delivery methods to enable each person to engage and ultimately to benefit from the sessions, stressing the importance of keeping moving.

This approach worked well, as a few of the ladies asked if the exercises could be written, so they could try them at home. The Co-ordinator helped the ladies to access the exercises online and identified them in the guidance booklet. Additionally the Co-ordinator signposted the group to the Age NI Advice & Advocacy team especially for the free benefits check and to the Consumer Council, which had services and tools on how to save money.

**Outcomes:**

- The Co-ordinator provided the group with Age NI's 'More Money in your Pocket' booklets.
- The group enjoyed the programme, it was evident there was increased concentration and with encouragement from the Co-ordinator, the women have kept focused.
- Feedback from individual ladies in the group include:
  1. As the exercises were written down, she could try them at home, and said *'I've started off just doing a couple a day as struggling to do them, but I have found that persevering with them that I am able to do a few more now and they are helping me to feel less stiff in my joints, so thank you'*.
  2. *'I have started to do the strength and balance exercises at home each day. Every time I'm making the dinner, I just do them'*.

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The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of '**The Advancement of Health or The Saving of Lives**'. This example shows how Age NI provided emotional support to a 73 year old lady caring for her husband with dementia. It also shows how a beneficiary has been supported within Age NI, firstly as a 'My Life My Wellbeing' service user and then referred to the 'Carer Support Programme'.

Lady F

Lady F currently lives alone and has various health conditions. Lady F was referred to the Carer Support Programme, as she was caring for her husband who was living with dementia, who then resided in a care home following a fall.

**Circumstances:**

- Lady F was referred to this programme from the 'My Life My Wellbeing' service, due to the challenges she was experiencing whilst caring for her husband and managing her own health conditions.
- Lady F was finding life difficult, she felt lonely and guilty for not being able to take her husband home after his fall. This increased her anxiety and increased symptoms of her own health condition, making everyday tasks very challenging.
- Lady F was initially hesitant to engage with the programme, so a trusting relationship was developed.
- Lady F's husband passed away in the initial time of the programme, which had a major impact on Lady F's emotional wellbeing. She struggled with everyday tasks, loss of motivation, low mood and felt high levels of loneliness and isolation, including finding her home difficult to manage.

**Outcomes:**

- The programme Co-ordinator discussed with Lady F support which could be explored e.g. The Social Worker to carry out a review of her care package, arranged for the pharmacy to organise her medication.
- The Co-ordinator discussed with Lady F ways to engage in various activities each day, and to reach out to a few friends, to create a support network.
- Lady F's assessment was completed. Consent was received for social prescribing - she was referred to counselling services to support her emotional wellbeing and various organisations to assist with housing, transport, digital inclusion and safety.
- Lady F enjoys her visits with the Co-ordinator and feels safe that someone is checking in on her, which gives her a sense of belonging and has increased her confidence. She has been motivated to speak to her GP, she has addressed support to maintain her garden and home chores, which she reported has changed her life and increased her ability to sustain herself and remain independent in her home.
- **Overall, there is an improvement in Lady F's wellbeing and a better support network has been put in place.**

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5. *Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.*

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's new strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **121 competent staff (31 March 2023) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to advertising on the charity website. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed two Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer.

The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

***'Boardroom apprentice is a pioneering scheme which offers people of all ages, backgrounds, localities, and abilities the opportunity to develop the skills and confidence to sit on the board of a public sector entity or charity. The scheme pairs participants with a host board for one year and with the support of a 'board buddy', immerses them in the full board member experience. Apprentices receive board papers and gain practical experience by attending board meetings and committee meetings. A key part of being a Boardroom Apprentice is being inquisitive and apprentices can direct questions to their board buddy, who acts as a source of continued support throughout the programme.***

***As well as gaining practical experience with a host board, I also attended eight learning days along with the other apprentices. The learning days covered subjects ranging from fiduciary responsibilities of board members and financial skills to responding to different communication styles. We applied the practical and classroom skills we gained over the course of the year by working on a case study in small groups and presenting our findings to a panel at the end of our learning days.***

***Upon hearing about Boardroom Apprentice and the experience of others who completed it, I was intrigued to learn more about the scheme. Everyone who had previously been on the programme only had positive things to say about it. I was initially quite apprehensive and didn't think I would be a suitable candidate but after researching the programme, I realised it was open and welcoming, with the aim of bringing different insights to boards. At times I felt out of my depth, but I kept in mind the Boardroom Apprentice mantra, 'Get comfortable, being uncomfortable'.***

***When applying for Boardroom Apprentice, I was able to pick 3 potential host boards and was delighted when I was paired with my first choice, Age NI. My day job is an accountant but during school/university I worked part time as a care assistant in a nursing home. I thoroughly enjoyed my time in this role, having learned a lot of life skills as well as experiencing a sense of fulfilment. I had hoped to find a way to blend this experience with my accounting career and becoming involved with Age NI was the perfect way to do it. Ageing is a gift we should all be grateful to receive, but it does come with some issues; declining health, money worries, loneliness, to name a few. Having an organisation like Age NI to support the aged and their family is crucial for our society.***

***Everyone on the Age NI board and committees were extremely welcoming and their passion and commitment to the cause was evident at every meeting. My board buddy set aside time ahead of meetings to go through board and committee papers with me and answer any questions I had. This was an invaluable part of the experience as it ensured I was up to date on longstanding matters. Moreover, my buddy acting as a sounding board gave me the confidence to participate freely in the meetings. Seeing the accomplishments of the board over the past year at the December board meeting***

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*was a particular highlight and demonstrated the vast impact that Age NI has on Northern Ireland as a whole'.*

**Constituted Committees**

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

**Age NI Subsidiary**

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The Board of Trustees changed the status of Age NI Enterprises Ltd from a non-trading company to a dormant company on 31 March 2023. This decision was due to the retirement of Directors and filing dormant accounts, following the legal transfer of the assets and liabilities from Age NI Enterprises Ltd to Age NI in 2020.

Age NI manages the shop portfolio and online retail service, in addition to offering beneficiaries the option of purchasing Age NI Personal Alarms and Independent Living Products to improve safety and promote wellbeing services.

**Board Structure of Age NI Enterprises Ltd**

The Board of Age NI Enterprises Ltd operated as a formal board throughout this financial year, carrying out the duties delegated to it from the Board of Trustees. Age NI Enterprises Ltd met quarterly and encompassed a combination of Trustee and Non-Trustee Non-Executive Directors. The Age NI Enterprises Ltd Chair was Mrs Diane Creevy. The other Directors within this period were Mr Trevor Dillon (part), Ms Kathy Graham (part), Mr Paul Moorhead, Ms Aislinn McBride, Mr Neil Hutcheson (part), Mr Sam Curry (part), Mr Damian McAteer (part) and Dr Aileen Joanne McDowell.

Age NI Enterprises Ltd Board meetings were attended by the Director of Marketing and Business Development, as the operational lead for this Board. The meetings were also attended by the Social Enterprises Manager, who provided an overview of the performance of the charity shops and products, and potential Social Enterprise opportunities and the Finance Director, who provided an overview of the financial performance of the retail portfolio.

**Reporting to the Board of Trustees**

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required. The Board of Trustees also received Minutes and updates from a Non-Executive Director, on behalf of the Age NI Enterprises Ltd Chair, on the quarterly Age NI Enterprises Ltd Board meetings and received presentation of recommendations, for decision, if applicable. The Minutes of these Board meetings were provided, for information.

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**Audit & Risk Committee**

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.
  
- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.

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- Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  - **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Dr Roisin McLaughlin (until end of September 2022) and Edward Smyth (from October 2022). The Trustees and Directors on this committee within this period were Dr Roisin McLaughlin (part), Mrs Teresa Dunlop, Mr Edward Smyth and Mrs Sarah Brady (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of two Trustees, Dr Roisin McLaughlin (part) and Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

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Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
    - Considers the charity's financial plans.
    - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
    - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
    - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
    - Monitors and reviews the charity's budgets for approval by the Board.
    - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
    - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
    - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
    - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
    - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
    - Investigates on behalf of the Board any matter that may put the charity at financial risk.
  
  - **Investments.** The committee:
    - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
    - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
    - Meets with the investment advisors and managers as appropriate.
    - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
  
  - **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
  
  - **Updates** were received from:
    - The Finance Director on Age NI Enterprises Ltd, to monitor its financial performance and to ensure the arrangements are aligned with the charity's long-term objectives.
    - Director of Marketing and Business Development to monitor the income generation performance of the charity.
    - Head of People and Development, when required, to monitor the performance of People and Development activities which have financial implications for the charity, including pension and salary provisions for staff in line with legal requirements.
  
  - **The Terms of Reference** is reviewed annually.
-

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During this period, the committee was chaired by Mr Trevor Dillon, Treasurer (until September 2022, when the Treasurer and Committee Chair was succeeded by Mr Patrick Mullan). The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

**Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees (and Age NI Enterprises Ltd Non-Executive Directors).** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees (and Age NI Enterprises Ltd Non-Executive Directors) receive a formal letter of appointment to the Board.
  
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.
  - Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
  - Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Dr David Law, Mr David Trelford and Ms Hilary McDowell (part). The committee meets twice a year or

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more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 28 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers. During this financial year due to the pandemic, the workplace preparedness and recovery plan was also provided to the Audit & Risk Committee, for information and assurance.

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**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and a subsidiary non-trading company.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, if appropriate and an Age NI Enterprises Ltd Non-Executive Director provides, on behalf of the Chair (as the Chair isn't a Trustee of the charity) an update at the quarterly Board of Trustees meeting, to ensure that all Trustees are fully briefed on the work, discussions and recommendations from each meeting.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2023 were £4,927,983 (2022: £4,830,712). This includes donations and legacies of £254,866 (2022: £651,643) and income from charitable activities of £3,987,287 (2022: £3,598,857).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2023 were £4,763,314 (2022: £4,503,068). This includes expenditure on raising funds of £525,499 (2022: £552,549) and expenditure on charitable activities of £4,237,815 (2022: £3,950,519).

Our total net incomings for the period, before other recognised gains and losses, was £164,669 (2022: Incoming £327,644). After gains from investment assets, the incoming resource was £126,527 (2022: Incoming £364,161).

The balances on restricted funds and unrestricted funds at the year-end were £574,645 (2022: £492,776) and £2,525,498 (2022: £2,480,840) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners (previously Smith & Williamson), had an decrease in valuation at 31 March 2023 of £705,892 from £744,034 at 31 March 2022. The unrealised capital loss in the investment portfolio for the year ended 31 March 2023 was £38,142 (2022: gain of £36,517).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2023, the Charity held cash reserves of £2,169,569 (2022: £2,622,682).

The investment portfolio as at 31 March 2023 was £705,892 (2022: 744,034 ).

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**Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2022/23 these general reserves amounted to £2,525,498 (2022: £2,480,840). Excluding tangible fixed assets these general reserves amounted to £2,414,813. This represents 131.7% of the six month target based on 2022/23 annual pro-rata expenditure.

Funds held within designated funds are £73,462 (2022: £62,628). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations.

**Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

**Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

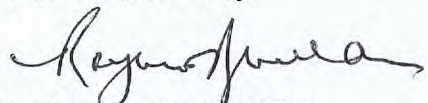
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 27 September 2023 and signed on behalf of the board of Trustees by:

 27/9/23

Dr Raymond Mullan OBE  
Trustee

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**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2023 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2023 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

We have nothing to report in this regard.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the 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).

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud
- Reviewing minutes of meetings of those charged with governance
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date *27 September 2023*

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2023**

**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
<b>Income and endowments from</b>					
Donations and legacies	2	254,866	-	<b>254,866</b>	651,643
Charitable activities	3	2,808,538	1,178,749	<b>3,987,287</b>	3,598,857
Other trading activities	4	638,991	-	<b>638,991</b>	552,497
Investment income	5	46,839	-	<b>46,839</b>	27,715
<b>Total income and endowments</b>		<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>	<b>4,830,712</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(525,499)	-	<b>(525,499)</b>	(552,549)
Expenditure on charitable activities	7,8	(3,140,935)	(1,096,880)	<b>(4,237,815)</b>	(3,950,519)
<b>Total expenditure</b>		<b>(3,666,434)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>	<b>(4,503,068)</b>
Net (losses)/gains on investment	9	(38,142)	-	<b>(38,142)</b>	36,517
<b>Net (expenditure)/income and net movement in funds</b>		<b>44,658</b>	<b>81,869</b>	<b>126,527</b>	<b>364,161</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,480,840	492,776	<b>2,973,616</b>	2,609,455
Total funds carried forward		<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>	<b>2,973,616</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2022 is included in note 22 to the accounts.

The notes on pages 63 to 74 form part of these financial statements

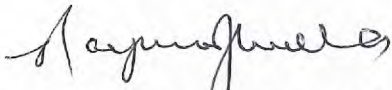
**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2023**

**Statement of Financial Position**

		<b>2023</b>	<b>2022</b>
	<b>Note</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible fixed assets	13	<b>110,685</b>	110,980
Investments	14	<b>705,892</b>	744,034
		<hr/>	<hr/>
		<b>816,557</b>	855,014
<b>Current assets</b>			
Debtors	15	<b>570,720</b>	321,372
Investments	16	<b>3</b>	3
Cash at bank and in hand		<b>2,169,569</b>	2,622,682
		<hr/>	<hr/>
		<b>2,740,292</b>	2,944,057
<b>Creditors: amounts falling due within one year</b>	17	<b>(456,726)</b>	(825,455)
<b>Net current assets</b>		<b>2,283,566</b>	2,118,602
<b>Total assets less current (liabilities)/assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Net assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Funds</b>			
Restricted funds	21	<b>574,645</b>	492,776
Unrestricted income funds	21	<b>2,525,498</b>	2,480,840
		<hr/>	<hr/>
<b>Total funds</b>		<b>3,100,143</b>	2,973,616
		<hr/>	<hr/>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27 September 2023, and are signed on their behalf by:

  
 Dr Raymond Mullan OBE  
 Trustee

27/9/23

The notes on pages 63 to 74 form part of these financial statements

**AGE NI**  
**Company Limited by Guarantee**  
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**Year ended 31 March 2023**

**Statement of Cash Flows**

	2023	2022
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	126,527	364,161
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	39,425	47,963
Net (losses)/gains on investments	38,142	(36,517)
Other interest receivable and similar income	(46,839)	(27,715)
<i>Changes in:</i>		
Stocks	-	3,184
Trade and other debtors	(249,347)	268,655
Trade and other creditors	(368,730)	207,046
	<hr/>	<hr/>
Cash generated from operations	(460,822)	826,777
Interest received	46,839	27,715
	<hr/>	<hr/>
Net cash used in operating activities	(413,983)	854,492
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(40,669)	(12,080)
Purchase of other investments	-	-
Proceeds from sale of other investments	1,539	20
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	(12,060)	(12,060)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	(453,113)	842,431
Cash and cash equivalents at the beginning of the year	2,622,682	1,780,251
Cash and cash equivalents at the end of the year	2,169,569	2,622,682
	<hr/>	<hr/>

The notes on pages 63 to 74 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### Accounting Policies (continued)

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

##### Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

##### Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

##### Limited by guarantee

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

**AGE NI**  
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**2. Donations and legacies**

	<b>Unrestricted Funds</b>	<b>Total Funds 2023</b>	<b>Unrestricted Funds</b>	<b>Total Funds 2022</b>
Legacies	<b>254,866</b>	<b>254,866</b>	651,643	651,643

**3. Charitable activities**

	<b>Unrestricted Funds 2023</b>	<b>Restricted Funds 2023</b>	<b>Total Funds 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	<b>165,660</b>	-	<b>165,660</b>
Age UK (received organisational support grant)	<b>329,403</b>	-	<b>329,403</b>
Meadowbank	<b>868,973</b>	-	<b>868,973</b>
IDC & Daycare	<b>578,102</b>	-	<b>578,102</b>
Day Care	<b>718,558</b>	-	<b>718,558</b>
First Connect/Advice/Advocacy	-	<b>115,000</b>	<b>115,000</b>
Service income	<b>2,657</b>	-	<b>2,657</b>
Other charitable activities	<b>145,185</b>	<b>1,063,749</b>	<b>1,208,934</b>
	<b><u>2,808,538</u></b>	<b><u>1,178,749</u></b>	<b><u>3,987,287</u></b>

	<b>Unrestricted Funds 2022</b>	<b>Restricted Funds 2022</b>	<b>Total Funds 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	850,030	-	850,030
IDC & Daycare	539,525	-	539,525
Day Care	668,505	-	668,505
First Connect/Advice/Advocacy	-	178,257	178,257
Service income	2,816	-	2,816
Other charitable activities	190,049	674,611	864,661
	<b><u>2,745,988</u></b>	<b><u>852,868</u></b>	<b><u>3,598,857</u></b>

**AGE NI**  
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**4. Other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Fundraising	337,056	<b>337,056</b>	286,707	286,708
Commercial income	301,935	<b>301,935</b>	265,789	265,789
	<b>638,991</b>	<b>638,991</b>	552,496	552,497

**5. Investment income**

	<b>Unrestricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds 2022 £</b>	<b>Total Funds 2022 £</b>
Bank interest receivable	24,378	<b>24,378</b>	2,181	2,181
Dividend income	22,461	<b>22,461</b>	5,534	25,534
	46,839	<b>46,839</b>	27,715	27,715

**6. Costs of other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Wages & salaries	306,658	<b>306,658</b>	323,648	323,648
Retail	4,175	<b>4,175</b>	9,636	9,636
Operational expenses	71,279	<b>71,279</b>	47,460	47,460
Transport	32	<b>32</b>	264	264
Accommodation	82,642	<b>82,642</b>	99,699	99,699
Other	4,129	<b>4,129</b>	14,577	14,577
Depreciation	11,397	<b>11,397</b>	11,506	11,506
Other support costs	45,187	<b>45,187</b>	45,759	45,759
	<b>525,499</b>	<b>525,499</b>	552,549	552,549

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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total Funds 2022 £
Delivering flagship services	3,553,847	403,433	3,957,280	3,587,419
Lading authoritative expert on ageing	66,673	18,668	85,341	107,302
Mobilisation of a strong & vibrant age sector	74,951	29,393	104,344	175,233
Governance costs	-	90,850	90,850	80,565
	<u>3,695,471</u>	<u>542,344</u>	<u>4,237,815</u>	<u>3,950,519</u>

**8. Analysis of support costs**

8.

	Analysis of support costs £	Total 2023 £	Total 2022 £
Staff costs	272,087	272,087	286,775
Governance costs	87,497	87,497	80,565
Operational	65,703	65,703	31,156
Transport	1,924	1,924	1,571
Accommodation	195,726	195,726	192,645
Other	(65,949)	(65,949)	(44,751)
Depreciation	13,281	13,281	21,264
Retail	-	-	286,775
	<u>570,269</u>	<u>570,269</u>	<u>569,225</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
Gains/(losses) on listed investments	(38,142)	(38,142)	36,517	36,517

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	39,425	46,887

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**11. Staff costs**

	<b>2023</b>	2022
	£	£
Wages and salaries	<b>2,855,386</b>	2,724,997
Social security costs	<b>212,781</b>	205,818
Pension costs	<b>124,856</b>	120,180
	<b>3,193,023</b>	3,050,995

The average head count of employees during the year was 146 (2022: 144).

Included within staff costs is £27,509 of redundancy costs (2022: £nil). Redundancy payments are charged to the Statement of Financial Activities in the period to which they relate.

The number of employees whose remuneration for the year fell within the following bands, were:

	<b>2023</b>	2022
£70,000 to £79,999	<b>1</b>	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). They were reimbursed travel expenses during the year totalling £189 (2022: £127). No charity trustee received payment for professional or other services supplies to the charity (2022: £nil).

The total employee benefits of the key management personnel of the charity total £283,459 (2022: £290,304).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2022	89,995	208,813	83,324	143,133	59,391	<b>584,656</b>
Adjustments	-	-	-	-	-	-
Additions	-	8,352	-	30,257	2,060	<b>40,669</b>
Disposals	-	(47,859)	-	(9,375)	(45,448)	<b>(102,682)</b>
At 31 Mar 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
<b>Depreciation</b>						
At 1 Apr 2022	50,492	180,920	83,324	108,801	50,138	<b>473,675</b>
Adjustments	(354)	(66)	-	-	419	-
Charge for year	2,259	9,441	-	25,891	1,835	<b>39,425</b>
Disposals	-	(46,821)	-	(8,873)	(45,448)	<b>(101,143)</b>
At 31 Mar 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
<b>Carrying amount</b>						
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685
At 31 Mar 2022	39,857	27,893	-	34,332	8,900	110,980

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2022	744,034
Additions at cost	14,437
Disposals at market value	(15,544)
Fair value movements	(37,036)
Other movements	-
At 31 March 2023	<b>705,892</b>
<b>Impairment</b>	
At 1 April 2022 and 31 March 2023	
Carrying amount	
At 31 March 2023	705,892
At 31 March 2022	744,034

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners (Previously Cunningham Coates, Belfast).

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**15. Debtors**

	2023	2022
	£	£
Trade debtors	116,138	104,786
Other debtors	454,582	216,586
	<u>570,720</u>	<u>321,372</u>

**16. Investments**

	2023	2022
	£	£
Shares	3	3

**17. Creditors: amounts falling due within one year**

	2023	2022
	£	£
Trade creditors	37,294	48,782
Accruals and deferred income	319,032	659,422
Social security and other taxes	48,343	50,726
Other creditors	52,057	66,525
	<u>456,726</u>	<u>825,455</u>

**18. Deferred income**

	2023	2022
	£	£
Amounts deferred in year	220,141	573,767

**19. Related party transactions**

There were no related party transactions in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Revenue Fund	2,418,212	3,749,234	(3,666,434)	(10,834)	(38,142)	<b>2,452,036</b>
Designated funds	62,628	-	-	10,834	-	<b>73,462</b>
	<b>2,480,840</b>	<b>3,749,234</b>	<b>(3,666,434)</b>	<b>-</b>	<b>(38,142)</b>	<b>2,525,498</b>

**21. Restricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Innovation/Database Development	44,176	-	35,941	-	-	8,236
Living Well – South Eastern Trust	1,561	33,752	35,313	-	-	-
Shared Lives Service	-	34,691	29,391	-	-	5,300
Age UK Cost of Living	-	2,621	2,621	-	-	-
Day Care Restricted	13,769	6,275	1,767	-	-	18,276
My Life My Way	15,020	-	60	-	-	14,960
My Life My Wellbeing	-	52,688	52,688	-	-	-
Move More Live More	-	118,948	117,871	-	-	1,077
Carer Wellbeing Service	-	37,378	30,326	-	-	7,051
My Life My Support	-	1,725	1,725	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	71,414	443,577	421,348	-	-	93,644
MCI (Staying Sharp)	7,752	25,000	14,515	-	-	18,238
Age UK – Keeping Well at Home	9,080	-	5,577	-	-	3,503
Age UK – Net Fund	100	-	100	-	-	-
Age UK COVID Appeal Fund	27,455	-	3,919	-	-	23,536
Age UK – Support & Recovery Fund	21,266	-	21,266	-	-	-
Health & Wellbeing	50,000	216	8,833	-	-	41,383
<i>Total carried to next page</i>	<b>292,770</b>	<b>755,145</b>	<b>783,261</b>	<b>-</b>	<b>-</b>	<b>266,381</b>

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**21. Restricted funds (continued)**

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
<i>Total carried from prev page</i>	292,770	755,145	783,261	-	-	266,381
Impact Reporting	17,581	-	16,692	-	-	889
Dept. of Communities Support & recovery Fund	71,666	750	(377)	-	-	72,793
Good Vibrations	-	139,050	28,738	-	-	110,312
Homes for Health Ageing	-	2,500	2,500	-	-	-
Employment & Skills Initiative	-	32,470	15,187	-	-	17,283
Dementia MCST Programme Funder	763	18,509	19,272	-	-	-
Age UK Project ReGain	-	103,000	90,706	-	-	12,294
First Connect	63,548	115,300	116,398	-	-	62,450
Lisburn & Castlereagh Age Sector	2,567	-	375	-	-	2,192
CHIC (First Connect North Belfast)	7,915	4,848	12,763	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Enrich	27,211	-	6,908	-	-	20,302
Ulster Orchestra	-	975	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,963	4,477	4,455	-	-	4,984
	492,776	1,178,749	1,096,880	-	-	574,645

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**22. Statement of Financial Activities for Year Ended 31 March 2022**

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
<b>Income and endowments from</b>				
Donations and legacies	651,643	-	<b>651,643</b>	217,778
Charitable activities	2,745,988	852,869	<b>3,598,857</b>	4,693,299
Other trading activities	552,497	-	<b>552,497</b>	583,081
Investment income	27,715	-	<b>27,715</b>	22,299
<b>Total income and endowments</b>	<b>3,977,843</b>	<b>852,869</b>	<b>4,830,712</b>	<b>5,516,457</b>
<b>Expenditure</b>				
Expenditure on raising funds:				
Costs of other trading activities	(552,549)	-	<b>(552,549)</b>	<b>(563,124)</b>
Expenditure on charitable activities	(2,971,907)	(978,612)	<b>(3,950,519)</b>	<b>(4,167,768)</b>
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(978,612)</b>	<b>(4,503,068)</b>	<b>(4,730,892)</b>
Net (losses)/gains on investment	36,517	-	<b>36,517</b>	143,968
<b>Net (expenditure)/income and net movement in funds</b>	<b>489,904</b>	<b>(125,743)</b>	<b>364,161</b>	<b>929,532</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	1,990,936	618,519	<b>2,609,455</b>	1,668,976
Transfer from Age NI Enterprises	-	-	-	10,943
<b>Total funds carried forward</b>	<b>2,480,840</b>	<b>492,776</b>	<b>2,973,616</b>	<b>2,609,455</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Annual report

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**COMPANY REGISTRATION NUMBER: NI071940**  
**CHARITY REGISTRATION NUMBER: 104640**

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2023**

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3 Lower Crescent  
Belfast  
BT7 1NR

t: 028 9024 5729  
e: info@ageni.org  
www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2022/23.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This financial year was a year when we were starting to emerge from the Covid pandemic and diligently worked to consider ways to resume face-to-face service delivery, where possible, mindful of our beneficiaries some of whom were still anxious about return to physical settings. We had the opportunity to implement our Covid Business Recovery Plan, and are pleased to report that it has now concluded, and we are currently delivering all of our services and projects as intended.

We are delighted to report that we concluded the year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ The new **Age NI Strategy (2022-2025)**, reporting on how we've delivered in the first financial year since its launch and how the charity has delivered against our new strategic pillars.
- ✓ We are extremely proud that we continued to provide high quality support to older people through our **Advice, Care and Wellbeing Services**. The table on Page 6 provides a summary of all of the services we're providing, and our new innovative Wellbeing programmes developed and delivered within this financial year.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

**Reference and administrative details**

<b>Registered charity name</b>	AGE NI
<b>Charity registration number</b>	104640
<b>Company registration number</b>	NI071940
<b>Principal office and Registered office</b>	3 Lower Crescent Belfast BT7 1NR Tel: (028) 9024 5729 Website: <a href="http://www.ageni.org">www.ageni.org</a>

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Sarah Brady	Trustee (Appointed 14 December 2022)
Mr Trevor Dillon	Trustee (Resigned 30 April 2023)
Mrs Teresa Dunlop	Trustee
Ms Kathy Graham	Trustee (Resigned 10 May 2022)
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee (Appointed 14 December 2022)
Dr Roisin McLaughlin	Trustee (Resigned 28 September 2022)
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Ken Simpson	Trustee (Resigned 31 March 2023)
Mr Edward Smyth	Trustee
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Ms Marie Heaney	Co-opted Trustee (Appointed 7 August 2023)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Ms Corey McNutt	Co-opted Trustee (Appointed 1 September 2023)

<b>Auditor</b>	Moore (N.I.) LLP Donegall House Donegall Square North Belfast BT1 5GB
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**Investment Bankers**

Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**

Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

Worthington Solicitors  
24-38 Gordon Street  
Belfast  
BT1 2LG

Cleaver Fulton Rankin  
50 Bedford Street  
Belfast  
BT2 7FW

**Bankers**

Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Context of Ageing in Northern Ireland: Living in an ageing society**

We are living in an ageing society, with the Northern Ireland population ageing at a faster rate than the rest of the UK. It is estimated that, by mid-2028, there will be more people aged 65+ than children/young people under 15 years.

While people are living longer, there remains a significant gap between life expectancy and healthy life expectancy. Life expectancy for males is 78.4 years and 82.2 years for females. Healthy life expectancy is 60.6 years for males and 62.7 years for females.

Recent census figures indicated that 326,500 people in Northern Ireland were 65+ (17%), an increase of 24% since 2011. Census figures also revealed that 56.8% of people aged 65+ were living with long term health problems or disability, with 6.41% people aged 65+ indicating they provide more than 50 hours of unpaid care per week. While the percentage of carers is likely to be an underestimate, as older people do not always identify as being a carer, the census has highlighted that the intensity of caring provided has increased since 2011.

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**Rising cost of living and energy costs**

The proportion of pensioners in relative poverty has risen to 16% in 2021-22, compared to 13% in 2019-2021. Despite older people being entitled to a range of means tested benefits designed to increase their income, many do not claim because they are not aware they are eligible for benefits, have concerns about the process and their privacy, and/or may be reluctant to ask for help. Older people can expect to face many significant events in later life, creating new financial challenges, such as bereavement, paying for care, or meeting new needs due to changes in their health. Research indicates that 28% of those entitled to Pension Credit do not claim it.

Rising cost of living and energy costs have made older people increasingly fearful and anxious. Older people, who may have been getting by or managing on a modest pension income are not in a position to absorb the impact of accelerating energy and other costs. Government support is vital to provide some relief to older people and other vulnerable groups during this time of uncertainty.

**Covid-19 impact**

Older people continue to bear the brunt of the impact of the Covid-19 pandemic. Groups of older people were not able to come together, as they would prior to Covid-19, to share concerns, identify actions that are required, build solidarity on issues that matter most to them and to have their voices heard. For many older people, Covid-19 is associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities - as civic leaders and as the “glue” that holds communities together. This has increased levels of loneliness and isolation experienced by older people.

As we emerge from the effects of the pandemic, there is anecdotal evidence that older people's groups, particularly those organised by and for older people have not returned. In addition, some older people remain fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care.

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The services Age NI directly delivered within this financial year continue to be affected by the pandemic and the associated guidance.

The following table includes an explanation of the services we delivered and those which were delivered differently. We're delighted to report that we continued to deliver quality services to our beneficiaries, as we returned to a new normal, aware that some people are still anxious about returning to physical settings.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Ballynahinch Day Centre</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Dungannon Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <p>Day Care has returned to normal this year, with service users now back attending the centres.</p> <ul style="list-style-type: none"> <li>• <b>Domiciliary and Home Care (My Life My Choice):</b> Age NI provides vital Home Care services to support hundreds of individuals in Northern Ireland who wish to stay in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>Dementia Care Home Support Staff deliver a range of services which include:</p>

- Respite/short breaks for families and carers
- Personal Care
- Support with activities of daily living
- Social inclusion
- Administration of medications
- Night sitting

The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.

**My Life My Choice:** My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:

- Continue to do the things they enjoy, take part in social activities or learn something new.
- Meet new people and chat about things that are important to them.
- Be signposted to other sources of support and activities within their area.
- Be connected to Age NI's Advice & Advocacy Service, get a free benefits check and find out what financial support, or other support, they may be entitled to.

We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.

Referrals to this service are through the Belfast Health and Social Care Trust.

- **Residential Home (Meadowbank):** Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents. Visiting has now returned to normal.

**'Check in and Chat'**  
**telephone service**

The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with a service user and provides an opportunity for a friendship call on a weekly basis.

**First Connect**

The First Connect Service provides emotional and practical support at difficult times to older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.

Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.

Two counselling students remain on placement, supporting people living with low mood, low level anxiety, transitions in life.

**Living Well Moyle**

Living Well Moyle is a partnership between Age NI, GP's, the local council and health and social care organisations (HSCB, NHSCT, PHA), the local Community and is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them.

**Locality Community Navigators**

The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies in a partnership approach. The objective is to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also keep the Northern Health and Social Care Trust older people's directories updated.

Local Community Navigators continued to support local groups with funding, capacity building and promotion of activities.

This service continued until 31 March 2023.

Following a successful tender submission, a new model is now in place.

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**Memory Link**

The Memory Link Service provides information and support for older people who require a memory assessment. The service is delivered in partnership with the Northern Health and Social Care Trust. Older people attending a memory assessment are supported by a Memory Link Worker ahead of their assessment to discuss the upcoming assessment and to ensure they have all the information they need. Following the assessment and diagnosis of dementia, the Memory Link Worker contacts the older person again to develop a support plan and signpost the person to appropriate services.

From 1 April 2023, the Memory Link Service will be part of the Connect North programme within the Northern Trust.

**Staying Sharp**

Staying Sharp is a three-year bespoke service, to support people living with mild cognitive impairment in face-to-face and group settings. Our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms, which enabled Age NI to establish this service in the Ballymena and the surrounding area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.

We are pleased to report that we have received notification that funding has been awarded for one further year of Staying Sharp (from June 2023).

**Shared Lives**

Age NI's Shared Lives service is specifically to support older people and offers a safe, welcoming, family environment where Host Carers share their lives, hobbies and community life with them.

Commissioned by the Department of Health and registered with RQIA, the Age NI Regional Shared Lives Service contract commenced in January 2023. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care. Shared Lives Carers share their homes, family and community life with older people in need of support. Initially the service is providing day support but will develop to offer short breaks and long-term care.

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In addition to Age NI delivering the above key services, we have developed the following Wellbeing Services within this financial year, to improve the lives of older people in NI:

Wellbeing Service	Description
<p><b>My Life My Wellbeing</b></p>	<p>My Life My Wellbeing aims to improve the wellbeing of older people and older carers.</p> <p>The programme has commenced with two coordinators in place who will have a direct impact to 450 people in the Belfast Health &amp; Social Care Trust and the Northern Health &amp; Social Care Trust, as well as indirect impact to 2,000 beneficiaries through information guides, complimented by an awareness building programme with a digital media reach of circa 100,000 over the next year.</p>
<p><b>Carer Support programme</b></p>	<p>This Carer Support Programme supports the mental health of older people and carers. It is funded by the Community Foundation through the Department of Health Mental Health Support Fund and Carers.</p> <p>This funding enhances Age NI's capacity to deliver targeted support through the provision of Information and Advice, online Health and Wellbeing programmes, opportunities for peer support alongside a digital awareness campaign and is delivered within the Belfast Health and Social Care Trust area.</p>
<p><b>Move More Live More</b></p>	<p>This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls.</p> <p>The Move More Live More project is delivering three tiers of information, advice and support to older people who are pre-frail, those who have experienced a fall, and those deemed by healthcare professionals as being at high risk of falling again. Participants will trial innovative new wearable technology.</p> <p>Age NI has produced a healthy ageing guide and a six-week programme of health and wellbeing expert advice and guided exercise, which is now being delivered via Zoom.</p> <p>We are currently delivering a pilot with older people in the Southern Health and Social Care Trust area. We are engaging with other Trusts to deliver this project in their area.</p>

	<p>The consortium's lead technology partner, Taking Care is part of AXA Health, and is one of the UK's leading providers of personal alarms services. The programme will pilot a ground-breaking new smartwatch, which helps to reduce falls by recording data on daily patterns of movement, sleep and heart rate, to detect changes which can indicate an increased risk of falling.</p> <p>Age NI is delivering this project, as part of a consortium, including Technicare, the Public Health Agency, the Southern Health and Social Care Trust and Ulster University to improve the health and wellbeing of older people.</p>
<p><b>Good Vibrations</b></p>	<p>'Good Vibrations' (Movember) seeks to address the mental wellbeing needs of men aged 50+ across Northern Ireland, and aims to improve their health and wellbeing.</p> <p>The key beneficiaries of this programme will be the 7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly. It will be delivered in the following 3 tiers:</p> <ul style="list-style-type: none"> <li>• <b>Tier 1:</b> Guidance for 5,000 to improve emotional wellbeing and mental health through self-help. This includes Partner Awareness Campaign, Good Vibration Guides and I-Connect (access to our mental health wellbeing platform)</li> <li>• <b>Tier 2:</b> Support for 2,700 to access career and wellbeing freephone advice, online programmes and social prescribing services to connect them with their peers and local communities: This includes freephone advice, Good Vibrations Wellbeing Programme Online, Career Review workshops and Social Prescribing (connecting people to community resources and support).</li> <li>• <b>Tier 3:</b> Bespoke Interventions including Guided Conversations for 200 males 50+ with a Buddy Support option. This includes a mix of virtual, face to face, telephone, peer to peer and volunteer support.</li> </ul>

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
<b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
<b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
<b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
<b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our new strategy, we have provided our KPIs for 2022-25, our performance against the KPIs in this financial year and our Outcomes, which show how we're delivering the priorities against each pillar.

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p> <p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Continue to deliver a range of high quality, person-centred services – <b>6000 people.</b></p> <p>Establish new, regulated, Shared Lives service for older people. <b>(Registered by April 2023)</b></p> <p>Identify key strategic partners to deliver wellbeing programmes with Age NI and promote the healthy ageing agenda.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p>Continue to promote the age friendly agenda, providing secretarial support to Age Friendly Network.  <b>4 meetings per annum.</b></p> <p>Continue to support development of Age Sector Networks, focused on building capacity and sustainability.  <b>4 Age Sector meetings per annum.</b></p> <p>Develop and pilot Age Awareness training in workplaces and businesses as social enterprise model.  <b>2 workplaces per annum.</b></p> <p>Increase visibility and reach of Age NI in local communities.</p>	<ul style="list-style-type: none"> <li>• Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>• To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Policy</b></p> <p>By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.</p>	<p>Influence Government and policy thinking.</p> <p>700 engagement/policy influencing voices heard by decision makers.</p>	<p>Distribute and analyse Lived Experience 2023 survey widely to people we support and through Networks and Stakeholders.  <b>700 responses.</b></p> <p>As secretariat, organise 3 meetings of the All Party Group on Ageing and Older People.  <b>3 All Party Group on Ageing meetings per annum.</b></p> <p>Strengthen role and influence of Consultative Forum.  <b>4 meetings per annum.</b></p>	<ul style="list-style-type: none"> <li>• Ageism is reduced.</li> <li>• Older people's rights are upheld.</li> <li>• The contribution of people in later life is valued.</li> </ul>

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Pillar	KPI 2022-25	2022-2023	Outcomes
<p><b>Progressive organisation</b></p> <p>By 2025, we will have further invested in the talent of our team, leadership, technology and engagement</p>	<p>IIP Platinum accreditation.</p> <p>70% positive staff engagement.</p> <p>100% maintenance of regulated services to RQIA standards.</p> <p>2 year financial strategy.</p> <p>Approved Audited Accounts and Management letter.</p> <p>Maintained Charity Commission/Companies House compliance.</p> <p>Mixed economy income generation.</p> <p>99% uptime technology capabilities.</p>	<p>Progress action plan following achievement of Gold Award IIP.  <b>Assessment January 2024.</b></p> <p>Mental health and wellbeing Action Plan.  <b>Implemented by September 2023.</b></p> <p>Effective and strategic use of resources.  <b>Year 2 of the Financial Strategic Plan – April 2023.</b></p> <p>Enhance IT capabilities.  <b>Cyber Essentials Plus Certification achieved. Renewed annually - September 2023.</b></p>	<ul style="list-style-type: none"> <li>• The voice of older people influences what Age NI does.</li> <li>• Age NI is a great place to work and volunteer.</li> <li>• Age NI demonstrates how it has changed people’s lives.</li> <li>• Age NI operates as an integrated charity.</li> <li>• Age NI is properly resourced to deliver its plans and activities.</li> <li>• Age NI is effectively led and governed.</li> </ul>

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**ACHIEVEMENTS AND PERFORMANCE 2022/2023**

In 2022/2023 with support from our partners and stakeholders, we had **91,161 interactions with older people** (Age NI Services and targeted communications).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2022/2023 include:

**People – Provide and develop quality services and support to improve the independence and wellbeing of older people**

Age NI Advice & Advocacy Service received **12,552** calls to the Advice Line, with **£1,367,559** identified in unclaimed benefit.

In Care Services, Age NI supported **420 people across Care Services, 4600 home visits were made and 80,000 hours of care were provided.** All Care Services met RQIA standards.

We developed the following **Wellbeing Services** in this financial year, which are all being successfully delivered:

- *Move More Live More* - falls prevention programme.
- *Movember* - regional programme supporting men aged 50 and over with mental, physical and emotional needs. New ways of working can be demonstrated via our working with an advisory board.
- *My Life My Wellbeing* - supporting older people and carers with mental, physical and emotional needs.
- *Carer Support Programme* - supports the mental health of older people and carers. We are successfully delivering this support within the Belfast Trust area.

As an example of the Wellbeing services we continue to deliver, with additional strands/specific outcomes include, but are not limited to:

- *Staying Sharp* - supporting individuals living with a Mild Cognitive Impairment and dementia, as well as their carers. A highlight within this financial year was supporting people to, following risk assessment, meet face to face. Groups have been successful and have allowed support for the individual, the carer and as stated by one participant **“gives us the support to be able to do things as a couple again”**. Peer support has also been invaluable for the carers. Within this financial year **659 contacts were made.**
- *First Connect* - provides emotional and practical support at difficult times to older people by supporting them to be independent, to improve their quality of life, to reduce social isolation, to increase confidence; to improve access to local services and to help them feel safer and more secure in their home. Key successes are supporting clients to build confidence to socially engage as well as improving mental and physical health. Bereavement support has also been provided within this financial year. A quote from a client **‘The support you have given me over the last few months has given me hope that I can now build my life around my loss’**. Within this financial year **674 group calls were made (including prep calls).**

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- *Living Well Moyle* - continues to offer wrap around, innovative support to individuals living with a chronic condition. A quote from a member of the Multi Disciplinary Team who has now moved to another area said ***“This programme is so brilliant; I just want it to be operational everywhere”***.
- *Locality Community Navigators* - transitioning into Connect North Link Worker role on 1 April 2023. *(This model offers a support to older people but also specific supports to those living with dementia, mental health challenges and palliative care. The model will also continue to offer support to groups with funding, capacity building and promotion of activities. Link Workers will also be responsible for the upkeep of the directory within Connect North’s elemental platform)*. Within this financial year **1425 people were supported** (caseload) by the Local Community Navigator Service.

Our Social Enterprises team added the ‘**Keysafe**’ product to our portfolio of Independent Living Products, to promote staying safe and to provide easier access for carers and families to homes. Our Independent Living Products and services are specifically designed to meet the needs of the over 50s and to provide greater choice for our beneficiaries, promoting independence. Other products include Personal Alarms, Bathroom Aids, Baths and Showers and Mobility Aids.

At Year 4 of the Age at Work programme, **1474 older workers were supported**, with **71% agreeing the programme has enabled them to lead a fuller working life**, which contributes to improving the independence and wellbeing of older people.

**Places – Prepare for our ageing demographic by creating an age friendly society**

**628 mid-career reviews** were delivered in Year 4 of the Age at Work project, which supports older workers to remain in, or return to work.

**83 people attended Age Awareness Training**, which supports customer services teams to learn how to communicate better with older people, and ultimately older customers to feel valued and understood.

The Policy & Engagement team supported the Age Friendly Network across Northern Ireland by developing and **promoting the participation of Age Sector Networks in Age Friendly initiatives**, which included:

- Establishing and supported 50+ forums to engage with councils.
- Promoted and supported the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities with local councils and age sector networks.
- Provided customised support to age sector networks and Age Friendly strategic planning and development opportunities.
- Supported the development, autonomy and sustainability of Age Sector Networks in 5 council areas providing key services.

**107 new volunteers** were recruited within this financial year, we delivered **6014 volunteer hours** from **627 volunteer roles**. *99% of volunteers said they feel they give back to the community.*

**Movember is operational in all Trust areas**, ensuring equity of service provision.

Our Impact & Evaluation Manager was one of the co-authors of a book entitled ***‘Transgenerational Technology and Interactions for the 21<sup>st</sup> Century: Perspectives and Narratives,***’ which was published within this financial year. This book was an opportunity to carry out and publish research on older people’s views and perspectives on technology.

The book explores how we as humans navigate the 21st Century, interacting with technologies, including those that are intended to support and enhance our experiences across the lifespan. This manifesto, composed with humanity at the front and centre,

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pinpoints succinctly the critical considerations of people, technology and inequalities intersecting across our 21st century ecosystems.

With a special focus on bridging interdisciplinary research, creative and co-production approaches, the authors explored and presented cutting edge discourse, building on previous research to form contemporary, and inform future awareness and strategies to societal experiences. The authors argue that it is time to re-evaluate how we move forward in a multi-faceted society, with the ever-growing reliance of technology but yet many voices are not heard, left behind or not even considered.

Our Impact & Evaluation Manager led the Age NI aspect of the work, which included:

- Creating a working group of older people from the Consultative Forum.
- We carried out focus groups, which incorporated six focus groups with older people, and a further three stakeholder focus groups which included Mencap NI (for representation of younger people).
- Five Interviews were carried out with older people.
- Transcribed, coded and generated themes in the qualitative data alongside the lead author.

**Policy – Protect and promote the rights of older people**

The Consultative Forum and Age NI’s Policy and Engagement team worked with a wide range of external stakeholders from the statutory, voluntary and private sectors to **ensure the concerns and voice of older people are included in the development of policy, practices and resources**. Examples include The Executive Office, Department of Justice, PSNI, Department for Communities, NI Housing Executive, Department for Infrastructure, Translink and HSCTS. We collaborated and campaigned with key voluntary sector partners in the promotion of carers’ rights, addressing loneliness, the cost of living crisis and fuel poverty.

**2,161 older people’s voices were heard** through Age NI policy and engagement activities.

The Policy & Engagement team engaged age sector networks and members of the Consultative Forum in the early stages of coproduction and planning for **Age NI’s Lived Experience 2023 survey**. Since 2020, Age NI’s Lived Experience series of reports has highlighted the concerns and reflected the voice of older people. From it, two election campaigns and manifestos were developed – Act4Age in 2022 for the NI Assembly election and again in 2023 for the local Council election.

To build and maintain strong and effective **relationships with age sector networks** across all local council areas, Age NI continued to support and attend local events including AGMs and planning meetings.

In late March 2023 Age NI launched **Act4Age** – a campaign and manifesto for the Northern Ireland Assembly election of May 2022. Primarily a social media and online campaign the Policy and Engagement team and older people attended hustings and other events throughout April and May reflecting our key campaign issues and calls to action to election candidates.

The need for an Age Friendly Northern Ireland was clear and evident during the pandemic and local communities featured strongly in responding to the needs of older people. Age NI continued the partnership with the PHA and the Department for Communities supporting the **Age Friendly Network for Northern Ireland**. We supported Age Friendly leads in local Councils to share ideas and best practice as they responded to priorities and practical needs

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in their local communities. Positive Ageing Month in October was marked across Councils which promoted their Age Friendly strategies and participation of older people in events and initiatives.

Age NI is the Secretariat for the **All-Party Group on Ageing and Older People at the NI Assembly**. Despite the suspension of the Assembly since early in 2022, APGs have continued their work and have, in many ways, become the focus for key issues of concern and continued to provide opportunities for MLAs and stakeholders for networking, awareness raising and action.

Current membership of the APG increased this year and now stands at 17 MLAs – many newly elected in May 2022.

The APG met four times in June and September 2022 and in February and March 2023 with agendas reflecting the cost of living crisis and its impact on older people, energy and fuel prices, reform of adult social care and the Active Ageing Strategy and Age Friendly.

A key and very popular special event was hosted by the APG in January 2023 - Meet the Sector brought almost 20 voluntary and community sector organisations to Parliament Buildings to promote their work to APG members and other MLAs with over 30 attending throughout the session. Members of Age NI's Consultative Forum introduced the programme and networked.

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

We **celebrated long service for employees** with 10 and 25 years' service at 3 recognition events.

**Succession Planning with training opportunities** for leadership included:

- Members of the Operational Leadership Team completed a leadership development programme called 'Building Leaders and Teams'.
- Overall Succession Planning was presented to the Board, with an opportunity given to Operational Leadership Team members to apply for Senior Management Team training.
- We were awarded significant external funding to support QCF Level 5, to support succession planning in Care Services.
- The Senior Management Team has delivered a **3 year Succession Planning tool to develop leaders** by enabling them to build an experience portfolio to develop their leadership competency. It provided staff with the opportunity to progress within the organisation, mindful of the importance of retaining committed and talented members of staff, and to ensure key roles and services have sustainable continuity.

Age NI received the **Cyber Essentials Plus Certification**, which involves a rigorous assessment of an organisation's cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

In addition to our Charity shops in Ballymena, Bangor, Coleraine and Newtownards, we have been working and partnering with **HARU (Help and Re-use)**, an online outlet enabling clothing to be utilised to its best price, promoting a circular economy. In addition to the sustainability and environmental benefits, since the start of 2022, Age NI has sold 640 items via Haru **generating over £15,500 for the charity**.

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Our Business Development team **secured the following proposals**, which enables Age NI to deliver key services for our beneficiaries:

- *Movember* – Scale up of two programmes (Good Vibrations and Age at Work) to address the mental wellbeing needs of men aged 50+.
- *Northern Health and Social Care Trust for a Connect North Link Worker* – The service aims to support people living with or affected by cancer, mental health issues, dementia, other LTC(s), a palliative care diagnosis and support self-carer in localities of East Antrim, Mid Ulster and Antrim, and Ballymena.
- *Age UK* – Cost of Living Grant and Cost of Living Response Fund
- *Belfast Health and Social Care Trust* – Carers Support Service towards ‘My Life My Support’ project.
- *Bank of Ireland* – ‘Begin Together’ Fund to enhance Age NI’s Check in and Chat Service

**Fundraising** highlights included a **return to physical events post-covid**, which generated income for the charity, including a Golf Event and Slieve Donard challenge with one of our Corporate Partners, we were the nominated charity in the Nursing Care Awards, we delivered a telemarketing campaign to increase donor acquisition and our Christmas Campaign focused on the Age NI Advice line.

The Board of Trustees delivered a **Trustee Recruitment process** and appointed two Trustees with the required skills, experience and expertise to the Board/Committee structure.

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **548 volunteers** being involved throughout the charity providing **627 volunteer opportunities** as some volunteers performed more than one role.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the Age NI shops. As the number of Covid-19 cases decreased, our volunteers have commenced face to face services again, including in the Day Centres. New projects such as My Life My Wellbeing and My Life My Wellbeing Carers, which operates in Belfast and the Northern Trust area, have been matching volunteers to their service.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service Area in which our Volunteers were placed</b>	<b>No of volunteer Roles</b>
Fundraising	<b>66</b>
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors	<b>94</b>
Check in and Chat	<b>326</b>
Day Care	<b>20</b>
First Connect	<b>31</b>
Living Well Moyle	<b>20</b>
Staying Sharp	<b>14</b>
Retail/Shops	<b>56</b>
<b>Total number of volunteer roles</b>	<b>627</b>

An example of some of the Volunteer activities/events delivered within this financial year included:

- Volunteers from a few of our Corporate Partners hosted a coffee morning, and spent time chatting to some of the service users in Skainos (Age NI Day Centre).
- We welcomed new volunteers from another Corporate Partner into our Check in and Chat service.
- Age NI Retail shop at Newtownards held a coffee morning to thank its volunteers for their support and commitment.

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Feedback from our Volunteers, which was evaluated via an anonymous survey, included:

- **99%** feel they give back to the community
- **98%** enjoyed their volunteer role
- **96%** would recommend this role to others
- **94%** feel valued

The following quotations show the impact of volunteer support on two of our beneficiaries, through our Check in and Chat service:

*'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope'.*

*'It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.*

**Volunteer news/events**

- We celebrated Volunteers' Week from 1-7 June 2022. All volunteers received a letter from the Chief Executive; a certificate of appreciation; a pack of sunflower seeds and Age NI merchandise to show the value placed on each Age NI volunteer.
- Volunteering enquiries reduced this financial year, recording **414** volunteer enquiries throughout this financial year.

Volunteering has been especially beneficial during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness. Volunteering has been rewarding for the volunteers as noted 99% feel they give back to the community and 94% feel valued.

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- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – Collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do – You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

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**How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

**1. The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age**

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, dementia support, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they **have the ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**. A quote from one of our Advice & Advocacy Service Users was '**The Advisor helped me to relieve the stress and anxiety of applying for benefits**'.

Quotations provided by our beneficiaries in relation to providing this public benefit include:

- '[Advice Advisor] at Age NI made me aware that I might be entitled to Attendance Allowance. [Advice Advisor] advice was clear and easy to understand. When helping me to fill my form [Advice Advisor] was kind and very patient when was hesitant and unsure. [Advice Advisor] answered clearly any questions that I had. I will certainly recommend Age NI to family and friends'. *(Advice & Advocacy team)*
- 'The advisor helped to access monies that will help me cope with the cost of living increases'. *(Advice & Advocacy team)*
- 'They helped me to understand my options in the minefield of benefit applications'. *(Advice & Advocacy team)*
- 'Physically Fibromyalgia is debilitating and I now have the funds to help pay for help in the house and I dont feel a burden to family members. This extra Attendance Allowance will ease the situation. I feel a weight has been lifted. Thank you so much'. *(Advice & Advocacy team)*
- 'Thanks for all your advice and support in claiming my £600.00, I'm so glad to receive it and was really afraid that I might miss out if I don't get advice on exactly how to go about claiming it. I find these things confusing and don't have anyone else to turn to for assistance'. *(Local Community Navigator)*

***The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries, following referral from the Age NI Memory Link Service. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.***

### Couple A

By way of background, Mr & Mrs A were initially service users within the Memory Link Service, and were referred to the Advice & Advocacy Service by the Memory Link worker for discussion around benefits' entitlement.

#### **Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- Received information from the couple on their current benefits
- Contacted the NI Pension Centre to confirm the income details and completed a benefit calculation to determine additional potential benefit income.
- Determined that based on their current scenario the couple would be entitled to the following entitlements - Pension Credit Guarantee Credit (PCGC) and Rate Relief (RR)
- Provided contact details for the Pension Credit application team for the couple to make their application for Pension Credit as well as contact details for Northern Ireland Housing Executive for the couple to get a Rate Relief form posted out.
- Advised the couple on Carer's Allowance which could result in the Carer's Premium being awarded.

#### **Outcomes for the beneficiaries, following Age NI actions:**

**Couple A have started to receive Pension Credit and at the last point of contact during the financial year, the Advisor was informed the clients are awaiting the outcome of the Rate Relief, so will potentially receive a total benefit award annually of £11,888.24**

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**2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI’s intervention.

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 51).

During this financial period, the Consultative Forum took a hybrid approach to meetings, enjoying both virtual and in-person sessions.

A key feature of the year for members was a two-day residential in September featuring a programme of presentations and interactive sessions on a range of issues from Age NI’s 2022 – 2025 strategy to effective promotion of messages about scams. The programme closed with a discussion with Claire Sugden, MLA and Chair of the APG (All Party Group) on Ageing and Older People, on securing equality legislation for older people in Northern Ireland.

The following table shows how the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Examples of work undertaken to promote ‘The Advancement of Human Rights’</b>
Policy & Engagement team and CF members participated in campaigns and initiatives	<ul style="list-style-type: none"> <li>• Frailty Network Northern Ireland</li> <li>• Houses for Health Ageing Showcase</li> <li>• Rights for Older People Equality Commission</li> <li>• <i>Meet the Sector</i> event with APG (All Party Group) members and other MLAs from NI Assembly parties at Parliament Buildings</li> </ul>
Age NI staff and CF members were consulted and engaged in strategic and policy development on key issues	<ul style="list-style-type: none"> <li>• DoH (Department of Health) Reform of Adult Social Care (public consultation)</li> <li>• DoH Advance Care Planning (policy)</li> <li>• DoJ (Department of Justice) Diversity in NI Courts (consultation)</li> <li>• Emergency General Surgery (consultation)</li> <li>• DfI (Department for Infrastructure) Belfast Rapid Transit phase 2 (consultation)</li> </ul>

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	<ul style="list-style-type: none"> <li>• NI Policing Board Corporate Plan (consultation)</li> <li>• DfC (Department for Communities) Anti-poverty (strategy)</li> <li>• NIHE Homelessness (strategy)</li> <li>• DoJ (Department of Justice) Hate Crime Legislation (consultation)</li> <li>• TEO (The Executive Office) Ending Violence against Women &amp; Girls (developing strategy)</li> </ul>
<p>Engaged on strategic and policy development with key departments and statutory agencies</p>	<ul style="list-style-type: none"> <li>• Organ Donation (public awareness &amp; messaging with Public Health Agency)</li> <li>• Falls &amp; Polypharmacy (review research by Belfast Health &amp; Social Care Trust)</li> <li>• Dementia Awareness poster design (Northern Health &amp; Social Care Trust)</li> <li>• Carers use of Technology (Open University)</li> <li>• Irish &amp; Ulster Scots Language and Culture (Department for Communities strategy)</li> <li>• Integrated Care System Indicators (Frailty Network NI &amp; Department of Health)</li> <li>• Cancer Waiting Times (Macmillan)</li> <li>• Diversity in NI Courts (Diversity Judge)</li> <li>• Frailty Education Video (Frailty Network NI)</li> <li>• Hate Crime legislation with age as protected characteristic (Department of Justice Hate Crime Branch)</li> <li>• Healthy Ageing Research (Queens University Belfast)</li> <li>• Design of Buses &amp; Coaches (Translink, Inclusive Mobility &amp; Transport Advisory Committee, Department for Communities, Consumer Council)</li> <li>• Scam Awareness (PSNI)</li> <li>• Rural Transport Select Committee on Transport</li> <li>• Customer Care Training – Belfast Health &amp; Social Care Trust</li> </ul>
<p>Active in the planning, co-production and co-design of campaigns and initiatives with Age NI and other organisations</p>	<ul style="list-style-type: none"> <li>• Worked with Belfast Health &amp; Social Care Trust on the co-design of review materials and interviews with service users and carers</li> <li>• Review and update of Age NI awareness raising resources</li> <li>• Information Ambassadors programme review following Covid</li> <li>• Piloted Age Awareness training with an energy provider</li> <li>• Evaluating the impact of CF work in relation to external stakeholders.</li> <li>• <i>Engaging with Older People</i> working group to co-design a guide on effective engagement.</li> <li>• Cost of Living Energy Saving Advice Focus Group with an energy provider– to produce</li> </ul>

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	<p>booklet containing advice on ways to reduce energy consumption.</p> <ul style="list-style-type: none"><li>• Shared Lives Focus Group – review and feedback on new Age NI service.</li><li>• Four meetings of All Party Group on Ageing and Older People.</li></ul>
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**3. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 4**

**Age at Work**

One of the highlights for Age NI within this financial year was the successful delivery of Year 4 of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. (Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. (Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes).

The following outputs of Year 4 of the programme in Northern Ireland and context has been provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- **1474** Older Workers and **88** Employers have been engaged in the programme, participating in both Still Ready for Work (SRFW) and Mid-Career programmes (MCRs). **19** completed SRFW training, **15** had a work replacement or specific intervention and **9** went into employment.
- **94%** found the programme to have useful and valuable information, and importantly, **92%** are still using this six months on.
- Resilience has also improved, with **83%** now more confident to make decisions about their future and **82%** reporting an increase in their sense of control and choice.
- **88** Employers have been engaged, with **71** using the Age NI Toolkit, and **78** completing the Age-Inclusive Business Review.

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#### Context (provided by Bean Research for UK)

The Age at Work Programme was created to address the challenges and opportunities for both older people and employers in an aging society.

Today there are five generations in the UK workforce working side by side. There are 10.5 million people over 50 in work, equivalent to one-third of the workforce<sup>1</sup>. By the mid-2030s half the adult population will be over 50<sup>2</sup>. Retaining older workers in the workplace has never been more important.

Those challenges and opportunities have shifted and evolved due in large part to the Covid-19 pandemic and the cost of living crisis. Prior to the Covid-19 crisis, employment among older workers was at its highest since the Labour Force Survey began collecting such data in 1975, with 73% of people between the ages of 50-64 in the workforce in 2019.<sup>3</sup>

In the early stages of the pandemic (and in our 2021 report), we predicted that that number would decrease. The Resolution Foundation confirmed that Covid created a "U-shaped" employment shock that disproportionately impacted older and younger workers.<sup>4</sup> In fact, 43% of the overall rise in economic inactivity in the UK since the pandemic was due to increased economic inactivity among 50- to 69-year-olds.<sup>5</sup> In February 2022, almost two years after the initial lockdown and the subsequent furloughs and layoffs, 63% of adults aged 50 to 70 reported leaving work sooner than expected.<sup>6</sup>

While older workers over 60 were most likely to cite retirement, workers in their 50s cited stress or mental health (19%) or a change in lifestyle (14%) as their cause for leaving work. It appears that redundancies and dismissals played an outsized role in the increase in older workers leaving the labour force 2020 (37%), but much less so in 2021 as the economy recovered (11%).<sup>3 & 4</sup>

Regardless of the reason for leaving the workforce, the data shows that the financial implications will likely be longstanding. The average employee who loses or leaves their job at 55 has a private pension savings of approximately £32,812, which is 34% less than someone who retires at 68.<sup>7</sup> Those that left work since the pandemic are also more likely to report reduced savings (51%, compared with 33%).<sup>4</sup>

#### Older workers want to return to work

Now, people over the age of 50 seeking employment is on the rise. 32% of the retirees who said they would consider returning to work cited mental and social health, while 12% said they

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<sup>1</sup> Office for National Statistics (2022) Labour market overview, UK: February 2022.

<sup>2</sup> Department for Work and Pensions (2017) Fuller Working Lives: evidence base 2017. Available at: <https://www.gov.uk/government/publications/fuller-working-lives-evidence-base-2017>

<sup>3</sup> Centre for Ageing Better, "Summary | The State of Ageing 2022," [Online]. Available: <https://ageing-better.org.uk/summary-state-ageing-2022>

<sup>4</sup> Resolution Foundation, "A U-shaped crisis The impact of the Covid-19 crisis on older workers," [Online]. Available: <https://www.resolutionfoundation.org/publications/a-u-shaped-crisis/>.

<sup>5</sup> IFS, "The rise in economic inactivity among people in their 50s and 60s," [Online]. Available: <https://ifs.org.uk/publications/rise-economic-inactivity-among-people-their-50s-and-60s>.

<sup>6</sup> Census 2021, "Reasons for workers aged over 50 years leaving employment since the start of the coronavirus pandemic,"

<sup>7</sup> Centre for Ageing Better, "Have we saved enough? Do people approaching later life have an adequate retirement income?," [Online]. Available: <https://ageing-better.org.uk/resources/do-people-approaching-later-life-adequate-retirement-income>.

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were driven by the rising cost of living, and 8% by the desire to increase their pensions. Notably, 47% stated a combination of all three as reason to return to work.<sup>8</sup>

Older workers planning to return to work say their primary ideals in finding a job are flexible working (36%), the ability to work from home (18%) and that works around their caring responsibilities (16%). 69% of those currently looking for work want to return on a part-time basis.<sup>4</sup>

Supporting this move, the Government is also providing assistance through the 50PLUS Champions in Jobcentres. Covering England, Scotland and Wales, they work alongside local employers to raise awareness about how recruitment policies can be adapted to cater to older workers.<sup>9</sup>

#### **Need for Greater Employer Engagement**

3 in 4 employers say they view older workers' experience as crucial to their organisation's success and more than half (54%) feel that an age-inclusive workforce would increase productivity.<sup>10</sup>

However, 39% of younger HR decision-makers admit that they are less likely to recruit people over the age of 50 and if employers did consider age in the recruitment process, it tended to be in favour of recruiting younger workers. Only 1 in 6 said they are very likely to introduce policies on age-inclusion in their workplace within the next year.<sup>10</sup>

A vast majority of older workers are open to training or reskilling, with 92% prepared to take a salary cut to learn a new skill. Despite employee willingness, only 35% of employers are prepared to retrain staff who are in their mid-50s or older.<sup>11</sup>

One area of employer policies that is seeing improvement is menopause support in the workplace. Reflecting the increased media momentum, a report was published outlining Government policy, employer practice, and financial changes for women experiencing menopause in the workplace in November 2021.<sup>12</sup> More specifically, our Age at Work programme has tracked increased interest and progress among engaged employers with new menopause policies and initiatives.

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<sup>8</sup> Rest Less, "The Great Unretirement" – Older workers start to return to work in the midst of cost of living crisis," [Online]. Available: <https://restless.co.uk/press/the-great-unretirement-older-workers-start-to-return-to-work-in-the-midst-of-cost-of-living-crisis/>.

<sup>9</sup> J. Tapper, "Boris Johnson's flagship jobs scheme was a failure, new figures reveal," [Online]. Available: <https://www.theguardian.com/politics/2022/aug/20/boris-johnson-way-to-work-jobs-scheme-failure>.

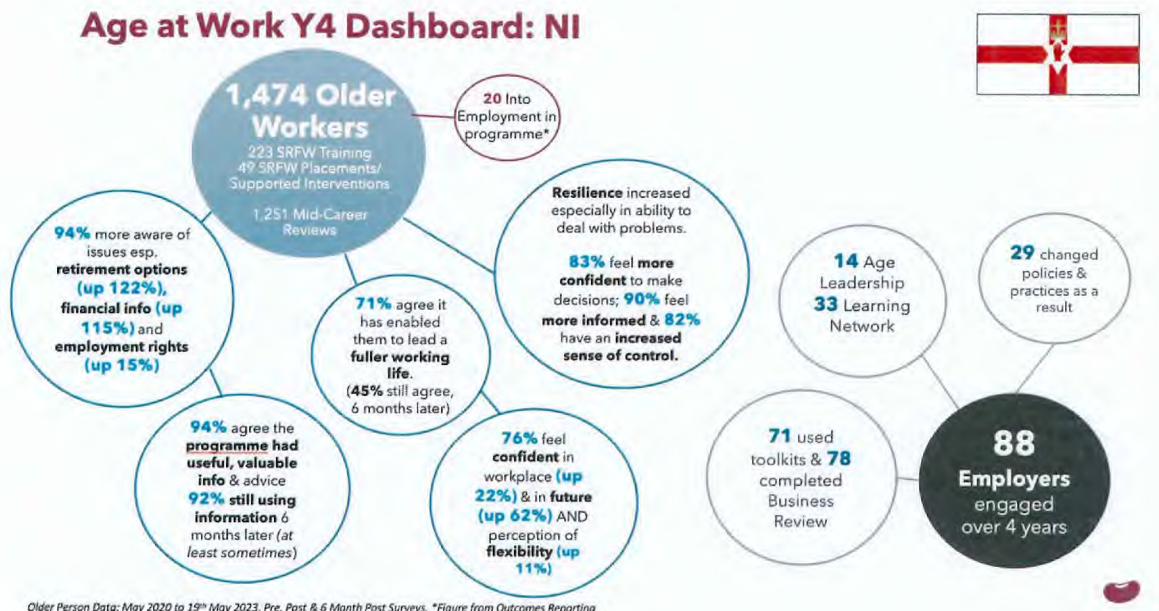
<sup>10</sup> Centre for Ageing Better, "Employer attitudes: Evidence cards," [Online]. Available: <https://ageing-better.org.uk/resources/employer-attitudes-evidence-cards>.

<sup>11</sup> CBI, "Labour shortages: how a focus on older workers can help," [Online]. Available: <https://www.cbi.org.uk/articles/labour-shortages-how-a-focus-on-older-workers-can-help/>.

<sup>12</sup> Department for Work & Pensions, "Policy paper Menopause and the Workplace: How to enable fulfilling working lives: government response Published 18 July 2022," [Online].

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The following outcomes evidence the success of the Age at Work programme for our beneficiaries for the **‘Advancement of Education’** object, as it shows how the programme has benefited **1474 older workers** and **88 employers** in the programme.



The following quotations provide evidence of the impact Age at Work in NI has had on beneficiaries in the following key areas of Confidence and Knowledge and Awareness:

Area of the programme	Quotation from beneficiaries of Age at Work in Northern Ireland
Confidence	<p><i>“I’m feeling much more informed and more confident about going forward into retirement.” (Female, NI, MCR)</i></p> <p><i>“Excellent for my knowledge and confidence in employment” (6 months later, MCR, NI)</i></p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 83% are more confident about make decisions about the future.</li> <li>✓ 82% felt a greater sense of choice and control.</li> <li>✓ An increase of 75% in having the confidence to seek and gain new employment (should they wish to). (Percentage change pre to post).</li> <li>✓ An increase of 62% in feeling confident in their future (at work). (Percentage change pre to post).</li> </ul>

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<p><b>Knowledge and Awareness</b></p>	<p><i>“An informative and necessary session with knowledgeable people” (Male, NI, MCR)</i></p> <p><i>“It has provided me with information that leaves me in a better position to positively shape my current and future stages of life.” (Male, NI, MCR)</i></p> <p><i>“Provided an opportunity to assess my current position in light of life changes and how to get more out of the work environment.” (Male, MCR, NI, 6 months later)</i></p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 94% reported increased awareness of age-related issues to be considered.</li> <li>✓ An increase of 15% of those aware of their employment rights. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 122% of those aware of their retirement options. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 115% of those who have access to information to increase their financial awareness/stability. <i>(Percentage change pre to post).</i></li> </ul>
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### Age Awareness Training

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age NI engaged with Age NI’s Consultative Forum and the energy provider in the early stages and tested the training with the groups, to receive feedback before launching the training. The training was then commended by the energy provider to the Utility Regulator, that all utilities should provide training for their staff.

Age NI has promoted the Age Awareness Training to business contacts through the Age at Work programme, and Age Friendly Networks in the local councils. Within this financial year, we have delivered training to 83 attendees from various councils, the banking sector and an energy provider.

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**Age Awareness Training Aims are to:**

- Break down Age Stereotypes
- Understand the challenges facing older people
- Learn the factors influencing communication with older people
- Improve communication between generations
- Discover how to signpost older customers who need other support

**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Very informative & well presented training'**

**'Excellent Session'**

**'Was a very useful training session to attend. The presenter had great knowledge on the information discussed. Will be of great benefit when dealing with older people in different work scenarios in the future'**

**'excellent training very important'**

**'Really enjoyed course loads of information'**

**'Excellent and informative'**

**'Very interesting course, worthwhile'**

**'Was a great session overall - definitely found it beneficial and [Age Friendly Training presenter] ensured the topics were relevant to our business. Would highly recommend the session'**

**'Very beneficial training to us as a company dealing with older customers and knowing exactly how we can improve our support to them and ultimately play a role in bettering their lives. Something so small can help in such a massive way in a persons day to day life'**

**'It was really thoughtfully presented and the videos shown really helped drive the message home about how the small contact or help can make such a difference'**

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**Healthy Ageing Calendar 2023**

Age NI produced another healthy ageing calendar, following the success of the 2022 calendar. This calendar included up-to-date health and wellbeing information, tips and signposting links to support healthy ageing.

The calendars incorporated a 12-month guide focusing on Health and Wellbeing, as we're aware that keeping well physically and mentally is so important to everyone, and in particular to our beneficiaries. The calendars also included health, safety and cyber security information.

Working in partnership with the PHA, Belfast City Council Age Friendly and the wider Age Friendly Network, together with Ulster Chemists' Association, we achieved widespread distribution across Northern Ireland.

Age NI arranged distribution of 50,000 calendars, which were targeted in the following means to ensure the maximum amount of older people in Northern Ireland could benefit from the calendar:

- Age NI Service users
- Age Friendly Networks including various council areas
- 11 Age Sector Networks
- Pharmacy clients
- Age NI Shops
- Nursing Homes

**Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents:**

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **100% of Memory Link clients reported they have more awareness – of useful information.**
- **99% of Local Community Navigators clients reported they have more awareness – resources.**

**Quotations provided from various services:**

- **A Living Well Moyle client said 'You gave me information on people and groups I knew nothing about'.**
- **An Advice & Advocacy client said 'I was encouraged to apply for Attendance Allowance and given the help to fill in a daunting 30 page form; the application was successful'.**
- **A Local Community Navigator client said 'Got information in the post thank you very useful'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the Government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p><b>100%</b> reported improved mobility.  <b>100%</b> reported they are less stressed or worried.  <b>100%</b> reported more choice and control.  <b>94%</b> reported improved physical wellbeing.</p>
First Connect Service *	<p><b>100%</b> reported improved daily living.  <b>97%</b> reported improved physical health/wellbeing.  <b>96%</b> reported increased social contact.</p> <p>A few quotes from First Connect service users:</p> <p><i>'I appreciate the service because it is rare to find someone who will take the time to help you make changes. It is an honourable thing Age NI do and the energy given and interest taken in me has been appreciated'.</i></p> <p><i>'Age NI have been very kind, very brave, and very helpful people to speak to and I couldn't be without them'.</i></p> <p><i>'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope on being able to stay at home. It has given me hope and confidence. Support at the right time'.</i></p>
Memory Link Service *	<p><b>100%</b> reported they are more socially active.  <b>100%</b> reported improved safety.</p>
Living Well Moyle service *	<p><b>100%</b> reported improved mental wellbeing.  <b>100%</b> said they feel less lonely.  <b>100%</b> reported increased social contact.  <b>100%</b> reported more choice and control.</p> <p>A few quotes from Living Well Moyle service users:</p> <p><i>'Lifted my mood every time we chatted'.</i></p> <p><i>'A really good service who helps people like me so much'.</i></p>

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	<i>'I always speak very highly about this service. You are my go to person'.</i>
Care Services *	<p><b>100%</b> reported improved physical health/wellbeing.  <b>100%</b> reported they feel less lonely.  <b>97%</b> reported improved mental wellbeing.  <b>95%</b> reported improved daily living.</p>
Check in and Chat	<p>A quote from a Check in and Chat service user:</p> <p><i>'I really look forward to my phone call. It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.</i></p>
Day Centre	<p>A few quotes from Day Centre service users:'</p> <p><i>'It gives me the chance to be with others and I have something to look forward to each week'.</i></p> <p><i>'The service has been so beneficial for me and enabled me to gain friendships with the staff and others'.</i></p> <p><i>Just being able to come here has improved my life. My family all work and I spend a lot of time on my own'.</i></p>
Meadowbank Residential Home	<p>The following feedback was provided from a quality report written for Meadowbank, which is a synopsis of the views of residents in response to the question <b>What makes you happy about living in Meadowbank and is there anything we could do to make the home a better place to live?'</b></p> <p><i>It's good if you have a poor memory, having common difficulties – the assistance is excellent in every way. If they can't do it themselves, they'll find someone who can help you. If you have special capabilities you can do some work here as long as it's safe. No matter what you do you are constantly looked after and monitored, which is a good thing for health and safety reasons. It's very clean, well maintained and on a daily basis I want for nothing. I like my privacy – privacy is held up. There's no intrusions, they knock on the door – excuse me – thank you. If I needed anything they would do it immediately. The staff are all excellent, very attentive. They do their job expertly – they're cautious, friendly and accommodating in all aspects of their work.</i></p> <p><i>Feedback from an external stakeholder (dentist) on their opinion of Meadowbank:</i>  <i>Meadowbank is an exceptional home. They are very organised and friendly and you can see they are very involved with the residents. It leaves it easier for us. We have a room allocated to ourselves so confidentiality is never an issue. The oral hygiene in this home is above standard, it is pleasant to come here, nothing is a problem and [the manager] is fantastic, all the staff are good. You couldn't fault it, they are so caring for the clients and communication between the staff and the client and the staff and us is excellent.</i></p>

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	Findings from a RQIA report in relation to Quality of Life for Residents: <i>Residents were seen to be comfortable, content and at ease in their environment and interactions with staff. Two residents made the following comments; “It’s a peaceful happy home” and “We all get on well here. It feels like a big family”. Review of the record of activities and general observations of care practices confirmed that residents’ social care needs were facilitated on a person centred basis. The genre of music and television played was in keeping with residents’ age group and tastes.</i>
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\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

The above quality report was presented to the Board of Trustees, which recorded the Lived Experience in Meadowbank Residential Home.

This feedback provides evidence of the impact of Meadowbank Residential Care to the family/friends of the residents. It confirms the commitment of Meadowbank’s dedicated Manager and well-led team of staff who support residents to live as independently as possible.

Informally, relatives have the opportunity to speak to management and staff at any time. Formally, relatives have the opportunity to share their views on care through reviews with the manager and social worker. Relatives are also invited to share their views through the quality survey which is distributed on a yearly basis.

Staff regularly receive compliments from families about the care their relatives are receiving. Also, families send cards to the home highlighting the excellent care that residents receive, and we’ve provided several quotes below, which evidence that the key elements of care are delivered in Meadowbank Residential Care – Care is safe, effective and compassionate.

**‘We want to thank Meadowbank Home for their wonderful hospitality. My aunt always enjoys her day – congrats to the home’.**

**‘Meadowbank we will be eternally grateful for your kindness and care’.**

**‘Thank you all for the great care you gave granny/mum. We will miss you all’.**

**‘Meadowbank has outshone my expectations – I love the care that is given – I think I will move in with Mum for a week’s holiday’.**

**‘My aunt has no relatives who can care for her in the area as most of us live at a distance, so it is great peace of mind that she is happy there’.**

**‘My mum is happy, content, and safe, in a familiar well run place which feels like home. This is all I want for her. Thank you!’**

**‘We thank you both so much for all that you and all the staff did for dad over the past two years. We know he was very content and comfortable. We thank you too for all the support that you gave us. We always felt part of the family’.**

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**Meadowbank Resident – Mrs B**

*Circumstance:*

Mrs B was a patient in hospital who was admitted with a suspected overdose and thoughts of life not worth living. The home was contacted as an emergency admission for respite care.

*Impact/change Meadowbank Residential Care has had on Mrs B:*

Initially when she came into the home she was extremely anxious and nervous. She slowly got to know the staff and became comfortable with her surroundings. After slow tentative steps she became less nervous and her anxiety did decrease. She has become very settled in Meadowbank over time. She engages with the staff and has become very settled.

*Assurance to family/friends of Mrs B:*

This seems to be the ideal setting for Mrs A as she has now more interactions with others and has a purpose to her day and no longer feels in a hopeless situation in life.

**Meadowbank Resident - Mr C:**

*Circumstance:*

Mr C came from hospital. He had been living on his own and unable to manage his diabetes. District nurses were calling to his home to give him insulin and he was often not there. He was also out walking in the late hours of the day and he had no immediate family or social contacts. He was socially isolated and the social workers were concerned for his safety, his physical and mental wellbeing. The social workers requested a short respite period as a stepping stone back to his house.

*Impact/change Meadowbank Residential Care has had on Mr C:*

Since he came into the home he has settled well. Mr C has made friends with other residents – he interacts and gets on well with staff. Social workers have reviewed his placement and with his agreement they collectively have decided that Meadowbank is the best place for him to stay.

*Assurance to family/friends of Mr C:*

Mr C is living in a more contented and happy way. Physically he is stronger as his diabetes is well managed and under control which in turn has an enormous impact on his wellbeing.

**Meadowbank Resident – Mrs D:**

*Circumstance:*

Mrs D came from home as an emergency admission. She was deemed as a high risk admission as she was often out of her home walking at all times of the day and night. Her family were increasingly concerned for her wellbeing and safety.

*Impact/change Meadowbank Residential Care has had on Mrs D:*

Since she has come into the home she is so settled, she has put on weight and has formed great friendship with a circle of ladies in the home. She goes out with her family and goes out for meaningful walks.

*Assurance to family/friends of Mrs D:*

The family didn't realise that Mrs D was so far advanced in her dementia journey as they had thought when she was living at home. They are so grateful that she has a home now here in Meadowbank.

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The following Case Study is from the **‘Move More Live More’ project**. (This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of **‘The Advancement of Health or the Saving of Lives’**, for a group of its beneficiaries – a local community group for older women who meet weekly for social support.

**Group E**

Group E is a group of older ladies with mixed ability, due to a lack of education/work experience, suffered from various health issues, and many reported they didn't have enough money to meet their needs.

**Circumstances:**

The Move More Live More Co-ordinator and the Group leader discussed the benefits of a Health and Wellbeing programme for the ladies, to provide hints/tips to improve their health and wellbeing. Due to the mixed ability of the group, the Co-ordinator was required to tailor the sessions and the delivery methods to enable each person to engage and ultimately to benefit from the sessions, stressing the importance of keeping moving.

This approach worked well, as a few of the ladies asked if the exercises could be written, so they could try them at home. The Co-ordinator helped the ladies to access the exercises online and identified them in the guidance booklet. Additionally the Co-ordinator signposted the group to the Age NI Advice & Advocacy team especially for the free benefits check and to the Consumer Council, which had services and tools on how to save money.

**Outcomes:**

- The Co-ordinator provided the group with Age NI's 'More Money in your Pocket' booklets.
- The group enjoyed the programme, it was evident there was increased concentration and with encouragement from the Co-ordinator, the women have kept focused.
- Feedback from individual ladies in the group include:
  1. As the exercises were written down, she could try them at home, and said *'I've started off just doing a couple a day as struggling to do them, but I have found that persevering with them that I am able to do a few more now and they are helping me to feel less stiff in my joints, so thank you'*.
  2. *'I have started to do the strength and balance exercises at home each day. Every time I'm making the dinner, I just do them'*.

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The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of '**The Advancement of Health or The Saving of Lives**'. This example shows how Age NI provided emotional support to a 73 year old lady caring for her husband with dementia. It also shows how a beneficiary has been supported within Age NI, firstly as a 'My Life My Wellbeing' service user and then referred to the 'Carer Support Programme'.

Lady F

Lady F currently lives alone and has various health conditions. Lady F was referred to the Carer Support Programme, as she was caring for her husband who was living with dementia, who then resided in a care home following a fall.

**Circumstances:**

- Lady F was referred to this programme from the 'My Life My Wellbeing' service, due to the challenges she was experiencing whilst caring for her husband and managing her own health conditions.
- Lady F was finding life difficult, she felt lonely and guilty for not being able to take her husband home after his fall. This increased her anxiety and increased symptoms of her own health condition, making everyday tasks very challenging.
- Lady F was initially hesitant to engage with the programme, so a trusting relationship was developed.
- Lady F's husband passed away in the initial time of the programme, which had a major impact on Lady F's emotional wellbeing. She struggled with everyday tasks, loss of motivation, low mood and felt high levels of loneliness and isolation, including finding her home difficult to manage.

**Outcomes:**

- The programme Co-ordinator discussed with Lady F support which could be explored e.g. The Social Worker to carry out a review of her care package, arranged for the pharmacy to organise her medication.
- The Co-ordinator discussed with Lady F ways to engage in various activities each day, and to reach out to a few friends, to create a support network.
- Lady F's assessment was completed. Consent was received for social prescribing - she was referred to counselling services to support her emotional wellbeing and various organisations to assist with housing, transport, digital inclusion and safety.
- Lady F enjoys her visits with the Co-ordinator and feels safe that someone is checking in on her, which gives her a sense of belonging and has increased her confidence. She has been motivated to speak to her GP, she has addressed support to maintain her garden and home chores, which she reported has changed her life and increased her ability to sustain herself and remain independent in her home.
- **Overall, there is an improvement in Lady F's wellbeing and a better support network has been put in place.**

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5. *Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.*

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's new strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **121 competent staff (31 March 2023) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to advertising on the charity website. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed two Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer.

The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

***'Boardroom apprentice is a pioneering scheme which offers people of all ages, backgrounds, localities, and abilities the opportunity to develop the skills and confidence to sit on the board of a public sector entity or charity. The scheme pairs participants with a host board for one year and with the support of a 'board buddy', immerses them in the full board member experience. Apprentices receive board papers and gain practical experience by attending board meetings and committee meetings. A key part of being a Boardroom Apprentice is being inquisitive and apprentices can direct questions to their board buddy, who acts as a source of continued support throughout the programme.***

***As well as gaining practical experience with a host board, I also attended eight learning days along with the other apprentices. The learning days covered subjects ranging from fiduciary responsibilities of board members and financial skills to responding to different communication styles. We applied the practical and classroom skills we gained over the course of the year by working on a case study in small groups and presenting our findings to a panel at the end of our learning days.***

***Upon hearing about Boardroom Apprentice and the experience of others who completed it, I was intrigued to learn more about the scheme. Everyone who had previously been on the programme only had positive things to say about it. I was initially quite apprehensive and didn't think I would be a suitable candidate but after researching the programme, I realised it was open and welcoming, with the aim of bringing different insights to boards. At times I felt out of my depth, but I kept in mind the Boardroom Apprentice mantra, 'Get comfortable, being uncomfortable'.***

***When applying for Boardroom Apprentice, I was able to pick 3 potential host boards and was delighted when I was paired with my first choice, Age NI. My day job is an accountant but during school/university I worked part time as a care assistant in a nursing home. I thoroughly enjoyed my time in this role, having learned a lot of life skills as well as experiencing a sense of fulfilment. I had hoped to find a way to blend this experience with my accounting career and becoming involved with Age NI was the perfect way to do it. Ageing is a gift we should all be grateful to receive, but it does come with some issues; declining health, money worries, loneliness, to name a few. Having an organisation like Age NI to support the aged and their family is crucial for our society.***

***Everyone on the Age NI board and committees were extremely welcoming and their passion and commitment to the cause was evident at every meeting. My board buddy set aside time ahead of meetings to go through board and committee papers with me and answer any questions I had. This was an invaluable part of the experience as it ensured I was up to date on longstanding matters. Moreover, my buddy acting as a sounding board gave me the confidence to participate freely in the meetings. Seeing the accomplishments of the board over the past year at the December board meeting***

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*was a particular highlight and demonstrated the vast impact that Age NI has on Northern Ireland as a whole'.*

**Constituted Committees**

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

**Age NI Subsidiary**

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The Board of Trustees changed the status of Age NI Enterprises Ltd from a non-trading company to a dormant company on 31 March 2023. This decision was due to the retirement of Directors and filing dormant accounts, following the legal transfer of the assets and liabilities from Age NI Enterprises Ltd to Age NI in 2020.

Age NI manages the shop portfolio and online retail service, in addition to offering beneficiaries the option of purchasing Age NI Personal Alarms and Independent Living Products to improve safety and promote wellbeing services.

**Board Structure of Age NI Enterprises Ltd**

The Board of Age NI Enterprises Ltd operated as a formal board throughout this financial year, carrying out the duties delegated to it from the Board of Trustees. Age NI Enterprises Ltd met quarterly and encompassed a combination of Trustee and Non-Trustee Non-Executive Directors. The Age NI Enterprises Ltd Chair was Mrs Diane Creevy. The other Directors within this period were Mr Trevor Dillon (part), Ms Kathy Graham (part), Mr Paul Moorhead, Ms Aislinn McBride, Mr Neil Hutcheson (part), Mr Sam Curry (part), Mr Damian McAteer (part) and Dr Aileen Joanne McDowell.

Age NI Enterprises Ltd Board meetings were attended by the Director of Marketing and Business Development, as the operational lead for this Board. The meetings were also attended by the Social Enterprises Manager, who provided an overview of the performance of the charity shops and products, and potential Social Enterprise opportunities and the Finance Director, who provided an overview of the financial performance of the retail portfolio.

**Reporting to the Board of Trustees**

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required. The Board of Trustees also received Minutes and updates from a Non-Executive Director, on behalf of the Age NI Enterprises Ltd Chair, on the quarterly Age NI Enterprises Ltd Board meetings and received presentation of recommendations, for decision, if applicable. The Minutes of these Board meetings were provided, for information.

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**Audit & Risk Committee**

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.
  
- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.

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- Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  - **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Dr Roisin McLaughlin (until end of September 2022) and Edward Smyth (from October 2022). The Trustees and Directors on this committee within this period were Dr Roisin McLaughlin (part), Mrs Teresa Dunlop, Mr Edward Smyth and Mrs Sarah Brady (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of two Trustees, Dr Roisin McLaughlin (part) and Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

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Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
    - Considers the charity's financial plans.
    - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
    - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
    - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
    - Monitors and reviews the charity's budgets for approval by the Board.
    - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
    - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
    - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
    - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
    - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
    - Investigates on behalf of the Board any matter that may put the charity at financial risk.
  
  - **Investments.** The committee:
    - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
    - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
    - Meets with the investment advisors and managers as appropriate.
    - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
  
  - **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
  
  - **Updates** were received from:
    - The Finance Director on Age NI Enterprises Ltd, to monitor its financial performance and to ensure the arrangements are aligned with the charity's long-term objectives.
    - Director of Marketing and Business Development to monitor the income generation performance of the charity.
    - Head of People and Development, when required, to monitor the performance of People and Development activities which have financial implications for the charity, including pension and salary provisions for staff in line with legal requirements.
  
  - **The Terms of Reference** is reviewed annually.
-

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During this period, the committee was chaired by Mr Trevor Dillon, Treasurer (until September 2022, when the Treasurer and Committee Chair was succeeded by Mr Patrick Mullan). The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

**Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees (and Age NI Enterprises Ltd Non-Executive Directors).** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees (and Age NI Enterprises Ltd Non-Executive Directors) receive a formal letter of appointment to the Board.
  
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.
  - Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
  - Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Dr David Law, Mr David Trelford and Ms Hilary McDowell (part). The committee meets twice a year or

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more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 28 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers. During this financial year due to the pandemic, the workplace preparedness and recovery plan was also provided to the Audit & Risk Committee, for information and assurance.

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**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and a subsidiary non-trading company.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, if appropriate and an Age NI Enterprises Ltd Non-Executive Director provides, on behalf of the Chair (as the Chair isn't a Trustee of the charity) an update at the quarterly Board of Trustees meeting, to ensure that all Trustees are fully briefed on the work, discussions and recommendations from each meeting.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2023 were £4,927,983 (2022: £4,830,712). This includes donations and legacies of £254,866 (2022: £651,643) and income from charitable activities of £3,987,287 (2022: £3,598,857).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2023 were £4,763,314 (2022: £4,503,068). This includes expenditure on raising funds of £525,499 (2022: £552,549) and expenditure on charitable activities of £4,237,815 (2022: £3,950,519).

Our total net incomings for the period, before other recognised gains and losses, was £164,669 (2022: Incoming £327,644). After gains from investment assets, the incoming resource was £126,527 (2022: Incoming £364,161).

The balances on restricted funds and unrestricted funds at the year-end were £574,645 (2022: £492,776) and £2,525,498 (2022: £2,480,840) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners (previously Smith & Williamson), had an decrease in valuation at 31 March 2023 of £705,892 from £744,034 at 31 March 2022. The unrealised capital loss in the investment portfolio for the year ended 31 March 2023 was £38,142 (2022: gain of £36,517).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2023, the Charity held cash reserves of £2,169,569 (2022: £2,622,682).

The investment portfolio as at 31 March 2023 was £705,892 (2022: 744,034 ).

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**Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2022/23 these general reserves amounted to £2,525,498 (2022: £2,480,840). Excluding tangible fixed assets these general reserves amounted to £2,414,813. This represents 131.7% of the six month target based on 2022/23 annual pro-rata expenditure.

Funds held within designated funds are £73,462 (2022: £62,628). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations.

**Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

**Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

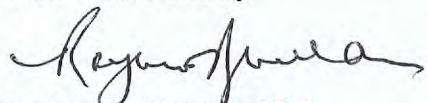
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 27 September 2023 and signed on behalf of the board of Trustees by:

 27/9/23

Dr Raymond Mullan OBE  
Trustee

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**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2023 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2023 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

We have nothing to report in this regard.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the 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).

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud
- Reviewing minutes of meetings of those charged with governance
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date *27 September 2023*

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

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**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
		£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	254,866	-	<b>254,866</b>	651,643
Charitable activities	3	2,808,538	1,178,749	<b>3,987,287</b>	3,598,857
Other trading activities	4	638,991	-	<b>638,991</b>	552,497
Investment income	5	46,839	-	<b>46,839</b>	27,715
<b>Total income and endowments</b>		<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>	<b>4,830,712</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(525,499)	-	<b>(525,499)</b>	(552,549)
Expenditure on charitable activities	7,8	(3,140,935)	(1,096,880)	<b>(4,237,815)</b>	(3,950,519)
<b>Total expenditure</b>		<b>(3,666,434)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>	<b>(4,503,068)</b>
Net (losses)/gains on investment	9	(38,142)	-	<b>(38,142)</b>	36,517
<b>Net (expenditure)/income and net movement in funds</b>		<b>44,658</b>	<b>81,869</b>	<b>126,527</b>	<b>364,161</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,480,840	492,776	<b>2,973,616</b>	2,609,455
Total funds carried forward		<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>	<b>2,973,616</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2022 is included in note 22 to the accounts.

The notes on pages 63 to 74 form part of these financial statements

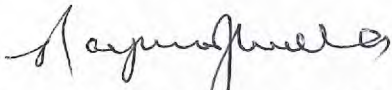
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**Statement of Financial Position**

		<b>2023</b>	<b>2022</b>
	<b>Note</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible fixed assets	13	<b>110,685</b>	110,980
Investments	14	<b>705,892</b>	744,034
		<hr/>	<hr/>
		<b>816,557</b>	855,014
<b>Current assets</b>			
Debtors	15	<b>570,720</b>	321,372
Investments	16	<b>3</b>	3
Cash at bank and in hand		<b>2,169,569</b>	2,622,682
		<hr/>	<hr/>
		<b>2,740,292</b>	2,944,057
<b>Creditors: amounts falling due within one year</b>	17	<b>(456,726)</b>	(825,455)
<b>Net current assets</b>		<b>2,283,566</b>	2,118,602
<b>Total assets less current (liabilities)/assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Net assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Funds</b>			
Restricted funds	21	<b>574,645</b>	492,776
Unrestricted income funds	21	<b>2,525,498</b>	2,480,840
		<hr/>	<hr/>
<b>Total funds</b>		<b>3,100,143</b>	2,973,616
		<hr/>	<hr/>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27 September 2023, and are signed on their behalf by:

  
 Dr Raymond Mullan OBE  
 Trustee

27/9/23

The notes on pages 63 to 74 form part of these financial statements

**AGE NI**  
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**Statement of Cash Flows**

	2023	2022
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	126,527	364,161
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	39,425	47,963
Net (losses)/gains on investments	38,142	(36,517)
Other interest receivable and similar income	(46,839)	(27,715)
<i>Changes in:</i>		
Stocks	-	3,184
Trade and other debtors	(249,347)	268,655
Trade and other creditors	(368,730)	207,046
	<hr/>	<hr/>
Cash generated from operations	(460,822)	826,777
Interest received	46,839	27,715
	<hr/>	<hr/>
Net cash used in operating activities	(413,983)	854,492
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(40,669)	(12,080)
Purchase of other investments	-	-
Proceeds from sale of other investments	1,539	20
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	(12,060)	(12,060)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	(453,113)	842,431
Cash and cash equivalents at the beginning of the year	2,622,682	1,780,251
Cash and cash equivalents at the end of the year	2,169,569	2,622,682
	<hr/>	<hr/>

The notes on pages 63 to 74 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### Accounting Policies (continued)

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

##### Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

##### Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

##### Limited by guarantee

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

**AGE NI**  
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**2. Donations and legacies**

	<b>Unrestricted Funds</b>	<b>Total Funds 2023</b>	<b>Unrestricted Funds</b>	<b>Total Funds 2022</b>
Legacies	<b>254,866</b>	<b>254,866</b>	651,643	651,643

**3. Charitable activities**

	<b>Unrestricted Funds 2023</b>	<b>Restricted Funds 2023</b>	<b>Total Funds 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	<b>165,660</b>	-	<b>165,660</b>
Age UK (received organisational support grant)	<b>329,403</b>	-	<b>329,403</b>
Meadowbank	<b>868,973</b>	-	<b>868,973</b>
IDC & Daycare	<b>578,102</b>	-	<b>578,102</b>
Day Care	<b>718,558</b>	-	<b>718,558</b>
First Connect/Advice/Advocacy	-	<b>115,000</b>	<b>115,000</b>
Service income	<b>2,657</b>	-	<b>2,657</b>
Other charitable activities	<b>145,185</b>	<b>1,063,749</b>	<b>1,208,934</b>
	<b><u>2,808,538</u></b>	<b><u>1,178,749</u></b>	<b><u>3,987,287</u></b>

	<b>Unrestricted Funds 2022</b>	<b>Restricted Funds 2022</b>	<b>Total Funds 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	850,030	-	850,030
IDC & Daycare	539,525	-	539,525
Day Care	668,505	-	668,505
First Connect/Advice/Advocacy	-	178,257	178,257
Service income	2,816	-	2,816
Other charitable activities	190,049	674,611	864,661
	<b><u>2,745,988</u></b>	<b><u>852,868</u></b>	<b><u>3,598,857</u></b>

**AGE NI**  
**Company Limited by Guarantee**  
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**4. Other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Fundraising	337,056	<b>337,056</b>	286,707	286,708
Commercial income	301,935	<b>301,935</b>	265,789	265,789
	<b>638,991</b>	<b>638,991</b>	552,496	552,497

**5. Investment income**

	<b>Unrestricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds 2022 £</b>	<b>Total Funds 2022 £</b>
Bank interest receivable	24,378	<b>24,378</b>	2,181	2,181
Dividend income	22,461	<b>22,461</b>	5,534	25,534
	46,839	<b>46,839</b>	27,715	27,715

**6. Costs of other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Wages & salaries	306,658	<b>306,658</b>	323,648	323,648
Retail	4,175	<b>4,175</b>	9,636	9,636
Operational expenses	71,279	<b>71,279</b>	47,460	47,460
Transport	32	<b>32</b>	264	264
Accommodation	82,642	<b>82,642</b>	99,699	99,699
Other	4,129	<b>4,129</b>	14,577	14,577
Depreciation	11,397	<b>11,397</b>	11,506	11,506
Other support costs	45,187	<b>45,187</b>	45,759	45,759
	<b>525,499</b>	<b>525,499</b>	552,549	552,549

**AGE NI**  
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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total Funds 2022 £
Delivering flagship services	3,553,847	403,433	3,957,280	3,587,419
Lading authoritative expert on ageing	66,673	18,668	85,341	107,302
Mobilisation of a strong & vibrant age sector	74,951	29,393	104,344	175,233
Governance costs	-	90,850	90,850	80,565
	<u>3,695,471</u>	<u>542,344</u>	<u>4,237,815</u>	<u>3,950,519</u>

**8. Analysis of support costs**

8.

	Analysis of support costs £	Total 2023 £	Total 2022 £
Staff costs	272,087	272,087	286,775
Governance costs	87,497	87,497	80,565
Operational	65,703	65,703	31,156
Transport	1,924	1,924	1,571
Accommodation	195,726	195,726	192,645
Other	(65,949)	(65,949)	(44,751)
Depreciation	13,281	13,281	21,264
Retail	-	-	286,775
	<u>570,269</u>	<u>570,269</u>	<u>569,225</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
Gains/(losses) on listed investments	(38,142)	(38,142)	36,517	36,517

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	39,425	46,887

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**11. Staff costs**

	<b>2023</b>	2022
	£	£
Wages and salaries	<b>2,855,386</b>	2,724,997
Social security costs	<b>212,781</b>	205,818
Pension costs	<b>124,856</b>	120,180
	<b>3,193,023</b>	3,050,995

The average head count of employees during the year was 146 (2022: 144).

Included within staff costs is £27,509 of redundancy costs (2022: £nil). Redundancy payments are charged to the Statement of Financial Activities in the period to which they relate.

The number of employees whose remuneration for the year fell within the following bands, were:

	<b>2023</b>	2022
£70,000 to £79,999	<b>1</b>	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). They were reimbursed travel expenses during the year totalling £189 (2022: £127). No charity trustee received payment for professional or other services supplies to the charity (2022: £nil).

The total employee benefits of the key management personnel of the charity total £283,459 (2022: £290,304).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2022	89,995	208,813	83,324	143,133	59,391	<b>584,656</b>
Adjustments	-	-	-	-	-	-
Additions	-	8,352	-	30,257	2,060	<b>40,669</b>
Disposals	-	(47,859)	-	(9,375)	(45,448)	<b>(102,682)</b>
At 31 Mar 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
<b>Depreciation</b>						
At 1 Apr 2022	50,492	180,920	83,324	108,801	50,138	<b>473,675</b>
Adjustments	(354)	(66)	-	-	419	-
Charge for year	2,259	9,441	-	25,891	1,835	<b>39,425</b>
Disposals	-	(46,821)	-	(8,873)	(45,448)	<b>(101,143)</b>
At 31 Mar 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
<b>Carrying amount</b>						
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685
At 31 Mar 2022	39,857	27,893	-	34,332	8,900	110,980

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2022	744,034
Additions at cost	14,437
Disposals at market value	(15,544)
Fair value movements	(37,036)
Other movements	-
At 31 March 2023	<b>705,892</b>
<b>Impairment</b>	
At 1 April 2022 and 31 March 2023	
Carrying amount	
At 31 March 2023	705,892
At 31 March 2022	744,034

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners (Previously Cunningham Coates, Belfast).

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**15. Debtors**

	2023	2022
	£	£
Trade debtors	116,138	104,786
Other debtors	454,582	216,586
	<u>570,720</u>	<u>321,372</u>

**16. Investments**

	2023	2022
	£	£
Shares	3	3

**17. Creditors: amounts falling due within one year**

	2023	2022
	£	£
Trade creditors	37,294	48,782
Accruals and deferred income	319,032	659,422
Social security and other taxes	48,343	50,726
Other creditors	52,057	66,525
	<u>456,726</u>	<u>825,455</u>

**18. Deferred income**

	2023	2022
	£	£
Amounts deferred in year	220,141	573,767

**19. Related party transactions**

There were no related party transactions in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Revenue Fund	2,418,212	3,749,234	(3,666,434)	(10,834)	(38,142)	<b>2,452,036</b>
Designated funds	62,628	-	-	10,834	-	<b>73,462</b>
	<b>2,480,840</b>	<b>3,749,234</b>	<b>(3,666,434)</b>	<b>-</b>	<b>(38,142)</b>	<b>2,525,498</b>

**21. Restricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Innovation/Database Development	44,176	-	35,941	-	-	8,236
Living Well – South Eastern Trust	1,561	33,752	35,313	-	-	-
Shared Lives Service	-	34,691	29,391	-	-	5,300
Age UK Cost of Living	-	2,621	2,621	-	-	-
Day Care Restricted	13,769	6,275	1,767	-	-	18,276
My Life My Way	15,020	-	60	-	-	14,960
My Life My Wellbeing	-	52,688	52,688	-	-	-
Move More Live More	-	118,948	117,871	-	-	1,077
Carer Wellbeing Service	-	37,378	30,326	-	-	7,051
My Life My Support	-	1,725	1,725	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	71,414	443,577	421,348	-	-	93,644
MCI (Staying Sharp)	7,752	25,000	14,515	-	-	18,238
Age UK – Keeping Well at Home	9,080	-	5,577	-	-	3,503
Age UK – Net Fund	100	-	100	-	-	-
Age UK COVID Appeal Fund	27,455	-	3,919	-	-	23,536
Age UK – Support & Recovery Fund	21,266	-	21,266	-	-	-
Health & Wellbeing	50,000	216	8,833	-	-	41,383
<i>Total carried to next page</i>	<b>292,770</b>	<b>755,145</b>	<b>783,261</b>	<b>-</b>	<b>-</b>	<b>266,381</b>

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**21. Restricted funds (continued)**

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
<i>Total carried from prev page</i>	292,770	755,145	783,261	-	-	266,381
Impact Reporting	17,581	-	16,692	-	-	889
Dept. of Communities Support & recovery Fund	71,666	750	(377)	-	-	72,793
Good Vibrations	-	139,050	28,738	-	-	110,312
Homes for Health Ageing	-	2,500	2,500	-	-	-
Employment & Skills Initiative	-	32,470	15,187	-	-	17,283
Dementia MCST Programme Funder	763	18,509	19,272	-	-	-
Age UK Project ReGain	-	103,000	90,706	-	-	12,294
First Connect	63,548	115,300	116,398	-	-	62,450
Lisburn & Castlereagh Age Sector	2,567	-	375	-	-	2,192
CHIC (First Connect North Belfast)	7,915	4,848	12,763	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Enrich	27,211	-	6,908	-	-	20,302
Ulster Orchestra	-	975	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,963	4,477	4,455	-	-	4,984
	492,776	1,178,749	1,096,880	-	-	574,645

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**22. Statement of Financial Activities for Year Ended 31 March 2022**

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
<b>Income and endowments from</b>				
Donations and legacies	651,643	-	<b>651,643</b>	217,778
Charitable activities	2,745,988	852,869	<b>3,598,857</b>	4,693,299
Other trading activities	552,497	-	<b>552,497</b>	583,081
Investment income	27,715	-	<b>27,715</b>	22,299
<b>Total income and endowments</b>	<b>3,977,843</b>	<b>852,869</b>	<b>4,830,712</b>	<b>5,516,457</b>
<b>Expenditure</b>				
Expenditure on raising funds:				
Costs of other trading activities	(552,549)	-	<b>(552,549)</b>	<b>(563,124)</b>
Expenditure on charitable activities	(2,971,907)	(978,612)	<b>(3,950,519)</b>	<b>(4,167,768)</b>
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(978,612)</b>	<b>(4,503,068)</b>	<b>(4,730,892)</b>
Net (losses)/gains on investment	36,517	-	<b>36,517</b>	143,968
<b>Net (expenditure)/income and net movement in funds</b>	<b>489,904</b>	<b>(125,743)</b>	<b>364,161</b>	<b>929,532</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	1,990,936	618,519	<b>2,609,455</b>	1,668,976
Transfer from Age NI Enterprises	-	-	-	10,943
<b>Total funds carried forward</b>	<b>2,480,840</b>	<b>492,776</b>	<b>2,973,616</b>	<b>2,609,455</b>

**Age NI**

Northern Ireland - Charity number 104640

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# Annual return

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COMPANY REGISTRATION NUMBER: NI071940  
CHARITY REGISTRATION NUMBER: 104640

**AGE NI**

**Company Limited by Guarantee**

**Report and Financial Statements**

**31 March 2023**

**AGE NI**  
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3 Lower Crescent  
Belfast  
BT7 1NR

t: 028 9024 5729  
e: info@ageni.org  
www.ageni.org

**A Foreword from our Chair and Chief Executive**

It is with pleasure that we are presenting the Trustees' Annual Report for 2022/23.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This financial year was a year when we were starting to emerge from the Covid pandemic and diligently worked to consider ways to resume face-to-face service delivery, where possible, mindful of our beneficiaries some of whom were still anxious about return to physical settings. We had the opportunity to implement our Covid Business Recovery Plan, and are pleased to report that it has now concluded, and we are currently delivering all of our services and projects as intended.

We are delighted to report that we concluded the year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ The new **Age NI Strategy (2022-2025)**, reporting on how we've delivered in the first financial year since its launch and how the charity has delivered against our new strategic pillars.
- ✓ We are extremely proud that we continued to provide high quality support to older people through our **Advice, Care and Wellbeing Services**. The table on Page 6 provides a summary of all of the services we're providing, and our new innovative Wellbeing programmes developed and delivered within this financial year.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

We wish to thank all our colleagues in the voluntary, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

**Dr Raymond Mullan OBE**  
Age NI Chair

**Linda Robinson BEM**  
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

**Reference and administrative details**

<b>Registered charity name</b>	AGE NI
<b>Charity registration number</b>	104640
<b>Company registration number</b>	NI071940
<b>Principal office and Registered office</b>	3 Lower Crescent Belfast BT7 1NR Tel: (028) 9024 5729 Website: <a href="http://www.ageni.org">www.ageni.org</a>

**The Trustees**

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Sarah Brady	Trustee (Appointed 14 December 2022)
Mr Trevor Dillon	Trustee (Resigned 30 April 2023)
Mrs Teresa Dunlop	Trustee
Ms Kathy Graham	Trustee (Resigned 10 May 2022)
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee (Appointed 14 December 2022)
Dr Roisin McLaughlin	Trustee (Resigned 28 September 2022)
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Ken Simpson	Trustee (Resigned 31 March 2023)
Mr Edward Smyth	Trustee
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Ms Marie Heaney	Co-opted Trustee (Appointed 7 August 2023)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Ms Corey McNutt	Co-opted Trustee (Appointed 1 September 2023)

<b>Auditor</b>	Moore (N.I.) LLP Donegall House Donegall Square North Belfast BT1 5GB
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**Investment Bankers**

Evelyn Partners  
The Linenhall  
32–38 Linenhall Street  
Belfast  
BT2 8BG

**Solicitors**

Edwards & Co. Solicitors  
28 Hill Street  
Belfast  
BT1 2LA

Worthington Solicitors  
24-38 Gordon Street  
Belfast  
BT1 2LG

Cleaver Fulton Rankin  
50 Bedford Street  
Belfast  
BT2 7FW

**Bankers**

Danske Bank  
Donegall Square West  
Belfast  
BT1 6JS

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**BACKGROUND TO AGE NI**

**Purpose of Age NI**

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

The outcome of this being the promotion of the well-being of older people.

**Our vision is a society in which we can thrive as we age.**

**Our mission is to help people enjoy later life by ensuring that their voice is heard and their rights are upheld.**

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

**Context of Ageing in Northern Ireland: Living in an ageing society**

We are living in an ageing society, with the Northern Ireland population ageing at a faster rate than the rest of the UK. It is estimated that, by mid-2028, there will be more people aged 65+ than children/young people under 15 years.

While people are living longer, there remains a significant gap between life expectancy and healthy life expectancy. Life expectancy for males is 78.4 years and 82.2 years for females. Healthy life expectancy is 60.6 years for males and 62.7 years for females.

Recent census figures indicated that 326,500 people in Northern Ireland were 65+ (17%), an increase of 24% since 2011. Census figures also revealed that 56.8% of people aged 65+ were living with long term health problems or disability, with 6.41% people aged 65+ indicating they provide more than 50 hours of unpaid care per week. While the percentage of carers is likely to be an underestimate, as older people do not always identify as being a carer, the census has highlighted that the intensity of caring provided has increased since 2011.

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**Rising cost of living and energy costs**

The proportion of pensioners in relative poverty has risen to 16% in 2021-22, compared to 13% in 2019-2021. Despite older people being entitled to a range of means tested benefits designed to increase their income, many do not claim because they are not aware they are eligible for benefits, have concerns about the process and their privacy, and/or may be reluctant to ask for help. Older people can expect to face many significant events in later life, creating new financial challenges, such as bereavement, paying for care, or meeting new needs due to changes in their health. Research indicates that 28% of those entitled to Pension Credit do not claim it.

Rising cost of living and energy costs have made older people increasingly fearful and anxious. Older people, who may have been getting by or managing on a modest pension income are not in a position to absorb the impact of accelerating energy and other costs. Government support is vital to provide some relief to older people and other vulnerable groups during this time of uncertainty.

**Covid-19 impact**

Older people continue to bear the brunt of the impact of the Covid-19 pandemic. Groups of older people were not able to come together, as they would prior to Covid-19, to share concerns, identify actions that are required, build solidarity on issues that matter most to them and to have their voices heard. For many older people, Covid-19 is associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities - as civic leaders and as the “glue” that holds communities together. This has increased levels of loneliness and isolation experienced by older people.

As we emerge from the effects of the pandemic, there is anecdotal evidence that older people's groups, particularly those organised by and for older people have not returned. In addition, some older people remain fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care.

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The services Age NI directly delivered within this financial year continue to be affected by the pandemic and the associated guidance.

The following table includes an explanation of the services we delivered and those which were delivered differently. We're delighted to report that we continued to deliver quality services to our beneficiaries, as we returned to a new normal, aware that some people are still anxious about returning to physical settings.

Service	Description
<b>Advice &amp; Advocacy</b>	<p>The Age NI Advice &amp; Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
<b>Care Services</b>	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> <li>• <b>Day Centre Care:</b> Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: <ul style="list-style-type: none"> <li>➤ Ballynahinch Day Centre</li> <li>➤ Skainos Day Centre, Belfast and its outreach</li> <li>➤ Dungannon Day Centre</li> <li>➤ Anna House Day Centre, Dunmurry</li> <li>➤ Portaferry Day Centre</li> <li>➤ Aghalee Day Centre, Craigavon</li> </ul> </li> </ul> <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> <li>➤ Ballyclare Day Centre</li> <li>➤ Castlewellan Day Centre</li> <li>➤ Dungannon Day Centre</li> <li>➤ Laurelhill Day Centre, Lisburn</li> <li>➤ Anna House Day Centre, Dunmurry</li> </ul> <p>Day Care has returned to normal this year, with service users now back attending the centres.</p> <ul style="list-style-type: none"> <li>• <b>Domiciliary and Home Care (My Life My Choice):</b> Age NI provides vital Home Care services to support hundreds of individuals in Northern Ireland who wish to stay in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.</li> </ul> <p>Dementia Care Home Support Staff deliver a range of services which include:</p>

- Respite/short breaks for families and carers
- Personal Care
- Support with activities of daily living
- Social inclusion
- Administration of medications
- Night sitting

The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.

**My Life My Choice:** My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:

- Continue to do the things they enjoy, take part in social activities or learn something new.
- Meet new people and chat about things that are important to them.
- Be signposted to other sources of support and activities within their area.
- Be connected to Age NI's Advice & Advocacy Service, get a free benefits check and find out what financial support, or other support, they may be entitled to.

We also provide a range of tailored support to carers and family members, to help them support the service-user to live as they choose.

Referrals to this service are through the Belfast Health and Social Care Trust.

- **Residential Home (Meadowbank):** Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents. Visiting has now returned to normal.

**'Check in and Chat'**  
**telephone service**

The Check in and Chat telephone support service involves trained volunteers, who are carefully matched with a service user and provides an opportunity for a friendship call on a weekly basis.

**First Connect**

The First Connect Service provides emotional and practical support at difficult times to older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.

Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.

Two counselling students remain on placement, supporting people living with low mood, low level anxiety, transitions in life.

**Living Well Moyle**

Living Well Moyle is a partnership between Age NI, GP's, the local council and health and social care organisations (HSCB, NHSCT, PHA), the local Community and is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them.

**Locality Community Navigators**

The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies in a partnership approach. The objective is to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also keep the Northern Health and Social Care Trust older people's directories updated.

Local Community Navigators continued to support local groups with funding, capacity building and promotion of activities.

This service continued until 31 March 2023.

Following a successful tender submission, a new model is now in place.

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**Memory Link**

The Memory Link Service provides information and support for older people who require a memory assessment. The service is delivered in partnership with the Northern Health and Social Care Trust. Older people attending a memory assessment are supported by a Memory Link Worker ahead of their assessment to discuss the upcoming assessment and to ensure they have all the information they need. Following the assessment and diagnosis of dementia, the Memory Link Worker contacts the older person again to develop a support plan and signpost the person to appropriate services.

From 1 April 2023, the Memory Link Service will be part of the Connect North programme within the Northern Trust.

**Staying Sharp**

Staying Sharp is a three-year bespoke service, to support people living with mild cognitive impairment in face-to-face and group settings. Our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms, which enabled Age NI to establish this service in the Ballymena and the surrounding area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.

We are pleased to report that we have received notification that funding has been awarded for one further year of Staying Sharp (from June 2023).

**Shared Lives**

Age NI's Shared Lives service is specifically to support older people and offers a safe, welcoming, family environment where Host Carers share their lives, hobbies and community life with them.

Commissioned by the Department of Health and registered with RQIA, the Age NI Regional Shared Lives Service contract commenced in January 2023. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care. Shared Lives Carers share their homes, family and community life with older people in need of support. Initially the service is providing day support but will develop to offer short breaks and long-term care.

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In addition to Age NI delivering the above key services, we have developed the following Wellbeing Services within this financial year, to improve the lives of older people in NI:

Wellbeing Service	Description
<p><b>My Life My Wellbeing</b></p>	<p>My Life My Wellbeing aims to improve the wellbeing of older people and older carers.</p> <p>The programme has commenced with two coordinators in place who will have a direct impact to 450 people in the Belfast Health &amp; Social Care Trust and the Northern Health &amp; Social Care Trust, as well as indirect impact to 2,000 beneficiaries through information guides, complimented by an awareness building programme with a digital media reach of circa 100,000 over the next year.</p>
<p><b>Carer Support programme</b></p>	<p>This Carer Support Programme supports the mental health of older people and carers. It is funded by the Community Foundation through the Department of Health Mental Health Support Fund and Carers.</p> <p>This funding enhances Age NI's capacity to deliver targeted support through the provision of Information and Advice, online Health and Wellbeing programmes, opportunities for peer support alongside a digital awareness campaign and is delivered within the Belfast Health and Social Care Trust area.</p>
<p><b>Move More Live More</b></p>	<p>This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls.</p> <p>The Move More Live More project is delivering three tiers of information, advice and support to older people who are pre-frail, those who have experienced a fall, and those deemed by healthcare professionals as being at high risk of falling again. Participants will trial innovative new wearable technology.</p> <p>Age NI has produced a healthy ageing guide and a six-week programme of health and wellbeing expert advice and guided exercise, which is now being delivered via Zoom.</p> <p>We are currently delivering a pilot with older people in the Southern Health and Social Care Trust area. We are engaging with other Trusts to deliver this project in their area.</p>

	<p>The consortium's lead technology partner, Taking Care is part of AXA Health, and is one of the UK's leading providers of personal alarms services. The programme will pilot a ground-breaking new smartwatch, which helps to reduce falls by recording data on daily patterns of movement, sleep and heart rate, to detect changes which can indicate an increased risk of falling.</p> <p>Age NI is delivering this project, as part of a consortium, including Technicare, the Public Health Agency, the Southern Health and Social Care Trust and Ulster University to improve the health and wellbeing of older people.</p>
<p><b>Good Vibrations</b></p>	<p>'Good Vibrations' (Movember) seeks to address the mental wellbeing needs of men aged 50+ across Northern Ireland, and aims to improve their health and wellbeing.</p> <p>The key beneficiaries of this programme will be the 7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly. It will be delivered in the following 3 tiers:</p> <ul style="list-style-type: none"> <li>• <b>Tier 1:</b> Guidance for 5,000 to improve emotional wellbeing and mental health through self-help. This includes Partner Awareness Campaign, Good Vibration Guides and I-Connect (access to our mental health wellbeing platform)</li> <li>• <b>Tier 2:</b> Support for 2,700 to access career and wellbeing freephone advice, online programmes and social prescribing services to connect them with their peers and local communities: This includes freephone advice, Good Vibrations Wellbeing Programme Online, Career Review workshops and Social Prescribing (connecting people to community resources and support).</li> <li>• <b>Tier 3:</b> Bespoke Interventions including Guided Conversations for 200 males 50+ with a Buddy Support option. This includes a mix of virtual, face to face, telephone, peer to peer and volunteer support.</li> </ul>

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**AGE NI STRATEGY**

**Age NI Plan at a Glance 2022-25**



<b>Common Purpose</b>	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
<b>Vision</b>	A society in which we can thrive as we age.
<b>Mission</b>	To help people to enjoy later life.
<b>Values</b>	You matter • We care • Together we make a difference

<b>Pillar</b>	<b>Objective</b>	<b>Priorities</b>
 <b>People</b> Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> <li>• Continue high quality compassionate and safe service delivery.</li> <li>• Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness.</li> <li>• Work with partners to promote the benefits of healthy ageing and address frailty.</li> <li>• Identify tools to support people to help themselves to promote independent living.</li> </ul>
 <b>Places</b> Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> <li>• Increase visibility and reach of Age NI in local communities.</li> <li>• Continue to support the development of Age Sector Networks.</li> <li>• Support the development of age friendly agenda in workplaces and communities.</li> </ul>
 <b>Policy</b> Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> <li>• Ensure older people are reflected in Government priorities (e.g. Programme for Government).</li> <li>• Secure a <i>Loneliness Strategy</i> for Northern Ireland.</li> <li>• Influence Health &amp; Social Care Reform.</li> <li>• Progress adoption of GFS (Goods, Facilities &amp; Services) legislation.</li> <li>• Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).</li> </ul>
 <b>Progressive Organisation</b> A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> <li>• Recruit and retain talented and committed Trustees, staff and volunteers.</li> <li>• Ensure effective leadership.</li> <li>• Embed culture and values across all work areas.</li> <li>• Grow and achieve a sustainable, diverse revenue base.</li> <li>• Enhance technology capabilities.</li> <li>• Strengthen the role and influence of the Consultative Forum.</li> <li>• Increase collaborative working with key stakeholders.</li> </ul>

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**OUR OBJECTIVES AND ACTIVITIES**

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, Age Sector Networks and our Age NI team.

We have developed four goals which determine what we do. These goals are driven by the priorities which older people in later life tell us matter to them and ensures we focus our resources on delivering these goals:

- **People.** Provide and develop quality services and support to improve the independence and wellbeing of older people.
- **Places.** Prepare for our ageing demographic by creating an age friendly society.
- **Policy.** Protect and promote the rights of older people.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**How We Assess and Measure our Success**

Age NI has a comprehensive set of criteria and measures to assess successes of our work.

Aligned to our new strategy, we have provided our KPIs for 2022-25, our performance against the KPIs in this financial year and our Outcomes, which show how we're delivering the priorities against each pillar.

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>People</b></p> <p>By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.</p>	<p>Increase number of engagements from 100k to 120k.</p> <p>Number of people directly supported by Age NI: 6000 people per annum.</p> <p>Maintain wellbeing scores at 80% and above.</p> <p>Increase in digital stakeholder engagement by 25%.</p>	<p>Continue to deliver a range of high quality, person-centred services – <b>6000 people.</b></p> <p>Establish new, regulated, Shared Lives service for older people. <b>(Registered by April 2023)</b></p> <p>Identify key strategic partners to deliver wellbeing programmes with Age NI and promote the healthy ageing agenda.</p>	<ul style="list-style-type: none"> <li>• People enjoy better health for longer.</li> <li>• Older people can exercise choice and control over their lives.</li> <li>• People access the best quality care in later life.</li> <li>• Increase in number of older people reached.</li> <li>• Improvement in quality of life of service users and carers</li> <li>• Continued partnership working across sectors.</li> </ul>

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Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Places</b></p> <p>By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.</p>	<p>10% Increased reach by age, gender and minority groups.</p> <p>20% Increased in age awareness training delivered by Age at Work.</p>	<p>Continue to promote the age friendly agenda, providing secretarial support to Age Friendly Network.  <b>4 meetings per annum.</b></p> <p>Continue to support development of Age Sector Networks, focused on building capacity and sustainability.  <b>4 Age Sector meetings per annum.</b></p> <p>Develop and pilot Age Awareness training in workplaces and businesses as social enterprise model.  <b>2 workplaces per annum.</b></p> <p>Increase visibility and reach of Age NI in local communities.</p>	<ul style="list-style-type: none"> <li>Age Sector Network partners are viewed as key leaders in their community influencing local decision making.</li> <li>To provide organisation support to ASN partners to further the ambitions of Age NI.</li> </ul>

Pillar	KPI 2022-25	2022-23	Outcomes
<p><b>Policy</b></p> <p>By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.</p>	<p>Influence Government and policy thinking.</p> <p>700 engagement/policy influencing voices heard by decision makers.</p>	<p>Distribute and analyse Lived Experience 2023 survey widely to people we support and through Networks and Stakeholders.  <b>700 responses.</b></p> <p>As secretariat, organise 3 meetings of the All Party Group on Ageing and Older People.  <b>3 All Party Group on Ageing meetings per annum.</b></p> <p>Strengthen role and influence of Consultative Forum.  <b>4 meetings per annum.</b></p>	<ul style="list-style-type: none"> <li>Ageism is reduced.</li> <li>Older people's rights are upheld.</li> <li>The contribution of people in later life is valued.</li> </ul>

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Pillar	KPI 2022-25	2022-2023	Outcomes
<p><b>Progressive organisation</b></p> <p>By 2025, we will have further invested in the talent of our team, leadership, technology and engagement</p>	<p>IIP Platinum accreditation.</p> <p>70% positive staff engagement.</p> <p>100% maintenance of regulated services to RQIA standards.</p> <p>2 year financial strategy.</p> <p>Approved Audited Accounts and Management letter.</p> <p>Maintained Charity Commission/Companies House compliance.</p> <p>Mixed economy income generation.</p> <p>99% uptime technology capabilities.</p>	<p>Progress action plan following achievement of Gold Award IIP.  <b>Assessment January 2024.</b></p> <p>Mental health and wellbeing Action Plan.  <b>Implemented by September 2023.</b></p> <p>Effective and strategic use of resources.  <b>Year 2 of the Financial Strategic Plan – April 2023.</b></p> <p>Enhance IT capabilities.  <b>Cyber Essentials Plus Certification achieved. Renewed annually - September 2023.</b></p>	<ul style="list-style-type: none"> <li>• The voice of older people influences what Age NI does.</li> <li>• Age NI is a great place to work and volunteer.</li> <li>• Age NI demonstrates how it has changed people’s lives.</li> <li>• Age NI operates as an integrated charity.</li> <li>• Age NI is properly resourced to deliver its plans and activities.</li> <li>• Age NI is effectively led and governed.</li> </ul>

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**ACHIEVEMENTS AND PERFORMANCE 2022/2023**

In 2022/2023 with support from our partners and stakeholders, we had **91,161 interactions with older people** (Age NI Services and targeted communications).

We have made a positive impact on the lives of thousands of older people through the dedication of our staff and Trustees, the generosity of our volunteers and supporters, and the significant contribution of our partners.

The key achievements against Age NI's four strategic objectives for 2022/2023 include:

**People – Provide and develop quality services and support to improve the independence and wellbeing of older people**

Age NI Advice & Advocacy Service received **12,552** calls to the Advice Line, with **£1,367,559** identified in unclaimed benefit.

In Care Services, Age NI supported **420 people across Care Services, 4600 home visits were made and 80,000 hours of care were provided.** All Care Services met RQIA standards.

We developed the following **Wellbeing Services** in this financial year, which are all being successfully delivered:

- *Move More Live More* - falls prevention programme.
- *Movember* - regional programme supporting men aged 50 and over with mental, physical and emotional needs. New ways of working can be demonstrated via our working with an advisory board.
- *My Life My Wellbeing* - supporting older people and carers with mental, physical and emotional needs.
- *Carer Support Programme* - supports the mental health of older people and carers. We are successfully delivering this support within the Belfast Trust area.

As an example of the Wellbeing services we continue to deliver, with additional strands/specific outcomes include, but are not limited to:

- *Staying Sharp* - supporting individuals living with a Mild Cognitive Impairment and dementia, as well as their carers. A highlight within this financial year was supporting people to, following risk assessment, meet face to face. Groups have been successful and have allowed support for the individual, the carer and as stated by one participant **“gives us the support to be able to do things as a couple again”**. Peer support has also been invaluable for the carers. Within this financial year **659 contacts were made.**
- *First Connect* - provides emotional and practical support at difficult times to older people by supporting them to be independent, to improve their quality of life, to reduce social isolation, to increase confidence; to improve access to local services and to help them feel safer and more secure in their home. Key successes are supporting clients to build confidence to socially engage as well as improving mental and physical health. Bereavement support has also been provided within this financial year. A quote from a client **‘The support you have given me over the last few months has given me hope that I can now build my life around my loss’**. Within this financial year **674 group calls were made (including prep calls).**

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- *Living Well Moyle* - continues to offer wrap around, innovative support to individuals living with a chronic condition. A quote from a member of the Multi Disciplinary Team who has now moved to another area said ***“This programme is so brilliant; I just want it to be operational everywhere”***.
- *Locality Community Navigators* - transitioning into Connect North Link Worker role on 1 April 2023. *(This model offers a support to older people but also specific supports to those living with dementia, mental health challenges and palliative care. The model will also continue to offer support to groups with funding, capacity building and promotion of activities. Link Workers will also be responsible for the upkeep of the directory within Connect North’s elemental platform)*. Within this financial year **1425 people were supported** (caseload) by the Local Community Navigator Service.

Our Social Enterprises team added the ‘**Keysafe**’ product to our portfolio of Independent Living Products, to promote staying safe and to provide easier access for carers and families to homes. Our Independent Living Products and services are specifically designed to meet the needs of the over 50s and to provide greater choice for our beneficiaries, promoting independence. Other products include Personal Alarms, Bathroom Aids, Baths and Showers and Mobility Aids.

At Year 4 of the Age at Work programme, **1474 older workers were supported**, with **71% agreeing the programme has enabled them to lead a fuller working life**, which contributes to improving the independence and wellbeing of older people.

**Places – Prepare for our ageing demographic by creating an age friendly society**

**628 mid-career reviews** were delivered in Year 4 of the Age at Work project, which supports older workers to remain in, or return to work.

**83 people attended Age Awareness Training**, which supports customer services teams to learn how to communicate better with older people, and ultimately older customers to feel valued and understood.

The Policy & Engagement team supported the Age Friendly Network across Northern Ireland by developing and **promoting the participation of Age Sector Networks in Age Friendly initiatives**, which included:

- Establishing and supported 50+ forums to engage with councils.
- Promoted and supported the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities with local councils and age sector networks.
- Provided customised support to age sector networks and Age Friendly strategic planning and development opportunities.
- Supported the development, autonomy and sustainability of Age Sector Networks in 5 council areas providing key services.

**107 new volunteers** were recruited within this financial year, we delivered **6014 volunteer hours** from **627 volunteer roles**. *99% of volunteers said they feel they give back to the community.*

**Movember is operational in all Trust areas**, ensuring equity of service provision.

Our Impact & Evaluation Manager was one of the co-authors of a book entitled ***‘Transgenerational Technology and Interactions for the 21<sup>st</sup> Century: Perspectives and Narratives,***’ which was published within this financial year. This book was an opportunity to carry out and publish research on older people’s views and perspectives on technology.

The book explores how we as humans navigate the 21st Century, interacting with technologies, including those that are intended to support and enhance our experiences across the lifespan. This manifesto, composed with humanity at the front and centre,

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pinpoints succinctly the critical considerations of people, technology and inequalities intersecting across our 21st century ecosystems.

With a special focus on bridging interdisciplinary research, creative and co-production approaches, the authors explored and presented cutting edge discourse, building on previous research to form contemporary, and inform future awareness and strategies to societal experiences. The authors argue that it is time to re-evaluate how we move forward in a multi-faceted society, with the ever-growing reliance of technology but yet many voices are not heard, left behind or not even considered.

Our Impact & Evaluation Manager led the Age NI aspect of the work, which included:

- Creating a working group of older people from the Consultative Forum.
- We carried out focus groups, which incorporated six focus groups with older people, and a further three stakeholder focus groups which included Mencap NI (for representation of younger people).
- Five Interviews were carried out with older people.
- Transcribed, coded and generated themes in the qualitative data alongside the lead author.

**Policy – Protect and promote the rights of older people**

The Consultative Forum and Age NI’s Policy and Engagement team worked with a wide range of external stakeholders from the statutory, voluntary and private sectors to **ensure the concerns and voice of older people are included in the development of policy, practices and resources**. Examples include The Executive Office, Department of Justice, PSNI, Department for Communities, NI Housing Executive, Department for Infrastructure, Translink and HSCTS. We collaborated and campaigned with key voluntary sector partners in the promotion of carers’ rights, addressing loneliness, the cost of living crisis and fuel poverty.

**2,161 older people’s voices were heard** through Age NI policy and engagement activities.

The Policy & Engagement team engaged age sector networks and members of the Consultative Forum in the early stages of coproduction and planning for **Age NI’s Lived Experience 2023 survey**. Since 2020, Age NI’s Lived Experience series of reports has highlighted the concerns and reflected the voice of older people. From it, two election campaigns and manifestos were developed – Act4Age in 2022 for the NI Assembly election and again in 2023 for the local Council election.

To build and maintain strong and effective **relationships with age sector networks** across all local council areas, Age NI continued to support and attend local events including AGMs and planning meetings.

In late March 2023 Age NI launched **Act4Age** – a campaign and manifesto for the Northern Ireland Assembly election of May 2022. Primarily a social media and online campaign the Policy and Engagement team and older people attended hustings and other events throughout April and May reflecting our key campaign issues and calls to action to election candidates.

The need for an Age Friendly Northern Ireland was clear and evident during the pandemic and local communities featured strongly in responding to the needs of older people. Age NI continued the partnership with the PHA and the Department for Communities supporting the **Age Friendly Network for Northern Ireland**. We supported Age Friendly leads in local Councils to share ideas and best practice as they responded to priorities and practical needs

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in their local communities. Positive Ageing Month in October was marked across Councils which promoted their Age Friendly strategies and participation of older people in events and initiatives.

Age NI is the Secretariat for the **All-Party Group on Ageing and Older People at the NI Assembly**. Despite the suspension of the Assembly since early in 2022, APGs have continued their work and have, in many ways, become the focus for key issues of concern and continued to provide opportunities for MLAs and stakeholders for networking, awareness raising and action.

Current membership of the APG increased this year and now stands at 17 MLAs – many newly elected in May 2022.

The APG met four times in June and September 2022 and in February and March 2023 with agendas reflecting the cost of living crisis and its impact on older people, energy and fuel prices, reform of adult social care and the Active Ageing Strategy and Age Friendly.

A key and very popular special event was hosted by the APG in January 2023 - Meet the Sector brought almost 20 voluntary and community sector organisations to Parliament Buildings to promote their work to APG members and other MLAs with over 30 attending throughout the session. Members of Age NI's Consultative Forum introduced the programme and networked.

**Progressive Organisation – A professional, sustainable, well governed organisation driven by the voice of older people**

We **celebrated long service for employees** with 10 and 25 years' service at 3 recognition events.

**Succession Planning with training opportunities** for leadership included:

- Members of the Operational Leadership Team completed a leadership development programme called 'Building Leaders and Teams'.
- Overall Succession Planning was presented to the Board, with an opportunity given to Operational Leadership Team members to apply for Senior Management Team training.
- We were awarded significant external funding to support QCF Level 5, to support succession planning in Care Services.
- The Senior Management Team has delivered a **3 year Succession Planning tool to develop leaders** by enabling them to build an experience portfolio to develop their leadership competency. It provided staff with the opportunity to progress within the organisation, mindful of the importance of retaining committed and talented members of staff, and to ensure key roles and services have sustainable continuity.

Age NI received the **Cyber Essentials Plus Certification**, which involves a rigorous assessment of an organisation's cybersecurity measures. To achieve this certification, an organisation undergoes a series of tests and vulnerability scans conducted by certified external assessors to ensure their systems are adequately protected against common cyber threats. The certification helps organisations demonstrate a higher level of cybersecurity readiness and a commitment to safeguarding their information and systems.

In addition to our Charity shops in Ballymena, Bangor, Coleraine and Newtownards, we have been working and partnering with **HARU (Help and Re-use)**, an online outlet enabling clothing to be utilised to its best price, promoting a circular economy. In addition to the sustainability and environmental benefits, since the start of 2022, Age NI has sold 640 items via Haru **generating over £15,500 for the charity**.

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Our Business Development team **secured the following proposals**, which enables Age NI to deliver key services for our beneficiaries:

- *Movember* – Scale up of two programmes (Good Vibrations and Age at Work) to address the mental wellbeing needs of men aged 50+.
- *Northern Health and Social Care Trust for a Connect North Link Worker* – The service aims to support people living with or affected by cancer, mental health issues, dementia, other LTC(s), a palliative care diagnosis and support self-carer in localities of East Antrim, Mid Ulster and Antrim, and Ballymena.
- *Age UK* – Cost of Living Grant and Cost of Living Response Fund
- *Belfast Health and Social Care Trust* – Carers Support Service towards ‘My Life My Support’ project.
- *Bank of Ireland* – ‘Begin Together’ Fund to enhance Age NI’s Check in and Chat Service

**Fundraising** highlights included a **return to physical events post-covid**, which generated income for the charity, including a Golf Event and Slieve Donard challenge with one of our Corporate Partners, we were the nominated charity in the Nursing Care Awards, we delivered a telemarketing campaign to increase donor acquisition and our Christmas Campaign focused on the Age NI Advice line.

The Board of Trustees delivered a **Trustee Recruitment process** and appointed two Trustees with the required skills, experience and expertise to the Board/Committee structure.

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**Age NI Volunteers**

Age NI and older people in Northern Ireland benefited from **548 volunteers** being involved throughout the charity providing **627 volunteer opportunities** as some volunteers performed more than one role.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the Age NI shops. As the number of Covid-19 cases decreased, our volunteers have commenced face to face services again, including in the Day Centres. New projects such as My Life My Wellbeing and My Life My Wellbeing Carers, which operates in Belfast and the Northern Trust area, have been matching volunteers to their service.

The following table is a breakdown of the areas our dedicated pool of individuals volunteer in:

<b>Age NI Service Area in which our Volunteers were placed</b>	<b>No of volunteer Roles</b>
Fundraising	<b>66</b>
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors	<b>94</b>
Check in and Chat	<b>326</b>
Day Care	<b>20</b>
First Connect	<b>31</b>
Living Well Moyle	<b>20</b>
Staying Sharp	<b>14</b>
Retail/Shops	<b>56</b>
<b>Total number of volunteer roles</b>	<b>627</b>

An example of some of the Volunteer activities/events delivered within this financial year included:

- Volunteers from a few of our Corporate Partners hosted a coffee morning, and spent time chatting to some of the service users in Skainos (Age NI Day Centre).
- We welcomed new volunteers from another Corporate Partner into our Check in and Chat service.
- Age NI Retail shop at Newtownards held a coffee morning to thank its volunteers for their support and commitment.

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Feedback from our Volunteers, which was evaluated via an anonymous survey, included:

- **99%** feel they give back to the community
- **98%** enjoyed their volunteer role
- **96%** would recommend this role to others
- **94%** feel valued

The following quotations show the impact of volunteer support on two of our beneficiaries, through our Check in and Chat service:

*'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope'.*

*'It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.*

**Volunteer news/events**

- We celebrated Volunteers' Week from 1-7 June 2022. All volunteers received a letter from the Chief Executive; a certificate of appreciation; a pack of sunflower seeds and Age NI merchandise to show the value placed on each Age NI volunteer.
- Volunteering enquiries reduced this financial year, recording **414** volunteer enquiries throughout this financial year.

Volunteering has been especially beneficial during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness. Volunteering has been rewarding for the volunteers as noted 99% feel they give back to the community and 94% feel valued.

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- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland and with Age Sector Networks. We advocate for positive change by engaging with policy makers to influence and shape the development of improved policies that practically deliver for older people. We influence public policy and society to improve attitudes towards ageing and older people by supporting the development of a strong, rights-based and sustainable age sector. We engage with and listen to the voice of older people and we provide direct high quality services to older people, such as care, wellbeing and advice and advocacy services. As a progressive organisation, we seek to develop and maintain a sustainable resource platform.

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – Collectively we are committed to deliver our common purpose which is that Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports, and welcomes them. Our values are incorporated into everything we do – You matter – We care - Together we make a difference.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

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**How Our Activities Deliver Public Benefit**

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are supported by our services and participate through our engagement activities, their families and the wider society.

All of our charitable activities focus on promoting our purposes for the benefit of the public and/or older people.

**1. The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age**

- We provide support to older people in NI by working directly with them and within local communities. We seek to eliminate pensioner poverty, to campaign for a modern and responsive health system and promote the fair and equal treatment of older people. To deliver these goals, we provide direct services to older people, such as care, dementia support, advice and advocacy.
- The direct benefits which flow from this purpose include an improved quality of life for older people, improved attitudes towards them and increased awareness of their needs. This has a direct benefit to older people, their families, local communities and wider society.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and Age Sector Networks.

Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they **have the ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**. A quote from one of our Advice & Advocacy Service Users was '**The Advisor helped me to relieve the stress and anxiety of applying for benefits**'.

Quotations provided by our beneficiaries in relation to providing this public benefit include:

- '[Advice Advisor] at Age NI made me aware that I might be entitled to Attendance Allowance. [Advice Advisor] advice was clear and easy to understand. When helping me to fill my form [Advice Advisor] was kind and very patient when was hesitant and unsure. [Advice Advisor] answered clearly any questions that I had. I will certainly recommend Age NI to family and friends'. *(Advice & Advocacy team)*
- 'The advisor helped to access monies that will help me cope with the cost of living increases'. *(Advice & Advocacy team)*
- 'They helped me to understand my options in the minefield of benefit applications'. *(Advice & Advocacy team)*
- 'Physically Fibromyalgia is debilitating and I now have the funds to help pay for help in the house and I dont feel a burden to family members. This extra Attendance Allowance will ease the situation. I feel a weight has been lifted. Thank you so much'. *(Advice & Advocacy team)*
- 'Thanks for all your advice and support in claiming my £600.00, I'm so glad to receive it and was really afraid that I might miss out if I don't get advice on exactly how to go about claiming it. I find these things confusing and don't have anyone else to turn to for assistance'. *(Local Community Navigator)*

***The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries, following referral from the Age NI Memory Link Service. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.***

### Couple A

By way of background, Mr & Mrs A were initially service users within the Memory Link Service, and were referred to the Advice & Advocacy Service by the Memory Link worker for discussion around benefits' entitlement.

#### **Circumstances:**

The Advice & Advocacy Adviser took the following actions:

- Received information from the couple on their current benefits
- Contacted the NI Pension Centre to confirm the income details and completed a benefit calculation to determine additional potential benefit income.
- Determined that based on their current scenario the couple would be entitled to the following entitlements - Pension Credit Guarantee Credit (PCGC) and Rate Relief (RR)
- Provided contact details for the Pension Credit application team for the couple to make their application for Pension Credit as well as contact details for Northern Ireland Housing Executive for the couple to get a Rate Relief form posted out.
- Advised the couple on Carer's Allowance which could result in the Carer's Premium being awarded.

#### **Outcomes for the beneficiaries, following Age NI actions:**

**Couple A have started to receive Pension Credit and at the last point of contact during the financial year, the Advisor was informed the clients are awaiting the outcome of the Rate Relief, so will potentially receive a total benefit award annually of £11,888.24**

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**2. The Advancement of Human Rights**

- We adopt a rights-based approach, empowering older people to know and claim their rights and ensuring that those responsible for upholding their rights are held to account. Age NI also seeks to work with policy makers to encourage the development of policies that deliver for older people.
- The direct benefits which flow from this purpose include the promotion of equality and diversity by eliminating discrimination on the grounds of age and the fairer treatment of older people due to an increased knowledge and understanding of their needs and rights.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through the changes in policy brought about through Age NI’s intervention.

During this financial year, our activities on the ‘Advancement of Human Rights’ focused on promoting the rights of older people and ensuring the voices of older people were heard.

Age NI’s Consultative Forum’s purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI’s work (Further information is provided on Page 51).

During this financial period, the Consultative Forum took a hybrid approach to meetings, enjoying both virtual and in-person sessions.

A key feature of the year for members was a two-day residential in September featuring a programme of presentations and interactive sessions on a range of issues from Age NI’s 2022 – 2025 strategy to effective promotion of messages about scams. The programme closed with a discussion with Claire Sugden, MLA and Chair of the APG (All Party Group) on Ageing and Older People, on securing equality legislation for older people in Northern Ireland.

The following table shows how the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the ‘**Advancement of Human Rights**’ object for our beneficiaries.

<b>Areas of work undertaken with stakeholders</b>	<b>Examples of work undertaken to promote ‘The Advancement of Human Rights’</b>
Policy & Engagement team and CF members participated in campaigns and initiatives	<ul style="list-style-type: none"> <li>• Frailty Network Northern Ireland</li> <li>• Houses for Health Ageing Showcase</li> <li>• Rights for Older People Equality Commission</li> <li>• <i>Meet the Sector</i> event with APG (All Party Group) members and other MLAs from NI Assembly parties at Parliament Buildings</li> </ul>
Age NI staff and CF members were consulted and engaged in strategic and policy development on key issues	<ul style="list-style-type: none"> <li>• DoH (Department of Health) Reform of Adult Social Care (public consultation)</li> <li>• DoH Advance Care Planning (policy)</li> <li>• DoJ (Department of Justice) Diversity in NI Courts (consultation)</li> <li>• Emergency General Surgery (consultation)</li> <li>• DfI (Department for Infrastructure) Belfast Rapid Transit phase 2 (consultation)</li> </ul>

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	<ul style="list-style-type: none"> <li>• NI Policing Board Corporate Plan (consultation)</li> <li>• DfC (Department for Communities) Anti-poverty (strategy)</li> <li>• NIHE Homelessness (strategy)</li> <li>• DoJ (Department of Justice) Hate Crime Legislation (consultation)</li> <li>• TEO (The Executive Office) Ending Violence against Women &amp; Girls (developing strategy)</li> </ul>
<p>Engaged on strategic and policy development with key departments and statutory agencies</p>	<ul style="list-style-type: none"> <li>• Organ Donation (public awareness &amp; messaging with Public Health Agency)</li> <li>• Falls &amp; Polypharmacy (review research by Belfast Health &amp; Social Care Trust)</li> <li>• Dementia Awareness poster design (Northern Health &amp; Social Care Trust)</li> <li>• Carers use of Technology (Open University)</li> <li>• Irish &amp; Ulster Scots Language and Culture (Department for Communities strategy)</li> <li>• Integrated Care System Indicators (Frailty Network NI &amp; Department of Health)</li> <li>• Cancer Waiting Times (Macmillan)</li> <li>• Diversity in NI Courts (Diversity Judge)</li> <li>• Frailty Education Video (Frailty Network NI)</li> <li>• Hate Crime legislation with age as protected characteristic (Department of Justice Hate Crime Branch)</li> <li>• Healthy Ageing Research (Queens University Belfast)</li> <li>• Design of Buses &amp; Coaches (Translink, Inclusive Mobility &amp; Transport Advisory Committee, Department for Communities, Consumer Council)</li> <li>• Scam Awareness (PSNI)</li> <li>• Rural Transport Select Committee on Transport</li> <li>• Customer Care Training – Belfast Health &amp; Social Care Trust</li> </ul>
<p>Active in the planning, co-production and co-design of campaigns and initiatives with Age NI and other organisations</p>	<ul style="list-style-type: none"> <li>• Worked with Belfast Health &amp; Social Care Trust on the co-design of review materials and interviews with service users and carers</li> <li>• Review and update of Age NI awareness raising resources</li> <li>• Information Ambassadors programme review following Covid</li> <li>• Piloted Age Awareness training with an energy provider</li> <li>• Evaluating the impact of CF work in relation to external stakeholders.</li> <li>• <i>Engaging with Older People</i> working group to co-design a guide on effective engagement.</li> <li>• Cost of Living Energy Saving Advice Focus Group with an energy provider– to produce</li> </ul>

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	<p>booklet containing advice on ways to reduce energy consumption.</p> <ul style="list-style-type: none"><li>• Shared Lives Focus Group – review and feedback on new Age NI service.</li><li>• Four meetings of All Party Group on Ageing and Older People.</li></ul>
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**3. The Advancement of Education**

- We offer independent, confidential advice and support to older people, their families and carers on a range of issues including; welfare benefits, housing and health and social care. In so doing we help older people to negotiate the health and social care system, access appropriate levels of community care and help those who have experienced or are at risk of poverty or abuse.
- The direct benefits which flow from this purpose include the education of older people on what they may be entitled to in order that they might have an improved quality of life. We also play a role in educating wider society about older people; improving attitudes towards them, increasing awareness of their needs and eliminating discrimination on the grounds of age.
- The direct benefits are demonstrated through regular evaluation of services, feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

**Age at Work – Year 4**

**Age at Work**

One of the highlights for Age NI within this financial year was the successful delivery of Year 4 of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. (Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. (Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes).

The following outputs of Year 4 of the programme in Northern Ireland and context has been provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- **1474** Older Workers and **88** Employers have been engaged in the programme, participating in both Still Ready for Work (SRFW) and Mid-Career programmes (MCRs). **19** completed SRFW training, **15** had a work replacement or specific intervention and **9** went into employment.
- **94%** found the programme to have useful and valuable information, and importantly, **92%** are still using this six months on.
- Resilience has also improved, with **83%** now more confident to make decisions about their future and **82%** reporting an increase in their sense of control and choice.
- **88** Employers have been engaged, with **71** using the Age NI Toolkit, and **78** completing the Age-Inclusive Business Review.

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#### Context (provided by Bean Research for UK)

The Age at Work Programme was created to address the challenges and opportunities for both older people and employers in an aging society.

Today there are five generations in the UK workforce working side by side. There are 10.5 million people over 50 in work, equivalent to one-third of the workforce<sup>1</sup>. By the mid-2030s half the adult population will be over 50<sup>2</sup>. Retaining older workers in the workplace has never been more important.

Those challenges and opportunities have shifted and evolved due in large part to the Covid-19 pandemic and the cost of living crisis. Prior to the Covid-19 crisis, employment among older workers was at its highest since the Labour Force Survey began collecting such data in 1975, with 73% of people between the ages of 50-64 in the workforce in 2019.<sup>3</sup>

In the early stages of the pandemic (and in our 2021 report), we predicted that that number would decrease. The Resolution Foundation confirmed that Covid created a "U-shaped" employment shock that disproportionately impacted older and younger workers.<sup>4</sup> In fact, 43% of the overall rise in economic inactivity in the UK since the pandemic was due to increased economic inactivity among 50- to 69-year-olds.<sup>5</sup> In February 2022, almost two years after the initial lockdown and the subsequent furloughs and layoffs, 63% of adults aged 50 to 70 reported leaving work sooner than expected.<sup>6</sup>

While older workers over 60 were most likely to cite retirement, workers in their 50s cited stress or mental health (19%) or a change in lifestyle (14%) as their cause for leaving work. It appears that redundancies and dismissals played an outsized role in the increase in older workers leaving the labour force 2020 (37%), but much less so in 2021 as the economy recovered (11%).<sup>3 & 4</sup>

Regardless of the reason for leaving the workforce, the data shows that the financial implications will likely be longstanding. The average employee who loses or leaves their job at 55 has a private pension savings of approximately £32,812, which is 34% less than someone who retires at 68.<sup>7</sup> Those that left work since the pandemic are also more likely to report reduced savings (51%, compared with 33%).<sup>4</sup>

#### Older workers want to return to work

Now, people over the age of 50 seeking employment is on the rise. 32% of the retirees who said they would consider returning to work cited mental and social health, while 12% said they

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<sup>1</sup> Office for National Statistics (2022) Labour market overview, UK: February 2022.

<sup>2</sup> Department for Work and Pensions (2017) Fuller Working Lives: evidence base 2017. Available at: <https://www.gov.uk/government/publications/fuller-working-lives-evidence-base-2017>

<sup>3</sup> Centre for Ageing Better, "Summary | The State of Ageing 2022," [Online]. Available: <https://ageing-better.org.uk/summary-state-ageing-2022>

<sup>4</sup> Resolution Foundation, "A U-shaped crisis The impact of the Covid-19 crisis on older workers," [Online]. Available: <https://www.resolutionfoundation.org/publications/a-u-shaped-crisis/>.

<sup>5</sup> IFS, "The rise in economic inactivity among people in their 50s and 60s," [Online]. Available: <https://ifs.org.uk/publications/rise-economic-inactivity-among-people-their-50s-and-60s>.

<sup>6</sup> Census 2021, "Reasons for workers aged over 50 years leaving employment since the start of the coronavirus pandemic,"

<sup>7</sup> Centre for Ageing Better, "Have we saved enough? Do people approaching later life have an adequate retirement income?," [Online]. Available: <https://ageing-better.org.uk/resources/do-people-approaching-later-life-adequate-retirement-income>.

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were driven by the rising cost of living, and 8% by the desire to increase their pensions. Notably, 47% stated a combination of all three as reason to return to work.<sup>8</sup>

Older workers planning to return to work say their primary ideals in finding a job are flexible working (36%), the ability to work from home (18%) and that works around their caring responsibilities (16%). 69% of those currently looking for work want to return on a part-time basis.<sup>4</sup>

Supporting this move, the Government is also providing assistance through the 50PLUS Champions in Jobcentres. Covering England, Scotland and Wales, they work alongside local employers to raise awareness about how recruitment policies can be adapted to cater to older workers.<sup>9</sup>

#### **Need for Greater Employer Engagement**

3 in 4 employers say they view older workers' experience as crucial to their organisation's success and more than half (54%) feel that an age-inclusive workforce would increase productivity.<sup>10</sup>

However, 39% of younger HR decision-makers admit that they are less likely to recruit people over the age of 50 and if employers did consider age in the recruitment process, it tended to be in favour of recruiting younger workers. Only 1 in 6 said they are very likely to introduce policies on age-inclusion in their workplace within the next year.<sup>10</sup>

A vast majority of older workers are open to training or reskilling, with 92% prepared to take a salary cut to learn a new skill. Despite employee willingness, only 35% of employers are prepared to retrain staff who are in their mid-50s or older.<sup>11</sup>

One area of employer policies that is seeing improvement is menopause support in the workplace. Reflecting the increased media momentum, a report was published outlining Government policy, employer practice, and financial changes for women experiencing menopause in the workplace in November 2021.<sup>12</sup> More specifically, our Age at Work programme has tracked increased interest and progress among engaged employers with new menopause policies and initiatives.

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<sup>8</sup> Rest Less, "The Great Unretirement" – Older workers start to return to work in the midst of cost of living crisis," [Online]. Available: <https://restless.co.uk/press/the-great-unretirement-older-workers-start-to-return-to-work-in-the-midst-of-cost-of-living-crisis/>.

<sup>9</sup> J. Tapper, "Boris Johnson's flagship jobs scheme was a failure, new figures reveal," [Online]. Available: <https://www.theguardian.com/politics/2022/aug/20/boris-johnson-way-to-work-jobs-scheme-failure>.

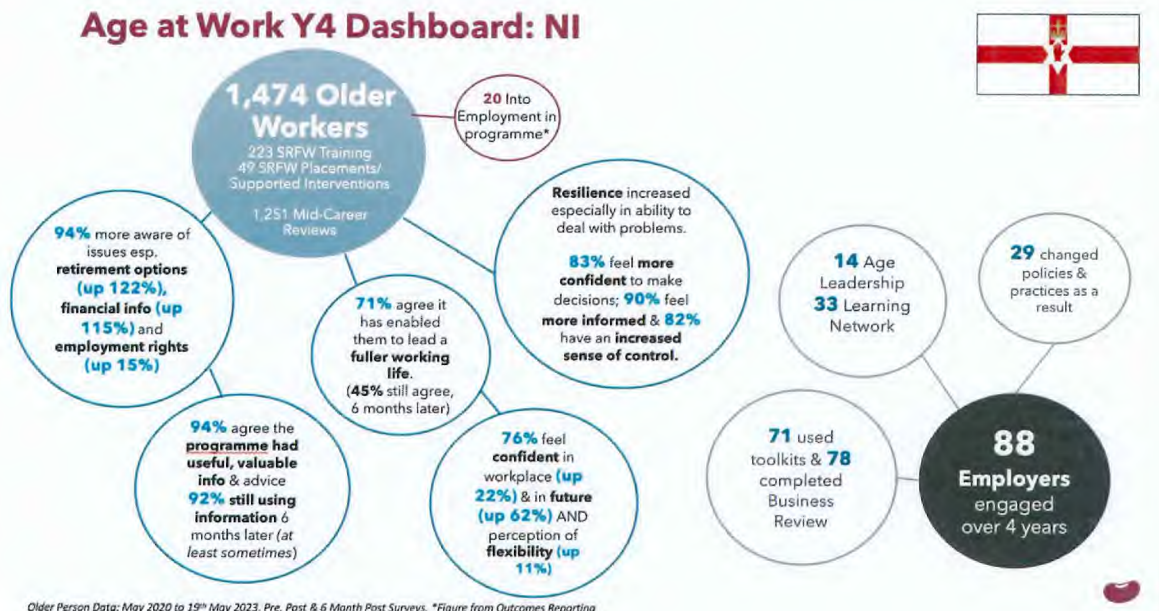
<sup>10</sup> Centre for Ageing Better, "Employer attitudes: Evidence cards," [Online]. Available: <https://ageing-better.org.uk/resources/employer-attitudes-evidence-cards>.

<sup>11</sup> CBI, "Labour shortages: how a focus on older workers can help," [Online]. Available: <https://www.cbi.org.uk/articles/labour-shortages-how-a-focus-on-older-workers-can-help/>.

<sup>12</sup> Department for Work & Pensions, "Policy paper Menopause and the Workplace: How to enable fulfilling working lives: government response Published 18 July 2022," [Online].

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The following outcomes evidence the success of the Age at Work programme for our beneficiaries for the **‘Advancement of Education’** object, as it shows how the programme has benefited **1474 older workers** and **88 employers** in the programme.



The following quotations provide evidence of the impact Age at Work in NI has had on beneficiaries in the following key areas of Confidence and Knowledge and Awareness:

Area of the programme	Quotation from beneficiaries of Age at Work in Northern Ireland
Confidence	<p><i>“I’m feeling much more informed and more confident about going forward into retirement.”</i> (Female, NI, MCR)</p> <p><i>“Excellent for my knowledge and confidence in employment”</i> (6 months later, MCR, NI)</p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 83% are more confident about make decisions about the future.</li> <li>✓ 82% felt a greater sense of choice and control.</li> <li>✓ An increase of 75% in having the confidence to seek and gain new employment (should they wish to). <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 62% in feeling confident in their future (at work). <i>(Percentage change pre to post).</i></li> </ul>

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<p><b>Knowledge and Awareness</b></p>	<p><i>“An informative and necessary session with knowledgeable people” (Male, NI, MCR)</i></p> <p><i>“It has provided me with information that leaves me in a better position to positively shape my current and future stages of life.” (Male, NI, MCR)</i></p> <p><i>“Provided an opportunity to assess my current position in light of life changes and how to get more out of the work environment.” (Male, MCR, NI, 6 months later)</i></p> <p>The following responses are from NI on the Key Outcomes Measures:</p> <ul style="list-style-type: none"> <li>✓ 94% reported increased awareness of age-related issues to be considered.</li> <li>✓ An increase of 15% of those aware of their employment rights. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 122% of those aware of their retirement options. <i>(Percentage change pre to post).</i></li> <li>✓ An increase of 115% of those who have access to information to increase their financial awareness/stability. <i>(Percentage change pre to post).</i></li> </ul>
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**Age Awareness Training**

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

Age NI has been delivering Age Awareness Training to organisations since September 2022, following a request from an energy provider for training to be delivered, to help its staff be more responsive to the needs of older customers.

Age NI engaged with Age NI’s Consultative Forum and the energy provider in the early stages and tested the training with the groups, to receive feedback before launching the training. The training was then commended by the energy provider to the Utility Regulator, that all utilities should provide training for their staff.

Age NI has promoted the Age Awareness Training to business contacts through the Age at Work programme, and Age Friendly Networks in the local councils. Within this financial year, we have delivered training to 83 attendees from various councils, the banking sector and an energy provider.

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**Age Awareness Training Aims are to:**

- Break down Age Stereotypes
- Understand the challenges facing older people
- Learn the factors influencing communication with older people
- Improve communication between generations
- Discover how to signpost older customers who need other support

**Quotes from attendees who benefited from the Age Awareness Training include:**

**'Very informative & well presented training'**

**'Excellent Session'**

**'Was a very useful training session to attend. The presenter had great knowledge on the information discussed. Will be of great benefit when dealing with older people in different work scenarios in the future'**

**'excellent training very important'**

**'Really enjoyed course loads of information'**

**'Excellent and informative'**

**'Very interesting course, worthwhile'**

**'Was a great session overall - definitely found it beneficial and [Age Friendly Training presenter] ensured the topics were relevant to our business. Would highly recommend the session'**

**'Very beneficial training to us as a company dealing with older customers and knowing exactly how we can improve our support to them and ultimately play a role in bettering their lives. Something so small can help in such a massive way in a persons day to day life'**

**'It was really thoughtfully presented and the videos shown really helped drive the message home about how the small contact or help can make such a difference'**

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**Healthy Ageing Calendar 2023**

Age NI produced another healthy ageing calendar, following the success of the 2022 calendar. This calendar included up-to-date health and wellbeing information, tips and signposting links to support healthy ageing.

The calendars incorporated a 12-month guide focusing on Health and Wellbeing, as we're aware that keeping well physically and mentally is so important to everyone, and in particular to our beneficiaries. The calendars also included health, safety and cyber security information.

Working in partnership with the PHA, Belfast City Council Age Friendly and the wider Age Friendly Network, together with Ulster Chemists' Association, we achieved widespread distribution across Northern Ireland.

Age NI arranged distribution of 50,000 calendars, which were targeted in the following means to ensure the maximum amount of older people in Northern Ireland could benefit from the calendar:

- Age NI Service users
- Age Friendly Networks including various council areas
- 11 Age Sector Networks
- Pharmacy clients
- Age NI Shops
- Nursing Homes

**Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents:**

*(Evaluated via bespoke, retrospective evaluations where impacts are self-reported).*

- **100% of Memory Link clients reported they have more awareness – of useful information.**
- **99% of Local Community Navigators clients reported they have more awareness – resources.**

**Quotations provided from various services:**

- **A Living Well Moyle client said 'You gave me information on people and groups I knew nothing about'.**
- **An Advice & Advocacy client said 'I was encouraged to apply for Attendance Allowance and given the help to fill in a daunting 30 page form; the application was successful'.**
- **A Local Community Navigator client said 'Got information in the post thank you very useful'.**

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**4. The Advancement of Health or the Saving of Lives**

- We help older people to negotiate the health and social care system, access appropriate levels of community care, and help those who have experienced or are at risk of abuse. We provide direct care services to clients across residential, domiciliary and day care and also provide practical and emotional support to older people. Age NI actively works with the Government to tackle the barriers of poverty, discrimination and isolation and improve health and social care provision.
- The direct benefits which flow from this purpose include improved health outcomes and better care for older people in Northern Ireland through the provision of care, the education of older people on how to care for themselves and what support is available to them and through the influence on policy and provision of healthcare.
- The direct benefits are demonstrated through regular evaluation of services and feedback from older people, their families and policy makers and through changes in policy brought about through Age NI's intervention.

The following table shows the impact of our services for this purpose, as provided by respondents:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported improved mobility.            100% reported they are less stressed or worried.            100% reported more choice and control.            94% reported improved physical wellbeing.</p>
First Connect Service *	<p>100% reported improved daily living.            97% reported improved physical health/wellbeing.            96% reported increased social contact.</p> <p>A few quotes from First Connect service users:</p> <p><i>'I appreciate the service because it is rare to find someone who will take the time to help you make changes. It is an honourable thing Age NI do and the energy given and interest taken in me has been appreciated'.</i></p> <p><i>'Age NI have been very kind, very brave, and very helpful people to speak to and I couldn't be without them'.</i></p> <p><i>'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope on being able to stay at home. It has given me hope and confidence. Support at the right time'.</i></p>
Memory Link Service *	<p>100% reported they are more socially active.            100% reported improved safety.</p>
Living Well Moyle service *	<p>100% reported improved mental wellbeing.            100% said they feel less lonely.            100% reported increased social contact.            100% reported more choice and control.</p> <p>A few quotes from Living Well Moyle service users:</p> <p><i>'Lifted my mood every time we chatted'.</i></p> <p><i>'A really good service who helps people like me so much'.</i></p>

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	<i>'I always speak very highly about this service. You are my go to person'.</i>
Care Services *	<p><b>100%</b> reported improved physical health/wellbeing.  <b>100%</b> reported they feel less lonely.  <b>97%</b> reported improved mental wellbeing.  <b>95%</b> reported improved daily living.</p>
Check in and Chat	<p>A quote from a Check in and Chat service user:</p> <p><i>'I really look forward to my phone call. It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.</i></p>
Day Centre	<p>A few quotes from Day Centre service users:'</p> <p><i>'It gives me the chance to be with others and I have something to look forward to each week'.</i></p> <p><i>'The service has been so beneficial for me and enabled me to gain friendships with the staff and others'.</i></p> <p><i>Just being able to come here has improved my life. My family all work and I spend a lot of time on my own'.</i></p>
Meadowbank Residential Home	<p>The following feedback was provided from a quality report written for Meadowbank, which is a synopsis of the views of residents in response to the question <b>What makes you happy about living in Meadowbank and is there anything we could do to make the home a better place to live?'</b></p> <p><i>It's good if you have a poor memory, having common difficulties – the assistance is excellent in every way. If they can't do it themselves, they'll find someone who can help you. If you have special capabilities you can do some work here as long as it's safe. No matter what you do you are constantly looked after and monitored, which is a good thing for health and safety reasons. It's very clean, well maintained and on a daily basis I want for nothing. I like my privacy – privacy is held up. There's no intrusions, they knock on the door – excuse me – thank you. If I needed anything they would do it immediately. The staff are all excellent, very attentive. They do their job expertly – they're cautious, friendly and accommodating in all aspects of their work.</i></p> <p><i>Feedback from an external stakeholder (dentist) on their opinion of Meadowbank:</i>  <i>Meadowbank is an exceptional home. They are very organised and friendly and you can see they are very involved with the residents. It leaves it easier for us. We have a room allocated to ourselves so confidentiality is never an issue. The oral hygiene in this home is above standard, it is pleasant to come here, nothing is a problem and [the manager] is fantastic, all the staff are good. You couldn't fault it, they are so caring for the clients and communication between the staff and the client and the staff and us is excellent.</i></p>

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	Findings from a RQIA report in relation to Quality of Life for Residents: <i>Residents were seen to be comfortable, content and at ease in their environment and interactions with staff. Two residents made the following comments; “It’s a peaceful happy home” and “We all get on well here. It feels like a big family”. Review of the record of activities and general observations of care practices confirmed that residents’ social care needs were facilitated on a person centred basis. The genre of music and television played was in keeping with residents’ age group and tastes.</i>
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\* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

The above quality report was presented to the Board of Trustees, which recorded the Lived Experience in Meadowbank Residential Home.

This feedback provides evidence of the impact of Meadowbank Residential Care to the family/friends of the residents. It confirms the commitment of Meadowbank’s dedicated Manager and well-led team of staff who support residents to live as independently as possible.

Informally, relatives have the opportunity to speak to management and staff at any time. Formally, relatives have the opportunity to share their views on care through reviews with the manager and social worker. Relatives are also invited to share their views through the quality survey which is distributed on a yearly basis.

Staff regularly receive compliments from families about the care their relatives are receiving. Also, families send cards to the home highlighting the excellent care that residents receive, and we’ve provided several quotes below, which evidence that the key elements of care are delivered in Meadowbank Residential Care – Care is safe, effective and compassionate.

**‘We want to thank Meadowbank Home for their wonderful hospitality. My aunt always enjoys her day – congrats to the home’.**

**‘Meadowbank we will be eternally grateful for your kindness and care’.**

**‘Thank you all for the great care you gave granny/mum. We will miss you all’.**

**‘Meadowbank has outshone my expectations – I love the care that is given – I think I will move in with Mum for a week’s holiday’.**

**‘My aunt has no relatives who can care for her in the area as most of us live at a distance, so it is great peace of mind that she is happy there’.**

**‘My mum is happy, content, and safe, in a familiar well run place which feels like home. This is all I want for her. Thank you!’**

**‘We thank you both so much for all that you and all the staff did for dad over the past two years. We know he was very content and comfortable. We thank you too for all the support that you gave us. We always felt part of the family’.**

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**Meadowbank Resident – Mrs B**

*Circumstance:*

Mrs B was a patient in hospital who was admitted with a suspected overdose and thoughts of life not worth living. The home was contacted as an emergency admission for respite care.

*Impact/change Meadowbank Residential Care has had on Mrs B:*

Initially when she came into the home she was extremely anxious and nervous. She slowly got to know the staff and became comfortable with her surroundings. After slow tentative steps she became less nervous and her anxiety did decrease. She has become very settled in Meadowbank over time. She engages with the staff and has become very settled.

*Assurance to family/friends of Mrs B:*

This seems to be the ideal setting for Mrs A as she has now more interactions with others and has a purpose to her day and no longer feels in a hopeless situation in life.

**Meadowbank Resident - Mr C:**

*Circumstance:*

Mr C came from hospital. He had been living on his own and unable to manage his diabetes. District nurses were calling to his home to give him insulin and he was often not there. He was also out walking in the late hours of the day and he had no immediate family or social contacts. He was socially isolated and the social workers were concerned for his safety, his physical and mental wellbeing. The social workers requested a short respite period as a stepping stone back to his house.

*Impact/change Meadowbank Residential Care has had on Mr C:*

Since he came into the home he has settled well. Mr C has made friends with other residents – he interacts and gets on well with staff. Social workers have reviewed his placement and with his agreement they collectively have decided that Meadowbank is the best place for him to stay.

*Assurance to family/friends of Mr C:*

Mr C is living in a more contented and happy way. Physically he is stronger as his diabetes is well managed and under control which in turn has an enormous impact on his wellbeing.

**Meadowbank Resident – Mrs D:**

*Circumstance:*

Mrs D came from home as an emergency admission. She was deemed as a high risk admission as she was often out of her home walking at all times of the day and night. Her family were increasingly concerned for her wellbeing and safety.

*Impact/change Meadowbank Residential Care has had on Mrs D:*

Since she has come into the home she is so settled, she has put on weight and has formed great friendship with a circle of ladies in the home. She goes out with her family and goes out for meaningful walks.

*Assurance to family/friends of Mrs D:*

The family didn't realise that Mrs D was so far advanced in her dementia journey as they had thought when she was living at home. They are so grateful that she has a home now here in Meadowbank.

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The following Case Study is from the **‘Move More Live More’ project**. (This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of **‘The Advancement of Health or the Saving of Lives’**, for a group of its beneficiaries – a local community group for older women who meet weekly for social support.

**Group E**

Group E is a group of older ladies with mixed ability, due to a lack of education/work experience, suffered from various health issues, and many reported they didn't have enough money to meet their needs.

**Circumstances:**

The Move More Live More Co-ordinator and the Group leader discussed the benefits of a Health and Wellbeing programme for the ladies, to provide hints/tips to improve their health and wellbeing. Due to the mixed ability of the group, the Co-ordinator was required to tailor the sessions and the delivery methods to enable each person to engage and ultimately to benefit from the sessions, stressing the importance of keeping moving.

This approach worked well, as a few of the ladies asked if the exercises could be written, so they could try them at home. The Co-ordinator helped the ladies to access the exercises online and identified them in the guidance booklet. Additionally the Co-ordinator signposted the group to the Age NI Advice & Advocacy team especially for the free benefits check and to the Consumer Council, which had services and tools on how to save money.

**Outcomes:**

- The Co-ordinator provided the group with Age NI's 'More Money in your Pocket' booklets.
- The group enjoyed the programme, it was evident there was increased concentration and with encouragement from the Co-ordinator, the women have kept focused.
- Feedback from individual ladies in the group include:
  1. As the exercises were written down, she could try them at home, and said *'I've started off just doing a couple a day as struggling to do them, but I have found that persevering with them that I am able to do a few more now and they are helping me to feel less stiff in my joints, so thank you'*.
  2. *'I have started to do the strength and balance exercises at home each day. Every time I'm making the dinner, I just do them'*.

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The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of '**The Advancement of Health or The Saving of Lives**'. This example shows how Age NI provided emotional support to a 73 year old lady caring for her husband with dementia. It also shows how a beneficiary has been supported within Age NI, firstly as a 'My Life My Wellbeing' service user and then referred to the 'Carer Support Programme'.

Lady F

Lady F currently lives alone and has various health conditions. Lady F was referred to the Carer Support Programme, as she was caring for her husband who was living with dementia, who then resided in a care home following a fall.

**Circumstances:**

- Lady F was referred to this programme from the 'My Life My Wellbeing' service, due to the challenges she was experiencing whilst caring for her husband and managing her own health conditions.
- Lady F was finding life difficult, she felt lonely and guilty for not being able to take her husband home after his fall. This increased her anxiety and increased symptoms of her own health condition, making everyday tasks very challenging.
- Lady F was initially hesitant to engage with the programme, so a trusting relationship was developed.
- Lady F's husband passed away in the initial time of the programme, which had a major impact on Lady F's emotional wellbeing. She struggled with everyday tasks, loss of motivation, low mood and felt high levels of loneliness and isolation, including finding her home difficult to manage.

**Outcomes:**

- The programme Co-ordinator discussed with Lady F support which could be explored e.g. The Social Worker to carry out a review of her care package, arranged for the pharmacy to organise her medication.
- The Co-ordinator discussed with Lady F ways to engage in various activities each day, and to reach out to a few friends, to create a support network.
- Lady F's assessment was completed. Consent was received for social prescribing - she was referred to counselling services to support her emotional wellbeing and various organisations to assist with housing, transport, digital inclusion and safety.
- Lady F enjoys her visits with the Co-ordinator and feels safe that someone is checking in on her, which gives her a sense of belonging and has increased her confidence. She has been motivated to speak to her GP, she has addressed support to maintain her garden and home chores, which she reported has changed her life and increased her ability to sustain herself and remain independent in her home.
- **Overall, there is an improvement in Lady F's wellbeing and a better support network has been put in place.**

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5. *Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.*

This object is ancillary to the above objects and is required to allow Age NI to develop the above objects over time where it is determined that there is need and relevance.

**Plans for Future Periods**

Age NI's new strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

Earlier in the report, we provided our outcomes against the priorities and our achievements against each of the strategic pillars within this financial year.

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

<b>Pillar</b>	<b>Objective</b>
<b>People</b>	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
<b>Places</b>	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
<b>Policy</b>	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
<b>Progressive Organisation</b>	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The details of the charity, its officers and advisers who served the charity during the year are outlined on pages 2 and 3 of this report.

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **121 competent staff (31 March 2023) who are fully committed to the mission and values of Age NI.**

The Objects of Age NI are listed on Page 4 of this report.

The outcome of this being the promotion of the well-being of older people.

**Board of Trustees**

The business of Age NI is managed by the Board of Trustees, who meet four times a year. A Trustee is appointed for an initial period of four years, and may, subject to a recommendation from the Nominations Committee on each occasion, serve a further two periods of two years. The Age NI Chair is Dr Raymond Mullan OBE and a list of Trustees is included on Page 2 of this report.

**Recruitment of Trustees**

Age NI conducts a skills and experience analysis of the existing Board, prior to advertising on the charity website. This ensures the desired skills and experience are incorporated into the Job Description with a view to attracting suitable candidates to apply who meet the requirements of the Board/Committee structure and ultimately to govern the charity.

Following the interview process, the Nominations & Remunerations Committee makes recommendations for the appointment of Trustee(s) to the Board of Trustees.

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side.

The Chair held annual board evaluation meetings with Trustees (1:1 virtual meeting) to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings.

The Nominations & Remunerations Committee is responsible for the Board composition and succession planning of the Board/Committee structure. The committee keeps abreast of the current and future position and make recommendations to the Board, as appropriate.

Within this financial year, we delivered a recruitment process and appointed two Trustees with specific skills and expertise to the Board and Committee structure.

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**Boardroom Apprentice**

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer.

The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

***'Boardroom apprentice is a pioneering scheme which offers people of all ages, backgrounds, localities, and abilities the opportunity to develop the skills and confidence to sit on the board of a public sector entity or charity. The scheme pairs participants with a host board for one year and with the support of a 'board buddy', immerses them in the full board member experience. Apprentices receive board papers and gain practical experience by attending board meetings and committee meetings. A key part of being a Boardroom Apprentice is being inquisitive and apprentices can direct questions to their board buddy, who acts as a source of continued support throughout the programme.***

***As well as gaining practical experience with a host board, I also attended eight learning days along with the other apprentices. The learning days covered subjects ranging from fiduciary responsibilities of board members and financial skills to responding to different communication styles. We applied the practical and classroom skills we gained over the course of the year by working on a case study in small groups and presenting our findings to a panel at the end of our learning days.***

***Upon hearing about Boardroom Apprentice and the experience of others who completed it, I was intrigued to learn more about the scheme. Everyone who had previously been on the programme only had positive things to say about it. I was initially quite apprehensive and didn't think I would be a suitable candidate but after researching the programme, I realised it was open and welcoming, with the aim of bringing different insights to boards. At times I felt out of my depth, but I kept in mind the Boardroom Apprentice mantra, 'Get comfortable, being uncomfortable'.***

***When applying for Boardroom Apprentice, I was able to pick 3 potential host boards and was delighted when I was paired with my first choice, Age NI. My day job is an accountant but during school/university I worked part time as a care assistant in a nursing home. I thoroughly enjoyed my time in this role, having learned a lot of life skills as well as experiencing a sense of fulfilment. I had hoped to find a way to blend this experience with my accounting career and becoming involved with Age NI was the perfect way to do it. Ageing is a gift we should all be grateful to receive, but it does come with some issues; declining health, money worries, loneliness, to name a few. Having an organisation like Age NI to support the aged and their family is crucial for our society.***

***Everyone on the Age NI board and committees were extremely welcoming and their passion and commitment to the cause was evident at every meeting. My board buddy set aside time ahead of meetings to go through board and committee papers with me and answer any questions I had. This was an invaluable part of the experience as it ensured I was up to date on longstanding matters. Moreover, my buddy acting as a sounding board gave me the confidence to participate freely in the meetings. Seeing the accomplishments of the board over the past year at the December board meeting***

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*was a particular highlight and demonstrated the vast impact that Age NI has on Northern Ireland as a whole'.*

**Constituted Committees**

Within this financial year, the Chief Executive; Miss L Robinson was supported by a Senior Management Team (Director of Marketing & Business Development; Mrs S Casey, Charity Director; Dr P McKeown, Finance Director; Mr K McSherry and Governance Secretary; Miss C Law) and all were assigned across the committee structures in relation to the Terms of Reference of each committee. They prepared papers to enable Trustees to make informed decisions at the Board meetings and they attended the Board meetings to present their items and provide clarity on any questions raised by the Board of Trustees.

**Age NI Subsidiary**

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The Board of Trustees changed the status of Age NI Enterprises Ltd from a non-trading company to a dormant company on 31 March 2023. This decision was due to the retirement of Directors and filing dormant accounts, following the legal transfer of the assets and liabilities from Age NI Enterprises Ltd to Age NI in 2020.

Age NI manages the shop portfolio and online retail service, in addition to offering beneficiaries the option of purchasing Age NI Personal Alarms and Independent Living Products to improve safety and promote wellbeing services.

**Board Structure of Age NI Enterprises Ltd**

The Board of Age NI Enterprises Ltd operated as a formal board throughout this financial year, carrying out the duties delegated to it from the Board of Trustees. Age NI Enterprises Ltd met quarterly and encompassed a combination of Trustee and Non-Trustee Non-Executive Directors. The Age NI Enterprises Ltd Chair was Mrs Diane Creevy. The other Directors within this period were Mr Trevor Dillon (part), Ms Kathy Graham (part), Mr Paul Moorhead, Ms Aislinn McBride, Mr Neil Hutcheson (part), Mr Sam Curry (part), Mr Damian McAteer (part) and Dr Aileen Joanne McDowell.

Age NI Enterprises Ltd Board meetings were attended by the Director of Marketing and Business Development, as the operational lead for this Board. The meetings were also attended by the Social Enterprises Manager, who provided an overview of the performance of the charity shops and products, and potential Social Enterprise opportunities and the Finance Director, who provided an overview of the financial performance of the retail portfolio.

**Reporting to the Board of Trustees**

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required. The Board of Trustees also received Minutes and updates from a Non-Executive Director, on behalf of the Age NI Enterprises Ltd Chair, on the quarterly Age NI Enterprises Ltd Board meetings and received presentation of recommendations, for decision, if applicable. The Minutes of these Board meetings were provided, for information.

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**Audit & Risk Committee**

The Audit & Risk Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the systems of governance, risk management and internal control within the charity, ensuring the charity is complying with all aspects of the law, relevant regulations and good practice.

Specific responsibilities of the committee include, but are not limited to:

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity.
  - Monitors the Corporate Risk Register and ensures it is kept up to date.
  - Reviews the risk management process to ensure it is adequate and operating effectively.
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
  - Receives updates on any safeguarding issues.
  - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.
  
- **Audit.** The committee:
  - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
  - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
  - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
  - Scrutinises and advises the Board on the contents of the draft audit report.
  - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
  - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
  - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
  - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
  - Determines the frequency of tendering for external auditing services.
  - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
  
- **Internal Controls.** The committee:
  - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.

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- Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
  - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
  - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
  - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
  - **The Terms of Reference** is reviewed annually.

The committee is authorised to investigate on behalf of the Board of Trustees anything that threatens or adversely affects the accomplishment of the charity's aims and objectives, its assets, the reliability of records and information, and its compliance with all relevant laws, regulations, policies and its governing instruments. It is authorised to obtain appropriate external legal and other professional advice in order to fulfil its responsibility to the Board of Trustees and ensures the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Dr Roisin McLaughlin (until end of September 2022) and Edward Smyth (from October 2022). The Trustees and Directors on this committee within this period were Dr Roisin McLaughlin (part), Mrs Teresa Dunlop, Mr Edward Smyth and Mrs Sarah Brady (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

#### **Governance Group**

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of two Trustees, Dr Roisin McLaughlin (part) and Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

#### **Finance & Resources Committee**

The Finance & Resources Committee takes delegated responsibility on behalf of the Board of Trustees to oversee the financial and resource management, planning and sustainability of the Charity, to ensure the charity objectives are met.

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Specific responsibilities of the committee include, but are not limited to:

- **Financial Performance and Reporting.** The committee:
    - Considers the charity's financial plans.
    - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
    - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
    - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
    - Monitors and reviews the charity's budgets for approval by the Board.
    - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
    - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
    - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
    - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
    - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
    - Investigates on behalf of the Board any matter that may put the charity at financial risk.
  
  - **Investments.** The committee:
    - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
    - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
    - Meets with the investment advisors and managers as appropriate.
    - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
  
  - **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
  
  - **Updates** were received from:
    - The Finance Director on Age NI Enterprises Ltd, to monitor its financial performance and to ensure the arrangements are aligned with the charity's long-term objectives.
    - Director of Marketing and Business Development to monitor the income generation performance of the charity.
    - Head of People and Development, when required, to monitor the performance of People and Development activities which have financial implications for the charity, including pension and salary provisions for staff in line with legal requirements.
  
  - **The Terms of Reference** is reviewed annually.
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During this period, the committee was chaired by Mr Trevor Dillon, Treasurer (until September 2022, when the Treasurer and Committee Chair was succeeded by Mr Patrick Mullan). The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

The Finance Director and Chief Executive attended the full meetings. The Director of Marketing & Business Development attended for designated items.

**Nominations and Remunerations Committee**

The Nominations and Remunerations Committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to the Age NI Board and makes recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

- **Age NI Trustees (and Age NI Enterprises Ltd Non-Executive Directors).** The committee:
  - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
  - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
  - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
  - Ensures that on appointment to the Board, Trustees (and Age NI Enterprises Ltd Non-Executive Directors) receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
  - Reports on the role of the Chief Executive, his/her subordinates and other key staff.
  - Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
  - Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

Age NI pay and remuneration for individual posts is determined by a recognised job evaluation scheme called the Greater London Provincial Scheme (GLPC). Age NI has a licence to operate this scheme and there is a panel of employees who are trained to use it. Inflationary pay increases are agreed annually by the Board of Trustees and are dependent on Age NI's financial position in each financial year. Living wage and minimum wage increases are set by the Government.

- The **Terms of Reference** is reviewed annually.

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Dr David Law, Mr David Trelford and Ms Hilary McDowell (part). The committee meets twice a year or

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more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

The Chief Executive attended the full meetings. The Head of People and Development attended annually to present the pension and salary banding and a member of the Senior Management Team may attend for specific items on an as and when required basis. The Age NI Chair attended to present designated items.

### **Age NI Consultative Forum**

Consultative Forum was formed in 2010. The purpose of the Consultative Forum is to identify the needs and concerns of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum also engages with, advises and challenges Age NI on policy issues and on its strategic direction. The work of the Consultative Forum covers the whole of Northern Ireland and focuses on issues affecting people over the age of 50. It works collaboratively with, and in support of, Age NI.

The Consultative Forum comprises 28 individual older people from across Northern Ireland.

The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting. The meetings within this financial year returned to face-to-face meetings.

### **Risk Management**

Risk Management is primarily considered by the Audit & Risk Committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk Committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources Committee and findings conveyed to the quarterly Board meeting.

The process for maintaining, reviewing and presenting the Corporate Risk Register is that the Corporate Risk Register is regularly reviewed and updated by the Senior Management Team, prior to presentation to the Audit & Risk Committee. Each potential risk is entered into one of the four identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers. During this financial year due to the pandemic, the workplace preparedness and recovery plan was also provided to the Audit & Risk Committee, for information and assurance.

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**Decision Making within Age NI**

The Senior Management Team provides and presents papers to the Board and relevant sub-committees, working closely with the Chair of Age NI, in advance of each Board meeting.

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director and Heads of Departments, deliver the activities set out in the operational plan. They meet monthly to discuss and agree operational issues.

The Board of Trustees comprises a Chair, Vice-Chair, Treasurer and Trustees who bring a diverse range of skills and experience appropriate to the requirements of the Board. They provide strategic leadership to the Senior Management Team and its purpose is to contribute to the effective governance of Age NI in promoting the vision, mission, aims and objectives of the organisation. The Board has an effective framework in place to authorise delegation. The Scheme of Delegation documents are reviewed annually by the Board of Trustees.

Within this financial year, Age NI Board had three sub-committees and a subsidiary non-trading company.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, if appropriate and an Age NI Enterprises Ltd Non-Executive Director provides, on behalf of the Chair (as the Chair isn't a Trustee of the charity) an update at the quarterly Board of Trustees meeting, to ensure that all Trustees are fully briefed on the work, discussions and recommendations from each meeting.

The Chief Executive provides a Chief Executive's Report to the Board of Trustees at each quarterly meeting, with updates from various departments. This includes highlights of the previous quarter and priorities for the quarter ahead. This ensures that the Board of Trustees is fully informed of the activities, performance and achievements of the charity for each quarter on an operational level.

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**FINANCIAL REVIEW**

**Incoming Resources**

Total incoming resources for the year ended 31 March 2023 were £4,927,983 (2022: £4,830,712). This includes donations and legacies of £254,866 (2022: £651,643) and income from charitable activities of £3,987,287 (2022: £3,598,857).

**Charitable Activities**

The financial statements comply with 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 2015).

The breakdown of expenditure on charitable activities is arrived at by analysing the cost of objectives delivered in accordance with the organisation's annual and strategic plans. Expenditure continues to be subject to tight budgetary disciplines across the organisation and focuses on the priorities of the annual business plan.

Total resources expended for the year ended 31 March 2023 were £4,763,314 (2022: £4,503,068). This includes expenditure on raising funds of £525,499 (2022: £552,549) and expenditure on charitable activities of £4,237,815 (2022: £3,950,519).

Our total net incomings for the period, before other recognised gains and losses, was £164,669 (2022: Incoming £327,644). After gains from investment assets, the incoming resource was £126,527 (2022: Incoming £364,161).

The balances on restricted funds and unrestricted funds at the year-end were £574,645 (2022: £492,776) and £2,525,498 (2022: £2,480,840) respectively.

**Investments**

Under our Memorandum and Articles of Association, the Trustees have the powers to invest in a way that further the charities objectives.

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners (previously Smith & Williamson), had an decrease in valuation at 31 March 2023 of £705,892 from £744,034 at 31 March 2022. The unrealised capital loss in the investment portfolio for the year ended 31 March 2023 was £38,142 (2022: gain of £36,517).

**Investment Performance**

The core objectives for Age NI investment portfolio is for these funds to achieve a balance between income generation and longer term growth, taking minimal risk.

At the year-end 31 March 2023, the Charity held cash reserves of £2,169,569 (2022: £2,622,682).

The investment portfolio as at 31 March 2023 was £705,892 (2022: 744,034 ).

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**Reserves Policy**

The Trustees aspiration is to continue to build a general level of reserves (excluding tangible fixed assets) that has six months of unrestricted expenditure in reserve so that they will be able to continue the current activities of the charity.

For 2022/23 these general reserves amounted to £2,525,498 (2022: £2,480,840). Excluding tangible fixed assets these general reserves amounted to £2,414,813. This represents 131.7% of the six month target based on 2022/23 annual pro-rata expenditure.

Funds held within designated funds are £73,462 (2022: £62,628). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations.

**Principal Funding Sources**

The principal funding sources of Age NI include:

Trust Income that helps fund:

- Care:
  - Domiciliary Care Services.
  - Day Care Services.
  - Residential Care Services.
- Project Income that helps funds one off projects.
- Fundraising Income from Corporate and Individual Donors.
- Fundraising income from events.
- Legacy Income.
- Age UK funding.
- Gift Aid Income.
- Core Grant Funding.

**Trustees' responsibilities in relation to the financial statements**

The Trustees, who are also Directors 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).

Company law requires the charity Trustees to prepare financial statements for each 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, for that period.

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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- 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 charity will continue in business.

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

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

**Statement as to disclosure to our auditors**

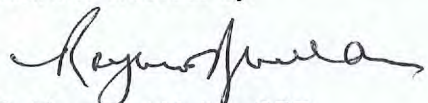
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

**Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustees' annual report was approved on 27 September 2023 and signed on behalf of the board of Trustees by:

 27/9/23

Dr Raymond Mullan OBE  
Trustee

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**Independent Auditor's Report To the Trustees of Age NI**

**Opinion**

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31<sup>st</sup> March 2023 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, 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 FRS 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 charitable company's affairs as at 31<sup>st</sup> March 2023 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

**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 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 audit opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

We have nothing to report in this regard.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We have nothing to report in respect of the following matters where legislation requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the 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).

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. Audit procedures performed by the engagement team included:

- We obtained an understanding of the charitable company's internal control systems in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- We obtained an understanding of how the charitable company complies with relevant laws and regulations by making enquiries of management and those charged with governance.
- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud
- Reviewing minutes of meetings of those charged with governance
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the rationale of significant transactions that are unusual or outside the normal course of business.

We communicated relevant laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment through collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

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**Independent Auditor's Report To the Trustees of Age NI (cont.)**

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

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



**Dr R I Peters Gallagher OBE FCA** (*Senior Statutory Auditor*)

For and on behalf of  
Moore (NI) LLP  
4th Floor - Donegall House  
7 Donegall Square North  
Belfast  
Northern Ireland  
BT1 5GB

Date *27 September 2023*

Moore (NI) LLP is eligible to act as an auditor in terms of section 65 of the Charities Act (NI) 2008

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**Statement of Financial Activities (incorporating the income and expenditure account)**

	Note	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
		£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	254,866	-	<b>254,866</b>	651,643
Charitable activities	3	2,808,538	1,178,749	<b>3,987,287</b>	3,598,857
Other trading activities	4	638,991	-	<b>638,991</b>	552,497
Investment income	5	46,839	-	<b>46,839</b>	27,715
<b>Total income and endowments</b>		<b>3,749,234</b>	<b>1,178,749</b>	<b>4,927,983</b>	<b>4,830,712</b>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	6	(525,499)	-	<b>(525,499)</b>	(552,549)
Expenditure on charitable activities	7,8	(3,140,935)	(1,096,880)	<b>(4,237,815)</b>	(3,950,519)
<b>Total expenditure</b>		<b>(3,666,434)</b>	<b>(1,096,880)</b>	<b>(4,763,314)</b>	<b>(4,503,068)</b>
Net (losses)/gains on investment	9	(38,142)	-	<b>(38,142)</b>	36,517
<b>Net (expenditure)/income and net movement in funds</b>		<b>44,658</b>	<b>81,869</b>	<b>126,527</b>	<b>364,161</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		2,480,840	492,776	<b>2,973,616</b>	2,609,455
Total funds carried forward		<b>2,525,498</b>	<b>574,645</b>	<b>3,100,143</b>	<b>2,973,616</b>

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 (incorporating the income and expenditure accounts) for the prior year ended 31 March 2022 is included in note 22 to the accounts.

The notes on pages 63 to 74 form part of these financial statements

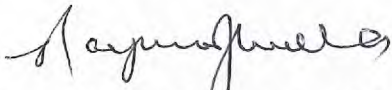
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**Statement of Financial Position**

		<b>2023</b>	<b>2022</b>
	<b>Note</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible fixed assets	13	<b>110,685</b>	110,980
Investments	14	<b>705,892</b>	744,034
		<hr/>	<hr/>
		<b>816,557</b>	855,014
<b>Current assets</b>			
Debtors	15	<b>570,720</b>	321,372
Investments	16	<b>3</b>	3
Cash at bank and in hand		<b>2,169,569</b>	2,622,682
		<hr/>	<hr/>
		<b>2,740,292</b>	2,944,057
<b>Creditors: amounts falling due within one year</b>	17	<b>(456,726)</b>	(825,455)
<b>Net current assets</b>		<b>2,283,566</b>	2,118,602
<b>Total assets less current (liabilities)/assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Net assets</b>		<b>3,100,123</b>	2,973,616
		<hr/>	<hr/>
<b>Funds</b>			
Restricted funds	21	<b>574,645</b>	492,776
Unrestricted income funds	21	<b>2,525,498</b>	2,480,840
		<hr/>	<hr/>
<b>Total funds</b>		<b>3,100,143</b>	2,973,616
		<hr/>	<hr/>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27 September 2023, and are signed on their behalf by:

  
 Dr Raymond Mullan OBE  
 Trustee

27/9/23

The notes on pages 63 to 74 form part of these financial statements

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**Statement of Cash Flows**

	2023	2022
	£	£
<b>Cashflows from operating activities</b>		
Net (expenditure)/income		
Cash generated from operations	126,527	364,161
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	39,425	47,963
Net (losses)/gains on investments	38,142	(36,517)
Other interest receivable and similar income	(46,839)	(27,715)
<i>Changes in:</i>		
Stocks	-	3,184
Trade and other debtors	(249,347)	268,655
Trade and other creditors	(368,730)	207,046
	<hr/>	<hr/>
Cash generated from operations	(460,822)	826,777
Interest received	46,839	27,715
	<hr/>	<hr/>
Net cash used in operating activities	(413,983)	854,492
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(40,669)	(12,080)
Purchase of other investments	-	-
Proceeds from sale of other investments	1,539	20
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	(12,060)	(12,060)
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	(453,113)	842,431
Cash and cash equivalents at the beginning of the year	2,622,682	1,780,251
Cash and cash equivalents at the end of the year	2,169,569	2,622,682
	<hr/>	<hr/>

The notes on pages 63 to 74 form part of these financial statements

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2023

#### 1. Accounting Policies

##### **Basis of Accounting**

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 which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

##### **Going concern**

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The Trustees continually monitor performance, liquidity cash flow and future development. As a result the Trustees believe that the charity is well placed to manage business risk and remain a going concern.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Income recognition**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

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#### Accounting Policies (continued)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	2% straight line
Fixtures and fittings	-	20% straight line
Motor vehicles	-	25% straight line
Computer Equipment	-	33% straight line
Leasehold Improvements	-	10% straight line

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Investments in associates

Investments in associates accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in associates accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the associate arising before or after the date of acquisition.

#### Investments in joint ventures

Investments in jointly controlled entities accounted for in accordance with the cost model are recorded at cost less any accumulated impairment losses.

Investments in jointly controlled entities accounted for in accordance with the fair value model are initially recorded at the transaction price. At each reporting date, the investments are measured at fair value, with changes in fair value taken through income or expenditure. Where it is impracticable to measure fair value reliably without undue cost or effort, the cost model will be adopted.

Dividends and other distributions received from the investment are recognised as income without regard to whether the distributions are from accumulated profits of the joint venture arising before or after the date of acquisition.

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#### Accounting Policies (continued)

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

##### Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

##### Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

##### Limited by guarantee

Each of the members of the company has guaranteed to contribute to the assets of the company in the event of the same being wound up to the extent of £1.

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**2. Donations and legacies**

	<b>Unrestricted Funds</b>	<b>Total Funds 2023</b>	<b>Unrestricted Funds</b>	<b>Total Funds 2022</b>
Legacies	<b>254,866</b>	<b>254,866</b>	651,643	651,643

**3. Charitable activities**

	<b>Unrestricted Funds 2023</b>	<b>Restricted Funds 2023</b>	<b>Total Funds 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	<b>165,660</b>	-	<b>165,660</b>
Age UK (received organisational support grant)	<b>329,403</b>	-	<b>329,403</b>
Meadowbank	<b>868,973</b>	-	<b>868,973</b>
IDC & Daycare	<b>578,102</b>	-	<b>578,102</b>
Day Care	<b>718,558</b>	-	<b>718,558</b>
First Connect/Advice/Advocacy	-	<b>115,000</b>	<b>115,000</b>
Service income	<b>2,657</b>	-	<b>2,657</b>
Other charitable activities	<b>145,185</b>	<b>1,063,749</b>	<b>1,208,934</b>
	<b><u>2,808,538</u></b>	<b><u>1,178,749</u></b>	<b><u>3,987,287</u></b>

	<b>Unrestricted Funds 2022</b>	<b>Restricted Funds 2022</b>	<b>Total Funds 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	850,030	-	850,030
IDC & Daycare	539,525	-	539,525
Day Care	668,505	-	668,505
First Connect/Advice/Advocacy	-	178,257	178,257
Service income	2,816	-	2,816
Other charitable activities	190,049	674,611	864,661
	<b><u>2,745,988</u></b>	<b><u>852,868</u></b>	<b><u>3,598,857</u></b>

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**4. Other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Fundraising	337,056	<b>337,056</b>	286,707	286,708
Commercial income	301,935	<b>301,935</b>	265,789	265,789
	<b>638,991</b>	<b>638,991</b>	552,496	552,497

**5. Investment income**

	<b>Unrestricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds 2022 £</b>	<b>Total Funds 2022 £</b>
Bank interest receivable	24,378	<b>24,378</b>	2,181	2,181
Dividend income	22,461	<b>22,461</b>	5,534	25,534
	46,839	<b>46,839</b>	27,715	27,715

**6. Costs of other trading activities**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2023 £</b>	<b>Unrestricted Funds £</b>	<b>Total Funds 2022 £</b>
Wages & salaries	306,658	<b>306,658</b>	323,648	323,648
Retail	4,175	<b>4,175</b>	9,636	9,636
Operational expenses	71,279	<b>71,279</b>	47,460	47,460
Transport	32	<b>32</b>	264	264
Accommodation	82,642	<b>82,642</b>	99,699	99,699
Other	4,129	<b>4,129</b>	14,577	14,577
Depreciation	11,397	<b>11,397</b>	11,506	11,506
Other support costs	45,187	<b>45,187</b>	45,759	45,759
	<b>525,499</b>	<b>525,499</b>	552,549	552,549

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**7. Expenditure on charitable activities by activity type**

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total Funds 2022 £
Delivering flagship services	3,553,847	403,433	3,957,280	3,587,419
Lading authoritative expert on ageing	66,673	18,668	85,341	107,302
Mobilisation of a strong & vibrant age sector	74,951	29,393	104,344	175,233
Governance costs	-	90,850	90,850	80,565
	<u>3,695,471</u>	<u>542,344</u>	<u>4,237,815</u>	<u>3,950,519</u>

**8. Analysis of support costs**

8.

	Analysis of support costs £	Total 2023 £	Total 2022 £
Staff costs	272,087	272,087	286,775
Governance costs	87,497	87,497	80,565
Operational	65,703	65,703	31,156
Transport	1,924	1,924	1,571
Accommodation	195,726	195,726	192,645
Other	(65,949)	(65,949)	(44,751)
Depreciation	13,281	13,281	21,264
Retail	-	-	286,775
	<u>570,269</u>	<u>570,269</u>	<u>569,225</u>

**9. Net (losses)/gains on  
investments**

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
Gains/(losses) on listed investments	(38,142)	(38,142)	36,517	36,517

**10. Net (expenditure)/income**

Net (expenditure)/income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	39,425	46,887

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**11. Staff costs**

	<b>2023</b>	2022
	£	£
Wages and salaries	<b>2,855,386</b>	2,724,997
Social security costs	<b>212,781</b>	205,818
Pension costs	<b>124,856</b>	120,180
	<b>3,193,023</b>	3,050,995

The average head count of employees during the year was 146 (2022: 144).

Included within staff costs is £27,509 of redundancy costs (2022: £nil). Redundancy payments are charged to the Statement of Financial Activities in the period to which they relate.

The number of employees whose remuneration for the year fell within the following bands, were:

	<b>2023</b>	2022
£70,000 to £79,999	<b>1</b>	1

**12. Trustee remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). They were reimbursed travel expenses during the year totalling £189 (2022: £127). No charity trustee received payment for professional or other services supplies to the charity (2022: £nil).

The total employee benefits of the key management personnel of the charity total £283,459 (2022: £290,304).

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**13. Tangible fixed assets**

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2022	89,995	208,813	83,324	143,133	59,391	<b>584,656</b>
Adjustments	-	-	-	-	-	-
Additions	-	8,352	-	30,257	2,060	<b>40,669</b>
Disposals	-	(47,859)	-	(9,375)	(45,448)	<b>(102,682)</b>
At 31 Mar 2023	89,995	167,341	83,324	164,015	17,968	<b>522,643</b>
<b>Depreciation</b>						
At 1 Apr 2022	50,492	180,920	83,324	108,801	50,138	<b>473,675</b>
Adjustments	(354)	(66)	-	-	419	-
Charge for year	2,259	9,441	-	25,891	1,835	<b>39,425</b>
Disposals	-	(46,821)	-	(8,873)	(45,448)	<b>(101,143)</b>
At 31 Mar 2023	52,397	143,474	83,324	125,818	6,945	<b>411,958</b>
<b>Carrying amount</b>						
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685
At 31 Mar 2022	39,857	27,893	-	34,332	8,900	110,980

**14. Fixed Asset Investments**

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2022	744,034
Additions at cost	14,437
Disposals at market value	(15,544)
Fair value movements	(37,036)
Other movements	-
At 31 March 2023	<b>705,892</b>
<b>Impairment</b>	
At 1 April 2022 and 31 March 2023	
Carrying amount	
At 31 March 2023	705,892
At 31 March 2022	744,034

All investments shown above are held at valuation.

**Financial assets held at fair value.**

Listed investments were valued by Evelyn Partners (Previously Cunningham Coates, Belfast).

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**15. Debtors**

	2023	2022
	£	£
Trade debtors	116,138	104,786
Other debtors	454,582	216,586
	<u>570,720</u>	<u>321,372</u>

**16. Investments**

	2023	2022
	£	£
Shares	3	3

**17. Creditors: amounts falling due within one year**

	2023	2022
	£	£
Trade creditors	37,294	48,782
Accruals and deferred income	319,032	659,422
Social security and other taxes	48,343	50,726
Other creditors	52,057	66,525
	<u>456,726</u>	<u>825,455</u>

**18. Deferred income**

	2023	2022
	£	£
Amounts deferred in year	220,141	573,767

**19. Related party transactions**

There were no related party transactions in the year.

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**20. Analysis of charitable funds**

**Unrestricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Revenue Fund	2,418,212	3,749,234	(3,666,434)	(10,834)	(38,142)	<b>2,452,036</b>
Designated funds	62,628	-	-	10,834	-	<b>73,462</b>
	<b>2,480,840</b>	<b>3,749,234</b>	<b>(3,666,434)</b>	<b>-</b>	<b>(38,142)</b>	<b>2,525,498</b>

**21. Restricted funds**

	<b>At 1 Apr 2022</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Innovation/Database Development	44,176	-	35,941	-	-	8,236
Living Well – South Eastern Trust	1,561	33,752	35,313	-	-	-
Shared Lives Service	-	34,691	29,391	-	-	5,300
Age UK Cost of Living	-	2,621	2,621	-	-	-
Day Care Restricted	13,769	6,275	1,767	-	-	18,276
My Life My Way	15,020	-	60	-	-	14,960
My Life My Wellbeing	-	52,688	52,688	-	-	-
Move More Live More	-	118,948	117,871	-	-	1,077
Carer Wellbeing Service	-	37,378	30,326	-	-	7,051
My Life My Support	-	1,725	1,725	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	71,414	443,577	421,348	-	-	93,644
MCI (Staying Sharp)	7,752	25,000	14,515	-	-	18,238
Age UK – Keeping Well at Home	9,080	-	5,577	-	-	3,503
Age UK – Net Fund	100	-	100	-	-	-
Age UK COVID Appeal Fund	27,455	-	3,919	-	-	23,536
Age UK – Support & Recovery Fund	21,266	-	21,266	-	-	-
Health & Wellbeing	50,000	216	8,833	-	-	41,383
<i>Total carried to next page</i>	<b>292,770</b>	<b>755,145</b>	<b>783,261</b>	<b>-</b>	<b>-</b>	<b>266,381</b>

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**21. Restricted funds (continued)**

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
<i>Total carried from prev page</i>	292,770	755,145	783,261	-	-	266,381
Impact Reporting	17,581	-	16,692	-	-	889
Dept. of Communities	71,666	750	(377)	-	-	72,793
Support & recovery Fund						
Good Vibrations	-	139,050	28,738	-	-	110,312
Homes for Health	-	2,500	2,500	-	-	-
Ageing						
Employment & Skills Initiative	-	32,470	15,187	-	-	17,283
Dementia MCST Programme Funder	763	18,509	19,272	-	-	-
Age UK						
Project ReGain	-	103,000	90,706	-	-	12,294
First Connect	63,548	115,300	116,398	-	-	62,450
Lisburn & Castlereagh Age Sector	2,567	-	375	-	-	2,192
CHIC (First Connect North Belfast)	7,915	4,848	12,763	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Enrich	27,211	-	6,908	-	-	20,302
Ulster Orchestra	-	975	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,963	4,477	4,455	-	-	4,984
	492,776	1,178,749	1,096,880	-	-	574,645

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**22. Statement of Financial Activities for Year Ended 31 March 2022**

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
<b>Income and endowments from</b>				
Donations and legacies	651,643	-	<b>651,643</b>	217,778
Charitable activities	2,745,988	852,869	<b>3,598,857</b>	4,693,299
Other trading activities	552,497	-	<b>552,497</b>	583,081
Investment income	27,715	-	<b>27,715</b>	22,299
<b>Total income and endowments</b>	<b>3,977,843</b>	<b>852,869</b>	<b>4,830,712</b>	<b>5,516,457</b>
<b>Expenditure</b>				
Expenditure on raising funds:				
Costs of other trading activities	(552,549)	-	<b>(552,549)</b>	<b>(563,124)</b>
Expenditure on charitable activities	(2,971,907)	(978,612)	<b>(3,950,519)</b>	<b>(4,167,768)</b>
<b>Total expenditure</b>	<b>(3,524,456)</b>	<b>(978,612)</b>	<b>(4,503,068)</b>	<b>(4,730,892)</b>
Net (losses)/gains on investment	36,517	-	<b>36,517</b>	143,968
<b>Net (expenditure)/income and net movement in funds</b>	<b>489,904</b>	<b>(125,743)</b>	<b>364,161</b>	<b>929,532</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	1,990,936	618,519	<b>2,609,455</b>	1,668,976
Transfer from Age NI Enterprises	-	-	-	10,943
<b>Total funds carried forward</b>	<b>2,480,840</b>	<b>492,776</b>	<b>2,973,616</b>	<b>2,609,455</b>