

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**  
**Year ended 31 March 2024**

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	<b>Page</b>
Trustees' annual report (incorporating the director's report)	<b>1</b>
Independent auditor's report to the members	<b>58</b>
Statement of financial activities (including income and expenditure account)	<b>62</b>
Statement of financial position	<b>63</b>
Statement of cash flows	<b>64</b>
Notes to the financial statements	<b>65</b>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**



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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 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

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**



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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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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**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

	<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>



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

		council, to be delivered in 2024/2025 financial year.	
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Pillar	KPI 2022-25	2023-2024	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>983 Lived Experience surveys were returned</b> - 687 online and 296 by paper copy.</p> <p><b>4 All Party Group meetings (including AGM) were held.</b></p> <p><b>4 Consultative Forum meetings were held, with themed agendas. Additional engagement meetings were held with public bodies, as required.</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>

Pillar	KPI 2022-25	2023-2024	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>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>IIP Gold Award was retained in January 2024.</p> <p>Mental health and wellbeing Action Plan was <b>implemented in June 2023</b></p> <p>Care Services all met RQIA standards.</p> <p>Financial Strategy in place, approved by Board of Trustees in April 2023.</p> <p>Approved audited accounts. Management letter had no recommendations.</p> <p>Continue to maintain compliance with The</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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

	<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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**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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**

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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'.**

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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'.***

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

*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.**

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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.

## AGE NI

### Company Limited by Guarantee

### Report and Financial Statements

### Year ended 31 March 2024

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.

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### 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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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>

#### **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:

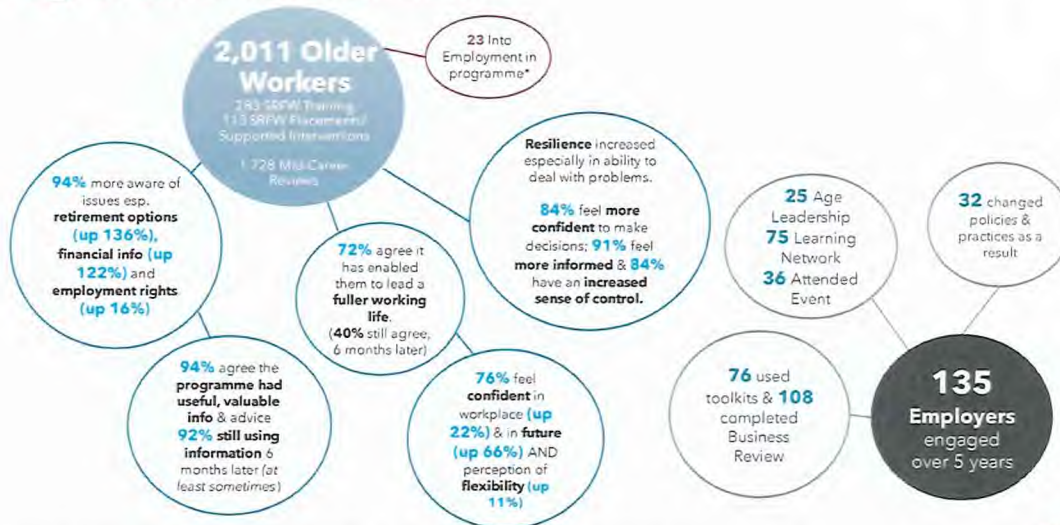
- **Finance**
- **Health and Wellbeing**
- **Career**

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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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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**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

<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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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'.**



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

	<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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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'.*

# AGE NI

## Company Limited by Guarantee

### Report and Financial Statements

#### Year ended 31 March 2024

#### 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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

- **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

## **AGE NI**

### **Company Limited by Guarantee**

### **Report and Financial Statements**

### **Year ended 31 March 2024**

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

### Company Limited by Guarantee

### Report and Financial Statements

### Year ended 31 March 2024

- **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.

## **AGE NI**

### **Company Limited by Guarantee**

### **Report and Financial Statements**

### **Year ended 31 March 2024**

- 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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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 2024**

**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;

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

- 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**

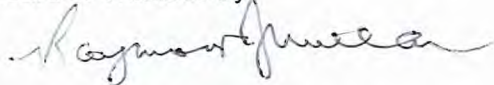
Each of the persons who is a Trustee at the date of approval of this report confirms that:

- 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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

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

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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



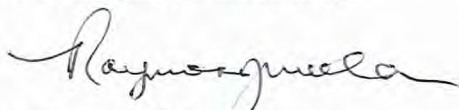
**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Report and Financial Statements**  
**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**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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



**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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).

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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.

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**20. Analysis of charitable funds**

**Unrestricted funds**

	<b>At 1 Apr 2023</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
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>
	<b>2,525,498</b>	<b>4,195,536</b>	<b>(3,890,527)</b>	<b>-</b>	<b>46,508</b>	<b>2,877,015</b>

**21. Restricted funds**

	<b>At 1 Apr 2023</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>Gains and losses</b>	<b>At 31 Mar 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
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>	<b>266,382</b>			<b>-</b>	<b>-</b>	<b>266,381</b>

**AGE NI**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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**  
**Report and Financial Statements**  
**Year ended 31 March 2024**

**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>