

COMPANY REGISTRATION NUMBER: NI071940
CHARITY REGISTRATION NUMBER: 104640

AGE NI

Company Limited by Guarantee

Report and Financial Statements

31 March 2025

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A Foreword from our Chair and Chief Executive

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

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

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

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

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

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

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

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

Yours sincerely

Dr Raymond Mullan OBE
Age NI Chair

Linda Robinson BEM
Age NI Chief Executive

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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 2025.

Reference and administrative details

Registered charity name	AGE NI
Charity registration number	104640
Company registration number	NI071940
Principal office and Registered office	31 Ulsterville Avenue Belfast BT9 7AS Tel: (028) 9024 5729 Website: www.ageni.org

The Trustees

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

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

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

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

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

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

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	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.
Care Services	Age NI Care Services includes: • 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: ➤ 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 Age NI Day Centres which specialise in supporting older people with dementia are: ➤ Ballyclare Day Centre ➤ Castlewellan Day Centre ➤ Laurelhill Day Centre, Lisburn ➤ Anna House Day Centre, Dunmurry • 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 include personal care of the client and other associated services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home. 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

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

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

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

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

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

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

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

'Check in and Chat' telephone service

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

Shared Lives

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

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

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

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

Wellbeing Service/Programme	Description
First Connect	The First Connect Service (operational in Northern and Belfast Health & 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. 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.
Living Well Moyle	Living Well Moyle is a partnership between Age NI, GP practices throughout the Dalriada area (Northern Health & 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.

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Staying Sharp	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.
Move More Live More programme	Move More Live More is an innovative falls prevention programme which delivers a two-session intervention to older people who have experienced a fall. These sessions include appropriate education, information and awareness.
Good Vibrations programme	'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. '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.
Connect North Link Worker Wellbeing Service	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 (Connect North online directory) to find support and information which could benefit them. Step 2. Using Connect North online directory, we signpost clients/carers to helpful sources of

	information based on assessment of their social needs. Step 3. Where the client/carer has been unable to access Connect North online directory and/or signposting has not been effective, then one-to-one support is provided by the Connect North Link Worker. We organise and facilitate regular events, inviting other statutory and community voluntary organisations to provide an information stand, to raise awareness for potential service users.
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AGE NI STRATEGY

Age NI Plan at a Glance 2022-25



Common Purpose	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.
Vision	A society in which we can thrive as we age.
Mission	To help people to enjoy later life.
Values	You matter • We care • Together we make a difference

Pillar	Objective	Priorities
 People 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.	• Continue high quality compassionate and safe service delivery. • Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness. • Work with partners to promote the benefits of healthy ageing and address frailty. • Identify tools to support people to help themselves to promote independent living.
 Places 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.	• Increase visibility and reach of Age NI in local communities. • Continue to support the development of Age Sector Networks. • Support the development of age friendly agenda in workplaces and communities.
 Policy 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.	• Ensure older people are reflected in Government priorities (e.g. Programme for Government). • Secure a <i>Loneliness Strategy</i> for Northern Ireland. • Influence Health & Social Care Reform. • Progress adoption of GFS (Goods, Facilities & Services) legislation. • Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).
 Progressive Organisation 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.	• Recruit and retain talented and committed Trustees, staff and volunteers. • Ensure effective leadership. • Embed culture and values across all work areas. • Grow and achieve a sustainable, diverse revenue base. • Enhance technology capabilities. • Strengthen the role and influence of the Consultative Forum. • Increase collaborative working with key stakeholders.

OUR OBJECTIVES AND ACTIVITIES

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

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

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

How We Assess and Measure our Success

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

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

Pillar	KPI 2022-25	Performance 2024-2025	Outcomes
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.	Increase number of engagements from 100k to 120k. Number of people directly supported by Age NI: 6000 people per annum. Maintain wellbeing scores at 80% and above.	86,786 engagements were delivered (in services and information guides). 5,264 people directly supported. Age NI's Shared Lives: 16 Shared Lives Carers approved. 9 Shared Lives arrangement in place. Building collaborations with: Ulster University, Age Nations, Voluntary organisations, Public Health Agency (PHA) and councils. Wellbeing scores for services were 90% and above.	• People enjoy better health for longer. • Older people can exercise choice and control over their lives. • People access the best quality care in later life. • Increase in number of older people reached. • Improvement in quality of life of service users and carers • Continued partnership working across sectors.

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Pillar	KPI 2022-25	2024-25	Outcomes
Places By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	10% Increased reach by age, gender and minority groups. 20% Increased in age awareness training.	Age range 50+ - 100+: Up to 64 = 8.5% 65-84 = 41.3% 85+ = 12% Unknown/prefer not to say = 38.2% Service reach: Age NI delivers services across Northern Ireland. Gender: 61.8% (female) 38% (male) 0.1% Other/unknown. Since 2022, there has been a positive 5.7% increase in the number of males accessing support. The Good Vibrations project, funded by Movember, supported older men aged 50+. This is a partnership of organisations to reach and engage men from different communities, backgrounds and circumstances. 4 meetings of the Age Friendly Network NI organised and supported. 4 regional meetings with Age Sector Networks held. 6 Age Awareness workshops were delivered to 77 people across a range of sectors.	• Age Sector Network partners are viewed as key leaders in their community influencing local decision making. • To provide organisation support to ASN partners to further the ambitions of Age NI.

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		13 Mid-Career workshops were delivered to 141 people. 39 Cyber Safety training workshops delivered to 303 older people on behalf of Belfast City council.	
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Pillar	KPI 2022-25	2024-2025	Outcomes
Policy By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	Influence Government and policy thinking. 700 engagement/policy influencing voices heard by decision makers.	1242 older people's voices heard in policy and influencing. 1 Programme for Government event in partnership with the All Party Group attended by over 80 people, including 50 stakeholders, 18 MLAs and 9 expert speakers. 4 All Party Group meetings (including AGM) were held. 4 Consultative Forum meetings were held , with themed agendas. Additional engagement meetings were held with public bodies, as required.	- Ageism is reduced. - Older people's rights are upheld. - The contribution of people in later life is valued. - Society values the diversity of older people.

Pillar	KPI 2022-25	2024-2025	Outcomes
Progressive organisation By 2025, we will have further invested in the talent of our team, leadership, technology and engagement	IIP Platinum accreditation. 70% positive staff engagement. 100% maintenance of regulated services to RQIA standards.	IIP Gold Award retained for a further three years (2024 to 2027). Monthly updates were delivered to staff by our Health and Wellbeing Group . Care Services all met RQIA standards .	- The voice of older people influences what Age NI does. - Age NI is a great place to work and volunteer. - Age NI demonstrates how it has changed people's lives. - Age NI operates as an integrated charity. - Age NI is properly resourced to deliver its plans and activities.

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	Financial Strategic Plan in place. Mixed economy income generation. Approved Audited Accounts and Management letter. Maintained Charity Commission/Companies House compliance. 99% uptime technology capabilities.	The two-year Financial Strategy in place since March 2024. Approved audited accounts. Management letter had no recommendations. Continue to maintain compliance with The Charity Commission for NI and Companies House. Renewed and maintained Cyber Essential Plus Certification. Achieved 99% uptime technology capabilities.	Age NI is effectively led and governed.
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ACHIEVEMENTS AND PERFORMANCE 2024/2025

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Policy – Protect and promote the rights of older people

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

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

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

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

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

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

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

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

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

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

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

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

Age NI Volunteers

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Lady A

Background:

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

Actions taken during the initial assessment to help Lady A:

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

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

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

Outcomes:

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

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

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• Strategy for Delivery

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

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

How Our Activities Deliver Public Benefit

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Couple B

Background:

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

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

Circumstances:

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

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

Outcomes:

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

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

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

Gentleman C

Context:

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

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

Actions taken by Age NI:

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

Outcomes:

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

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2. *The Advancement of Human Rights*

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

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

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

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

1. **Programme for Government**

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

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

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

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

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Background

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

Action

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

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

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

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

Outcomes

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

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

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

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2. Anti-Poverty Strategy Group

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

3. Winter Fuel Payments

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

4. Fuel Poverty Strategy

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

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

5. Frailty Network NI – My Hospital Journey Research

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

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

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

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

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6. Age NI Consultative Forum Engagements

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

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

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

Other areas of work	Consultative Forum and Age NI staff contributions
QUB SPACE (Supportive Environments for Physical and Social Activity, Healthy Ageing and Cognitive Health) Project Research - on ways in which where people live impacts on healthy ageing with a focus on rural and coastal areas.	• Collaborated with Queen's University Belfast and The Paul Hogarth Company to undertake research and produce a report and recommendations on factors impacting healthy ageing in rural and coastal areas. • Conducted focus groups and interviews with older people and stakeholders in rural and coastal areas to identify needs, potential solutions and recommendations for improving services and support. • Completed and launched report with recommendations for NI government departments and relevant agencies. Findings presented to cross-departmental and cross-sectoral audience via webinar, and to the All Party Group on Ageing and Older People. The report will be used to inform policy development, guide the implementation of age-friendly initiatives and shape future research agendas.
QUB Research into the impact of isolation on healthy ageing	• Collaborated with Queen's University Belfast to carry out research into the impact of isolation on healthy ageing. • Facilitated focus groups with older people in isolated areas and produced research report. The findings have added qualitative lived experience information to the quantitative knowledge base on this area. The aim is to use the findings to inform further work exploring ways to improve health outcomes for older people living in isolated situations.
ICIC (International Conference on Integrated Care) 2024	Presentation delivered to an international audience by a CF member on the importance of including the lived experience of older people in the new

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	Integrated Care System structures and service design. This could lead to a more person-centred approach to healthcare and social care, with increased participation from the community and a greater focus on preventative care.
PHA Project ECHO on Meaningful Engagement in Care Homes	A CF member and Age NI staff led a session with care home staff and leaders on the importance of recognising the individuality and rights of the person being cared for by engaging in a meaningful and person-centred way with them.
HSCQI (Health and Social Care Quality Improvement) Delivering Value Project	Age NI worked with HSCQI on the development of its Delivering Value project focused on improving hospital discharge for older people. • CF members and Age NI staff provided input into the development of the project's assessment tool and evaluation mechanism. Further engagement in the next stage of the project is planned with a view to supporting the project's ambition to improve the hospital discharge experience for older people, carers and families.
Vulnerable Customers on Public Transport – Consumer Council	CF members were interviewed to share personal experiences of using public transport. Feedback will be used to ensure that vulnerable customers are treated fairly on public transport.
Expert Patient input to development of Frailty Training Southern Health and Social Care Trust	A CF member attended a session with staff in Craigavon Hospital using frailty simulation suits to perform practical tasks. Feedback was given on the approach used and will be utilised to help develop training. The Southern Health and Social Care Trust intends to deliver training to all staff who interact with older people.
Dementia Training Working Group	Participated in a co-design process for developing training on dementia.
Information Ambassador Requests	Promoted and share Age NI services with community groups all over Northern Ireland, and have also delivered engagement training to bank staff and PSNI recruits. These sessions lead to increased awareness of issues important to older people, signposting to relevant support mechanisms and fostering community engagement.

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3. *The Advancement of Education*

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

Age at Work

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

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

- **Financial Wellbeing Training.**
This training supported businesses in improving the financial wellbeing of employees who are planning for retirement.

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

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Topics included:

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

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

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

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

Age NI Training

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

Age Awareness Training

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

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

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

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Topics within the Age Awareness workshops include:

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

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

Testimonials from the Age Awareness Training include:

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

'An enjoyable and informative session'.

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

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

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

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

Older Adult Cyber Safety Workshops

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

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

Topics within these workshops include:

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

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

Testimonials from participants of this training included:

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

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



Good Vibrations programme funded by Movember

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

Background

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

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

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

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

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

Within this financial year:

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

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

Within this financial year:

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

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

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

Within this financial year:

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

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

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

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

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

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

Move More Live More

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

Quotes from other Age NI services include:

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

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

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

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

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

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

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

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

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

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

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

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Age NI Service	Quotation provided by service user	Quotation provided by carer/family member
Day Care – provides an opportunity for activity and friendship, reduction in isolation and loneliness.	<i>'It gets me out of the house, when I am not feeling well and lifts my mind. I have met new friends and love coming to the centre. You are warm and well fed'.</i> <i>'The service has been amazing getting out with people, having a cup of tea and a chat. I love coming here and even my GP has noticed a difference in me for the good'.</i> <i>'I have not been coming very long. It is the best decision I have made and I tell others this'.</i> <i>'I find the staff wonderful and I would recommend to anyone. I would like more days'.</i> <i>'I was very depressed and from coming here it has done me the world of good'.</i> <i>'I am not lonely when I come to [Age NI Day Centre]. I enjoy the company and conversation and meeting new people. It is good fun'.</i>	<i>'We are happy as a family that our mum can attend 3 days a week, but would welcome the option of more, if this became available. However, mum is very happy in the centre and 3 days a week is a great help to the family so we don't wish to complain as we know the service is in demand and over-worked'.</i> <i>'Would love more days. My Mother has dementia she thoroughly enjoys her time at this centre. I hear her laugh before I enter the building to collect her in the afternoon'.</i> <i>"My mum is so happy in the centre. Thank you for taking such good care of her'.</i> <i>'Mum gets picked up three days a week and happily attends [Age NI] Day Centre. Even though she is very confused in her dementia, she knows the staff are kind and friendly and trusts them well. This is a great help to my 90 year old dad who primarily looks after my mum on the other days of the week'.</i>
Meadowbank Residential Home is located in Omagh. It enables older people living with dementia to remain living in a home-like environment.	<i>These quotes were provided verbally by several residents:</i> <i>• 'Great care here'.</i> <i>• 'If you need anything you only have to ask the staff and they are very helpful'.</i> <i>• 'Staff are fantastic'.</i> <i>• 'This place is like a hotel'.</i> <i>• 'Well looked after, food is good, you will not go hungry here'.</i>	<i>'My mum could not be in a better place. She is so content and happy. This would not be possible were it not for the fantastic staff (in all professions) delivering an amazing service every day'.</i>

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	<i>The following quotes were received on a questionnaire from a resident who was very satisfied with the overall standard of care:</i> • <i>'The care is great'.</i> • <i>'Staff are brilliant'.</i> • <i>'I feel very safe, don't know where I would be if still living at home'.</i>	<i>'Excellent level of care – my aunt is very happy there and staff are kind and helpful'.</i> <i>'[Family member/friend] is treated with respect and dignity at all times. Staff are very friendly and obliging. [The manager] has kept the family informed of all appointments and treatments. [Family member/friend] is very lucky to be in such a homely, caring home'.</i> <i>'Excellent level of care – my aunt is very happy there and staff are kind and helpful'.</i>
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The following short case study is about a resident living with dementia in Meadowbank Residential Home. It provides evidence of how this service has impacted an older person and provides assurance to the family. The personal story aligns with RQIA's quality review mechanism – Is care safe? Is care effective? Is care compassionate?

Meadowbank Resident – Lady D

Circumstance:

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

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

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

Assurance from family/friends of Lady D:

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

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

Context:

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

Engagement from older men included:

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

Outcomes of the programme:

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

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

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

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

Lady E

Background:

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

Circumstances:

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

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

Outcomes:

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

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

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

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

Gentleman F

Background:

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

Circumstances:

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

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

Outcomes:

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

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

Lady G

Background:

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

Circumstances – Details of the Shared Lives visits:

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

Outcomes:

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

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

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

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

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

Plans for Future Periods

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

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

Age NI Strategy (2022-2025)

Pillar	Objective
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.
Places	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
Policy	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
Progressive Organisation	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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STRUCTURE, GOVERNANCE AND MANAGEMENT

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

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

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

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

Board of Trustees

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

Recruitment of Trustees

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

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

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

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

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

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

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Constituted Committees

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

Age NI Subsidiary

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

Board Structure of Age NI Enterprises Ltd

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

Reporting to the Board of Trustees

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

Audit & Risk Committee

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

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

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

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

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

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

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

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

Governance Group

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

Finance & Resources Committee

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

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

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

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

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

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

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

Nominations and Remunerations Committee

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

Specific responsibilities include, but are not limited to:

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

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

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

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

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

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

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

Age NI Consultative Forum

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

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

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

Risk Management

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

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

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

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

Decision Making within Age NI

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

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

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

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

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

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

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

FINANCIAL REVIEW

Incoming Resources

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

Charitable Activities

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

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

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

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

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

Investments

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

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

Investment Performance

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

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

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

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

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

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

Reserves Policy

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

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

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

Principal Funding Sources

The principal funding sources of Age NI include:

Trust Income that helps fund:

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

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

Trustees' responsibilities in relation to the financial statements

The Trustees, who are also Directors for the purposes of company law, are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

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

Statement as to disclosure to our auditors

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

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

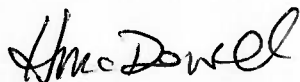
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Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

Small company provisions

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

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



Ms Hilary McDowell
Trustee

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

Independent Auditor's Report To the Trustees of Age NI

Opinion

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31st March 2025 which comprise the statement of financial activities (incorporating the income and expenditure account, the statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion:

- The financial statements give a true and fair view of the state of the charitable company's affairs as at 31st March 2025 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

Our approach was as follows:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Use of our report

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



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

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

Date

02.10.2025

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

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

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

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

The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

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

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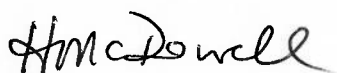
Company Limited by Guarantee Report and Financial Statements Year ended 31 March 2025

Statement of Financial Position

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

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 24th September 2025, and are signed on their behalf by:



Ms Hilary McDowell
Trustee

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

Statement of Cash Flows

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

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

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

1. Accounting Policies

Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard which applies in the UK (FRS102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

Going concern

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

Fund accounting

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

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

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

Income recognition

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

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

Resources expended

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

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

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Accounting Policies (continued)

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

Tangible assets

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

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

Depreciation

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

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

Investments

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

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

Investments in associates

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

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

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

Investments in joint ventures

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

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

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

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Accounting Policies (continued)

Impairment of fixed assets

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

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

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

Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

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

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

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

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

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

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

Limited by guarantee

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

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

2. Donations and legacies

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

3. Charitable activities

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

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

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

4. Other trading activities

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

5. Investment income

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

6. Costs of other trading activities

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

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

7. Expenditure on charitable activities by activity type

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

8. Analysis of support costs

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

9. Net (losses)/gains on investments

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

10. Net (expenditure)/income

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

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

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11. Staff costs

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

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

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

	2025	2024
£70,000 to £79,999	3	1

12. Trustee remuneration and expenses

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

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

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13. Tangible fixed assets

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

14. Fixed Asset Investments

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

All investments shown above are held at valuation.

Financial assets held at fair value.

Listed investments were valued by Evelyn Partners.

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15. Debtors

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

16. Investments

	2025	2024
	£	£
Shares	1	1

17. Creditors: amounts falling due within one year

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

18. Deferred income

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

19. Related party transactions

There were no related party transaction in the year.

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20. Analysis of charitable funds

Unrestricted funds

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

21. Restricted funds

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

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21. Restricted funds (continued)

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

AGE NI**Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2025****22. Statement of Financial Activities for Year Ended 31 March 2024**

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