

COMPANY REGISTRATION NUMBER: NI071940
CHARITY REGISTRATION NUMBER: 104640

AGE NI

Company Limited by Guarantee

Report and Financial Statements

31 March 2024

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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

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

Reference and administrative details

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

The Trustees

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

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

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

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

Bankers Danske Bank
Donegall Square West
Belfast
BT1 6JS

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BACKGROUND TO AGE NI

Purpose of Age NI

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

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

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

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

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

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

Living in an ageing society:

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

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census¹ 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 health². 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+. ³

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

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Emerging from the pandemic:

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

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

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

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

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Age NI Services

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

Service	Description
Advice & Advocacy	<p>The Age NI Advice & Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the financial support they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.</p>
Care Services	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none"> • Day Centre Care: 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"> ➤ Grove Day Centre, Ballynahinch ➤ Skainos Day Centre, Belfast and its outreach ➤ Dungannon Day Centre ➤ Anna House Day Centre, Dunmurry ➤ Portaferry Day Centre ➤ Aghalee Day Centre, Craigavon <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none"> ➤ Ballyclare Day Centre ➤ Castlewellan Day Centre ➤ Laurelhill Day Centre, Lisburn ➤ Anna House Day Centre, Dunmurry <ul style="list-style-type: none"> • Domiciliary Care: Age NI provides vital Domiciliary Care services to support individuals in the South Eastern Health & 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. <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>My Life My Choice: My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast, in line with individual needs and preferences. As part of the care service, the service-user can:</p> <ul style="list-style-type: none"> • Continue to do the things they enjoy, take part in social activities or learn something new. • Meet new people and chat about things that are important to them. • Be signposted to other sources of support and activities within their area. • Be connected to Age NI's Advice & Advocacy Service, get a free benefit check and find out what financial support, or other support, they may be entitled to. <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"> • Residential Home (Meadowbank): Age NI's residential care service is recognised as a model of best practice for people with dementia. Meadowbank Residential Home in Omagh is a registered care home for 25 older people with dementia. The home was opened in 1998 and was built based on the principles of good design for people with dementia. The home is built with 2 houses of 8 residents and 1 house with 9 residents. Each house has its own social space fostering an intimate and friendly environment for its residents.
<p>'Check in and Chat' telephone service</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>Shared Lives</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>