

Consolidated Financial Statements

**For the Year Ended
31 March 2022**



**Company Number: 01763579
(England & Wales)
A Company Limited by Guarantee**

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2022**

Company Registration Number: 0176357 Registered in England and Wales

Charity Registration Number: 1049527

Registered Office: The Bradbury Centre
13 Saville Street West
North Shields
Tyne & Wear
NE29 6QP

Board of Trustees:

Mr R. Adams	Chair
Mr R.D. Morton	Treasurer
Mr J Booth	(resigned March 2022)
Ms J. Gillson	(resigned January 2022)
Ms T.J. Harrison	
Mr C Swan	
Mrs A Scurfield	
Mr R Brown	
Mr M Cotton	(elected September 2021)

Group Chief Executive: Ms D. McNally Group Chief Executive

Bankers: Barclays Bank plc
3 Northumberland Square
North Shields
Tyne & Wear NE30 1AX

Auditors: Robson Laidler Accountants Limited
Fernwood House
Fernwood Road
Jesmond
Newcastle upon Tyne NE2 1TJ

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2022. This was the second year of our five year 2025 Strategy.

Our 2025 Strategy came into effect from 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance driven to achieve growth and the long term sustainability of the organisation whilst ensuring a personalised customer focused service is maintained at all times, this includes the Group's two wholly owned subsidiary companies EveryDay Care & Support Ltd and EveryDay Homes Ltd.

PUBLIC BENEFIT STATEMENT

The Trustees have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the year's aims and objectives and in planning future activities. The charity's aims and objectives above are reported clearly below to provide clear and demonstrable public benefit.

Our **Vision**: "A world where everyone enjoys later life".

Our **Mission**: "To help people make more of life".

ACHIEVEMENTS & PERFORMANCE

Our 2025 **six Strategic Aims** and performance against these aims is as follows:

1. Aim 1: To increase our financial sustainability and contribution to the local economy:

1.1. Strategic Aim: Increase Turnover by 10%

We achieved this by increasing group turnover on the previous year by 12.5%. At 31 March 2022 turnover is reported at £6.54m, compared to £5.81m at 31 March 2021.

1.2. Strategic Aim: Plan, control and monitor the use of funds

We budgeted to achieve a surplus of £27k for the year and reported a surplus of £71k.

We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal Management and Services Charges, the target was to achieve £485k, and we achieved £527k.

1.3. Strategic Aim: Identify and invest in new business opportunities

EveryDay Care & Support increased its profits by 28% on the previous year from £208k to £267k.

The Charity invested £187k in EveryDay Homes which is prioritising its Registered Housing Provider status to allow it to offer affordable housing to people in later life.

1.4. Strategic Aim: Secure sufficient income to provide a range of free services to those customer in the greatest need

We raised £337k in new income and efficiencies during the year which exceeded the target of £287k to ensure services were delivered during 2021-2022, including new essential services during the pandemic

1.5. Strategic Aim: Maintain a level of cash reserves to manage the financial risk of the organisation

The group cash reserves at 31 March 2022 were reported at £752k, against a target of £493k, which is the level required to meet the financial obligations and liabilities of the group.

2. Aim 2: To Improve the lives of people in later life

2.1. Strategic Aim: To Engage and consult with communities to provide people in later life with the right services they need to make more of life

We did this by:

- ✓ Raising our profile through advertising, promotion and surveys due to the impact of the C19 pandemic lockdowns/restrictions and the limitations/challenges that we had faced for public engagement. However, as C19 restrictions eased in October 2021 we reverted back to traditional face to face **community engagement events** in shopping centres and community venues and by the end of the year we had reached out to 113,147 people. By comparison in 2020-2021 we reached 14,714 homes via advertising and reached 7,439 older people against a target of 39,300. The outcome in 2021-2022 was an increase of 1,520% on the previous year. Our engagement work was funded from our own reserves.
- ✓ Continuing to work with VODA to identify funding opportunities for a **Neighborhood Network**, and worked with Healthwatch, North Tyneside Council and a mutual aid group in the North West to look at how the Neighborhood Network could be part of the work around relieving the pressure on Social Care. The Neighborhood Network remains a priority for funding to reach those people in later life who are most isolated to help them re-engage with their communities and services that could improve their lives.
- ✓ Recruiting a Veterans Coordinator and set up the **Veterans Community Engagement and Outreach service** in partnership with the Operation Veteran CIC with funding from The Armed Forces Covenant Fund Trust. This service reached and connected with 58 ex-service men and women.
- ✓ Recruiting 2 Digital Champion Coordinators and 10 volunteers who actively assisted and supported 43 **older people to get online**. This was possible following a successful funding application to Age UK for a 6 months pilot. Following the pilot the service will be connected to other Digital Champion projects across North Tyneside.

2.2. Strategic Aim: To Engage and consult with customers to improve services

We did this by:

- ✓ Engaging with 2,288 people through customer surveys as face to face meetings were not permissible for most of the year due to C19 restrictions. In comparison to 2020-2021 when we reached 680 people through customer surveys, which represents an increase of 26% in customer engagement year on year.
- ✓ Introducing service improvements based on the outcome of our customer surveys when the social and physical groups returned from July 2021, such as enhanced C19 precautions and restriction of group sizes to increase confidence on returning to community based activities.
- ✓ Consulting with 1,688 customers, which was an increase on the 1,608 customers we engaged with in the previous year. The outcome showed :
 - We were Well Led/ Safe – 88%, lower than previous year of 92%
 - We were Well Led/Effective – 92% lower than previous year of 97%
 - We were Well Led/Caring – 93% lower than previous year of 96%

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by:

Supporting six campaigns over the year which were:

- ✓ Social Isolation & Loneliness
- ✓ Value of Social Care
- ✓ Digital Poverty
- ✓ Scams
- ✓ Domestic Abuse
- ✓ Health & Wellbeing

Two new national campaigns were added and supported during the year, "The Cost of the Cold" and "Access

to online banking”.

We highlighted these campaigns through 27 separate marketing opportunities, in comparison last year we held 17 campaign activities.

Over the year we raised awareness over a variety of media platforms, including an interview with BBC Look North News, to promote the energy crisis which was disproportionately affecting older people ahead of the removal of the price cap on energy bills.

Our campaigns work reached **8,433** people and in August 2021 we campaigned for “Make Care Fair” by encouraging people to petition their local MP and, the Parliamentary Act to introduce a cap on the cost of social care, the outcome was that this cap **was put on hold**.

2.4. Strategic Aim: To improve how our services are accessed

We did this by:

- ✓ Engaging with **housebound older people** in their own home when the C19 restrictions eased by reintroducing face to face groups, office based appointments and home visits. However as there was some customer hesitancy, we continued to engage with customers by digital/online, letter, and telephone.
- ✓ During the year home visits within the Charity were delivered via different services including Home Befriending, Care Point, Information & Advice and Admiral Nurses. We achieved 916 visits which compares to 71 home visits in 2020-2021.
- ✓ Reaching more people through the use of **technology** with EveryDay Care & Support issuing 43 tablet devices allocated across Extra Care Schemes and Wellbeing Centres, engaging with 185 customers which was an increase of 131 customers on the previous year.
- ✓ Continuing to offer **digital online groups** across our services: Dementia Connections, Healthy Habits, Fit As A Fiddle, Social Groups and Active Age, attended by 1,191 individuals. In the previous year, we achieved 1,396 digital interactions.
- ✓ Supporting individuals who made **13,919** telephone calls to our Customer Services Team, this was a new task for 2021-2022 so cannot be compared to the previous year. Our Customer Service Team were part funded by NEA SMART meters GB during the year
- ✓ Continuing discussions with North Tyneside Council on being co-located with other partners to have locality hubs in the 4 **Customer First Centres** (Killingworth, Whitley Bay, North Shields and Wallsend). However this was delayed for the first half of the year due to venues retaining C19 restricted access.
- ✓ Referring 573 people into services, compared to 895 in the previous year.
- ✓ Starting discussions with local **Primary Care Networks** about co-locating with them to reach more people.

2.5. Strategic Aim: To provide Information and Advice to people over 50

We did this by:

- ✓ Delivering 211 **guided conversations** against a target of 120 for the year, in 2020-2021 we achieved 402 demonstrating the increased needs during the pandemic.
- ✓ Increasing the number of people receiving **more than one service** to 1,914 in 2021-2022
- ✓ Achieving IAQP (**Information, Advice and Quality Programme**) an Age UK national standard in May 2021.

2.6. Strategic Aim: To support people to improve their financial independence

We did this by:

- ✓ Supporting 6,081 people in 2020-2021 to achieve financial independence.
- ✓ Securing **£1.3m in unclaimed benefits**, a significant improvement on the previous year when £1.1m was secured.
- ✓ Securing and using funding from Age UK, NEA Smart Meters GB, North Tyneside Council and North Tyneside Council Poverty Intervention Fund to increase the capacity of the team.

2.7. Strategic Aim: To address social isolation and loneliness

We did this by:

- ✓ Maintaining contact with 96 individuals through our **Befriending Service**. By comparison in 2020-2021 when both the home and telephone befriending service were in peak demand and both fully funded, we supported 134 customers through the C19 pandemic. 50% of the funding ceased at 31 March 2022, therefore numbers were managed down during the final quarter to secure the service to those who most needed it. This service was funded by the National Lottery Community Fund, North Tyneside Council and Community Foundation during the year
- ✓ Maintaining attendances at our social groups and activities across North Tyneside. 759 people attended in person compared to 1,208 virtual attendances in 2020-2021. There were no new groups introduced following customer engagement, customers were reluctant to return to social groups and activities after C19. North Tyneside CCG, continued to part fund the co-ordination of the work alongside the National Lottery Community Fund.
- ✓ Maintaining contact with 2,630 **older prisoners** allowing them to access purposeful activities, the numbers were a decrease on the previous year as activities had to cease for months at a time due to C19. This work continued to be funded by NHS England
- ✓ Increasing attendances at our three **Wellbeing Centres**, Cedar Grove, Linskill Park and Rowan Croft, by 5%. Rowan Croft's attendance remained strong at 87% throughout the year with conversion rates the highest of the three at 98%. Linskill referrals increased to 81% from 72% and 97% of tasters turned into new business. Cedar Grove attendances increased from 67% to 69% and their conversion rate for taster sessions was 90%. Our Wellbeing Centres continued to operate under North Tyneside Councils C19 guidelines and restrictions.
- ✓ Continuing to provide entertainment and activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with local musicians funded by National Lottery Community Fund, Volunteer led weekly Ukulele sessions, Arts & Crafts activities, local singers, Karaoke and outside social events, baking and cake decorating, reminiscence sessions, gardening, games and quizzes, singalong, table tennis, Chair-based Pilates and "HowFit" fitness exercise, dancing and a trips out to a local pub for lunch.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes

We did this by:

- ✓ Increasing the number of people receiving information about **scams** and supporting four scams: nuisance phone calls, letterbox scams, cyberattack and software to keep people safe. Scams information was circulated to all customers. This was a new task for 2021-2022 so cannot be compared to the previous year.
- ✓ Supporting 306 staff, 159 volunteers and 548 customers to ensure they were **fully vaccinated against C19**
- ✓ Reporting **136 safeguarding** reports in line with the North Tyneside Safeguarding threshold. 127 low level, 9 substantial and zero critical safeguarding reports. In the previous year we recorded 100 safeguarding reports
- ✓ Providing weekly/bi-weekly and monthly information updates on C19 and our services via our websites and **Chief Executive Briefings**
- ✓ Recording a reduced number of customer falls which we attributed to the impact of the joint bid with Sports Works where we introduced chair based Pilates, and more recently our successful commission of £50k from North Tyneside Council's Public Health Department to deliver the HowFit home exercise programme to all Extra Care Housing Schemes in North Tyneside

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by:

- ✓ Increasing the range of **physical groups** and activities across North Tyneside from 15 to 17 groups following the introduction of 2 new Walking Football groups in July 2021. This work was funded by Sport England, and North Tyneside CCG, who continued to part fund the co-ordination of the work.

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- ✓ Achieving 2,291 attendances across the range of physical groups, by comparison in 2020-2021 we delivered the entire programme online and achieved 1,156 attendances.
- ✓ Increasing the number of people accessing our **Healthy Habits** programme which was delivered over the year via online 1-2-1, and face to face group sessions. Healthy Habits peer support was accessed by 34 people compared to 13 in the previous year. This programme was funded by North Tyneside CCG and delivered in partnership with YMCA North Tyneside.
- ✓ Restarting most of the weekly activity programmes in **Extra Care Schemes** which included: seasonal events: Easter bonnet parade and egg decorating, afternoon tea, visits by local entertainers, coffee mornings, chatterbox, choir visits, movie nights, Saturday night take away get-togethers, bingo, quizzes, arts and crafts and board games. 660 people participated this year compared to 425 in the previous year.
- ✓ Delivering weekly chair-based **Pilates** within Extra Care Schemes and Wellbeing Centres and extending this programme for a further 12 months with funding from SportsWorks. This programme reached 121 people over the year and reported an increased in mobility monitored against personal goals of 55%
- ✓ Hosting themed **Making Movement** sessions in Extra Care Schemes, Halloween, Christmas and Burns Night in which 325 customers happily participated and enjoyed, compared to 105 in the previous year.
- ✓ Continuing to **encourage more customers** to participate either face to face and virtually using tablets or other IT devices.

2.10. Strategic Aim: To work within Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions

We did this by:

- ✓ Increasing the number of individual referrals into **Care Point** to re-engage with their communities and to increase confidence and independence, achieving 38 referrals per month, a 47% increase on the previous year. This service is delivered as part of the Enhanced Care Point Programme and commissioned through North Tyneside CCG.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme** we supported 1,715 customers compared to 400 customers in 2020-2021. This programme is commissioned by North Tyneside CCG.
- ✓ Increasing the number of people accessing our **Dementia Connections Service** from 386 customers per month in 2020-2021 to 488 customers per month in 2021-2022, an increase of 26% on the previous year. This service continued to be funded by North Tyneside CCG, North Tyneside Council, Ballinger Charitable Trust Fund, and delivered in partnership with Dementia UK

2.11. Strategic Aim: To support people to remain independent and to continue to live at home

We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- ✓ **Care at Home in the North-West** service delivered **16,387** hours compared to **12,060** in the previous year, an increase of **12%**.
- ✓ **Care at Home in Whitley Bay** service delivered **39,281** hours of care and support, compared to **41,076** in the previous year, a decrease of **6%**.
- ✓ **Care at Home in Wallsend** service delivered **13,117** hours of care compared to **12,301** in the previous year, an increase of **7%**.
- ✓ **Care at Home in North Shields** service delivered **9,182** hours compared to **9,221** in the previous year, a decrease of **1%**.
- ✓ **Care at Home Newcastle** delivered **1,011** hours compared to **786** in the previous year, an increase of **13%**.
- ✓ **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages due to C19, which has overall impacted our ability to grow the service further. The service ended the year delivering **4,888** hours compared to **5,364** in the previous year, a decrease of **8%**.
- ✓ **Extra Care Housing** collectively delivered **207,512** hours compared to **188,605** in the previous year, an increase of **10%**.
- ✓ In total EveryDay Care & Support delivered **279,781** hours compared to **267,627** in the previous year, an

increase of 10%.

These services continued to operate under North Tyneside Council and Newcastle City Council C19 guidance and restrictions'

2.12. Strategic Aim: To provide opportunities for generations to meet through:

The **Healthy Habits** programme ran in partnership with the YMCA and supported 19 people to interact together.

2.13. Strategic Aim: To provide carer support and carer relief through:

Our **Dementia Connections Service** which supported 578 carers, 3 carers support groups, a bereavement group and developed Meeting Centre activities where attendances increased by **43%**.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- ✓ Carrying out **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services achieving a high level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 20 complaints were received during 2021-2022 compared to 9 in 2020-2021. The increase was due to paid carers delivering extra services throughout lockdown which then ceased when we transitioned back to normal life and customers, and or their families, were dissatisfied that the additional work could not continue. 410 compliments were received in 2021-2022 compared to 417 in 2020-2021.

3.2. Strategic Aim: To maintain a high level of customer service

We did this by:

- ✓ Continuing to review the outcome of 4-6 week **customer evaluations** carried out during the year, which consistently reported a score between 8 and 10. An overall average of 8.5 compared to an average of 8 in the previous year.
- ✓ Continuing to **keep in touch** with our customers who could not access our face to face services, via letters and phone calls

3.3. Strategic Aim: To increase the number of people using our service

We did this by:

- ✓ Increasing the number of **contacts** with customers by 12% from 33,223 to 37,263
- ✓ Increasing customer **referrals** by 33% from 4,008 to 5,331
- ✓ Improving our **conversion of referrals** into services from 12% to 14%
- ✓ Increasing the number of **new customers** by 17% from 3,022 to 3,533
- ✓ Supporting 3,712 customers to achieve their **goals**
- ✓ Increasing the number of customers **signposted** to services by 36% from 912 to 1,244
- ✓ Interacting with 46 people on **live chat** functions, an increase of 48% on the previous year
- ✓ Increasing the number of **enquiries via our website** by 51% from 182 to 274
- ✓ We continued to promote our services across all **social media platforms** and on our websites. We achieved a high number of hits on our websites with 89% of these being new users to the Charity (42,951 hits) and 88% for EveryDay Care & Support (7,295 hits).

3.4. Strategic Aim: To achieve external recognition as a quality provider of services

We did this by:

- ✓ Maintaining **CHAS** in May 2021 which demonstrated that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in July 2021. We were commended for demonstrating further development and for the maturity in our systems and processes.
- ✓ Maintaining a '**GOOD**' rating with **CQC** following a C19 telephone assessment. The assessment covered Safe, Care & Treatment, Staffing, Protection from Abuse, Assurance Processes, Monitoring and Risk Management. CQC confirmed that we had managed the impact of the C19 pandemic within our business.
- ✓ Successfully achieving **IAQP** and **CQS assessments** with Age UK as part of our Brand Partner status.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

The vision to create a One Stop Shop continued despite C19. We recorded 76 new partners and services for people in later life, which was an increase of 28% on the previous year.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

The Chief Executive remains part of the discussions and groups working to alleviate the climate crisis in North Tyneside.

4.3. Strategic Aim: To strengthen the relationship with partners

We did this by identifying 76 new partners during the year and adding 76 new services to our Menu of Services

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers

We did this by working with members of key decision making Boards and Groups work that impacts on older people:

✓ **North Tyneside Cabinet**

The key items raised at Cabinet meetings by the Group Chief Executive included, offering to support older people to engage in May elections and to engage with NTC budget engagement, which were both taken up and actioned. Additional funding for the most vulnerable people in North Tyneside specifically funding for rising energy costs was raised, NTC secured new grants to support the most vulnerable older people.

✓ **Health & Wellbeing Board**

This Board focused on developing the implementation plan for the Equally Well Strategy. Age UK North Tyneside submitted feedback which was then reflected in the redrafted plan. Age UK North Tyneside are a key delivery partner for this plan.

✓ **Future Care Board**

The Group Chief Executive was invited to become a member of this board during the year to represent older people.

✓ **Ageing Well Board**

Continued to work on the delivery of the Ageing Well Strategy, Age UK North Tyneside are a key delivery partner for this plan. As previously reported the strategy includes all aspects of ageing well, for the first time including housing and transport. The vision for an Ageing Well Village and One Stop Shop is now part of all strategic partners plans as an exemplar of integrated services. This Board is to be joined up with the Living Well Board later in 2022.

✓ **Mental Wellbeing in Later Life Board**

This Board continue to oversee the implementation of the Mental Wellbeing in Later Life Strategy. The key things influenced through this Board were the commissioning of an Admiral Nurse allocated to localities and the investment and commissioning a good care co-ordination service. The Group Chief Executive is part of a small group reviewing and updating this strategy.

✓ **Digital Strategy North Tyneside**

The aim of this group is to develop a Digital Inclusion Strategy, which this year saw North Tyneside CCG invest and develop a borough wide survey to determine the level of digital exclusion. Age UK North Tyneside supported older people to complete the survey. The outcome will inform the Digital Strategy for the borough.

5. Aim Five: To be an employer of choice

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start.

We did this by:

- ✓ Meeting the demand of expanding services by **recruiting** 92 new staff
- ✓ Achieving the recruitment target for **new volunteers** which was exceeded with 241 volunteers recruited against a target of 40.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support calculating at an average of 24%, which is lower than the industry average for Domiciliary Care of 30%.
- ✓ Achieving a low staff turnover for the Charity which calculated at 13%

5.2. Strategic Aim: To invest in training and personal development of our staff and volunteers to help them achieve their full potential

We did this by:

- ✓ Ensuring our **mandatory training** for staff took priority as much as was possible during C19 restrictions reverting to TEAM's where we could and reducing numbers in attendance for classroom sessions.
- ✓ Ensuring as many of our new volunteers were inducted into their service area by delivering service based basic training/induction
- ✓ Delivering our Group Induction for staff and volunteers via video link during C19 restrictions and then reverting back to face to face in the second part of the year

5.3. Strategic Aim: To communicate regularly with our staff and volunteers

We did this by:

- ✓ Producing bi-weekly and then **weekly briefings** throughout the year by the Group Chief Executive, and where necessary special briefings, depending on how the situation with C19 or other key issues changed and developed.
- ✓ Making use of WhatsApp Groups which had been set up in the previous year to keep staff teams across all services up to date
- ✓ Hosting 1:1 meetings and team meetings either face to face or via **TEAMS** throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers

We did this by:

- ✓ Reviewing the **Communication and Engagement Strategy** in relation to how we communicated and engaged with staff and volunteers.
- ✓ Carrying out a **volunteer survey**
- ✓ Hosting staff monthly/bi-monthly **team meetings** were ongoing throughout the year either face to face or via Teams.
- ✓ Carrying out a '**Big Survey**' as part of managing our remote working programme, with staff who were working between home and the office to find out if there were any issues or areas of concern that we needed to address in particular around mental health & wellbeing.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers

We did this by:

- ✓ Successfully achieving the '**Maintaining Excellence**' level of the Better Health at Work Award and continuing to work to this level for a further year. Our Health Campaigns included Exercise & Physical Activity, Mental Wellbeing, Healthy Eating and General Health
- ✓ Maintaining **low absence rates** throughout the year which averaged at **7%** against the **5%** in the previous year.
- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for those staff who were suffering with stress, anxiety or mental health issues. 14 staff were referred during the year
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues with **Able Futures** who offer up to nine months confidential support, guidance and advice free of charge through a simple referral process. We are unable to report how many staff take this up as it is private and confidential between both parties
- ✓ Delivering refresher training to our 20 Mental Health First Aiders to ensure they were up to date and felt confident in their role which meant we achieved the target set

5.6. Strategic Aim: To identify, invest and support our future leaders

We did this by:

- ✓ Completing 70% of staff Appraisals during the year despite the focus on service delivery
- ✓ Supporting 24 care staff to complete their Level 2 in Adult Care
- ✓ Supporting 2 staff members with their Level 5, 1 in Health & Social Care Management and 1 in Level 5 in Operational Management.
- ✓ Supporting 2 apprentices to complete their apprenticeships in marketing and finance.

5.7. Strategic Aim: To recognise and reward our staff and volunteers

We did this by:

- ✓ Awarding care staff with a further hourly rate increase with Care at Home staff receiving an additional 1% and a 2% increase for Care in the Community staff from 1 April 2021
- ✓ Rewarding our care staff by giving them a bonus in their December pay for the second year running to show our appreciation for their dedication and continued support in keeping older people safe during what has been another challenging year
- ✓ Applying a 6.6% increase to all pay elements across care, along with a 50% increase on the mileage allowance which increased from 20p to 30p from 1 December 2021.
- ✓ Entering 4 staff in to the NE Great British Care Awards with 3 making it through to the final and were very proud that Kerry Parker, Head of EveryDay Care & Support won the NE Registered Manager Award.

6. Aim Six: To make North Tyneside Age Friendly

6.1. Strategic Aim: To strengthen the voice of people in later life

We did this by:

- ✓ Campaigning on six key issues affecting older people, see 2.3.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process

6.2. Strategic Aim: To work to increase the housing options for people in later life

We did this by:

- ✓ Developing the first Extra Care Housing Scheme for people in later life with a cognitive impairment, Havelock Place, in partnership with Northumberland Estates and North Tyneside Council. The scheme was completed in July 2021 and opened in April 2022.
- ✓ Developing a **Housing Strategy** which will be delivered by our subsidiary company EveryDay Homes Limited

6.3. Strategic Aim: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by identifying a potential site for the One Stop Shop, including Wellbness Hub and Integrated Care Frailty Hub for people in later life in Backworth. The Ageing Well Village was approved by North Tyneside Planning Authority on 5 July 2022.

6.4. Strategic Aim: To work to make North Tyneside an Age Friendly borough in line with the World Health Organisation Standard

We did this by progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.

Age UK North Tyneside achieved 87% of the strategic objectives it set which is considered satisfactory performance in a year still dominated by C19.

Older people were less keen to return to social activities preferring to come out of their homes for a purpose such as keeping fit and active. C19 has impacted heavily on people in later life with people reporting higher levels of social isolation and loneliness and a deterioration in their physical health. Both of these issues are priorities for the organisation to address in 2022-2023

OUR C19 RESPONSE

It was inevitable that our performance in 2021-2022 would be impacted significantly by the world wide pandemic. We are extremely proud of what we have achieved during this last year which would not have been possible without the leadership of the Executive & Leadership Teams and every member of staff and all volunteers.

We received countless applauds during the year from our local Mayor, Norma Redfern, local Councillors, MPs and the Lord Lieutenant of Tyne & Wear.

We proactively monitored local data and constantly risk assessed and updated our customers, staff and volunteers on which services operated and the infections controls that were needed. We monitored our C19 Toolkits daily and recorded the following headline data:

- ✓ Number of customer recorded deaths due to C19 - 5 out of 5,922 customers
- ✓ Staff absence, lowest recorded at 5%, highest recorded 8%
- ✓ Staff vaccinated with both doses 98%
- ✓ Our care services operated continuously and continue to do so
- ✓ New essential services were implemented including essential shopping and telephone befriending

All our funders were and continue to be incredibly supportive, often paying funds in advance.

Older people benefited from the proactive response of this organisation and all our partners in North Tyneside and Newcastle.

The World Wide Pandemic was recognised as a real threat to the operational and financial viability of many organisations and companies. Age UK North Tyneside has managed and continues to manage the risk through

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For the year ended 31 March 2022**

proactively planning and reviewing C19 Service Plans that identified New Risks and the Additional Controls constantly. In addition the finances were reviewed regularly to reassess the organisations financial **Age UK North Tyneside** resilience, the outcome was a live budget and cashflow which is updated regularly and immediately any changes to income or expenditure are known. The organisation delivered a small surplus for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

ORGANISATION FINANCIAL REVIEW

1. Overview

At the year end the group reported an operating surplus of £86k (before exceptional charges, gains/losses on the pension scheme) compared to a surplus of £87k in 2021. A surplus of £27k was originally budgeted for the year, additional Income Generation and efficiencies across the year ensured a positive result was achieved at the year-end.

2. Incoming resources

Total incoming resources for 2021-2022 were £6.54 million compared to £5.84 million in 2020-2021. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £114k, we ended the year achieving £147k.

3. Assets

The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 13 to the accounts.

4. Investments

The Articles of Association state that in furtherance of the objects the charity shall have the power to "invest monies not immediately required for its purpose in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions if any and such consents if any as may for the time being be imposed or required by law".

Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and in EveryDay Homes Ltd. (See note 14).

5. Pension

Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 23). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 22 is £0. In order to maintain the surplus the charity is required to make additional payments of £5,017 per month over 111 months.

6. Reserves

The Group Finance & Resources Committee, on behalf of the Board of Trustees, EveryDay Care & Support Ltd Board of Directors and EveryDay Homes Ltd Board of Directors, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisations development in line with the strategic plan.

The annual review in March 2022 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

- ✓ The operating surplus of £86k was recognised for the year, losses on the pension scheme were reported at £15k which returned a group surplus of for the year of £71k.

Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2022

- ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £493k. Bank balances at 31 March 2022 less deferred income and payments in advance are reported at £720k which exceeds the target by £227k.
- ✓ Designated Funds – The charity has two designated funds; the property fund and the defined benefit pension fund, further details can be found in note 21.
- ✓ Restricted Funds – the funds balances are not available for general charity use, but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found on note 20.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities and threats

2021-2022 was the second year of the 2025 strategy, and it was another year when the world continued to operate in the context of a pandemic. As we plan for 2022-2023 this will mean continuing to operate in an environment which will need tight infection controls to allow older people to feel able to reconnect with their communities whilst feeling safe. The Strategic Plans for 2022-2023 were approved by the Board of Trustees on the 23 March 2022, the headlines from these plans include:

Through the Charity:

- ✓ To engage and consult (**Community Engagement & Development Strategy**) with communities to provide people in later life with the right services they need to make more of life; we aim to achieve this by continuing to develop a borough wide Neighbourhood Network of informed volunteers. Our aim is to reach and engage with more older people in their community using trusted people they will be familiar with, the Volunteer Ambassadors.
- ✓ To campaign (**Campaigns & Influencing Strategy**) on issues that affect people in later life, by influencing one key change on issues affecting older people.
- ✓ To improve how our services are accessed by relocating services into locality bases
- ✓ To address social isolation and loneliness (**Health & Wellbeing Strategy**) by exploring and investing in new services and activities
- ✓ To engage more people in activities to improve their physical wellbeing (**Health & Wellbeing Strategy**), by launching our Wellness Plans
- ✓ To work within the Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions (**Health & Wellbeing Strategy**)
- ✓ To provide carer support and carer relief (**Health & Wellbeing Strategy**), by increasing the number of carers accessing our services for carer relief through carers support groups and providing activities that enable their loved ones to be occupied giving them free time
- ✓ To invest and implement new technology to ensure the organisation remains fit for the future

Through Everyday Care & Support Ltd:

- ✓ To expand further into Newcastle by successfully tendering for more home care and day care contracts
- ✓ To maintain service levels for generalist and low level services in North Tyneside
- ✓ To deliver a specialist dementia home care service into Havelock Place and working to maintain the scheme at capacity
- ✓ To further align the Wellbeing Centres to health as health and wellbeing hubs
- ✓ To support the climate crisis in North Tyneside and Newcastle we will aim to replace one third of the pool cars with electric carbon neutral vehicles

Through Everyday Homes:

- ✓ To achieve Registered Housing Provider status and to operate in line with the housing regulations by investing in the company's infrastructure.

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2022**

- ✓ To acquire 4 Saville Street Flats and work in partnership with Karbon Homes to support customers to live independently
- ✓ To use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in, including the Ageing Well Village at Backworth
- ✓ To identify assets for acquisition and remodelling into affordable supported housing for people in later life, and developing an investment strategy to secure further acquisitions.

STRUCTURE, GOVERNANCE AND MANAGEMENT

1. Governing documents

The charity's governing documents are its Articles of Association.

2. Organisational structure

The charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Group Chief Operating Officer, Helen Easton; Head of Finance, Sharon Robinson; Head of Corporate Support, Angela Dawson; Head of Corporate Support Designate, Michelle Adams; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Yvonne Probert and Head of EveryDay Homes, Phillip Curran.

3. Employment policies

The charity operates a number of key employment policies including Equality & Diversity and Health & Safety.

4. Pay policy for senior staff

The Board does not differentiate its pay and conditions of service for senior staff from other employees.

5. Board of Trustees/Company Directors

The body responsible for the governance of the charity is the Board of Trustees who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three year term (maximum nine years agreed from April 2015) and the Chair for a maximum of two three year terms. The Board can comprise of up to 15 members including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

None of the Directors hold shares in either of the subsidiary companies. The Board of Trustees may appoint persons to fill any casual vacancies that occur during the year amongst elected members of the board, such appointments to terminate at the end of the term for which the original member was elected.

The Board has three Sub Committees:

The Group Finance & Resources Committee meets six times a year with specific responsibilities for the management of the Groups assets and liabilities, the agreement and monitoring of the Group annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee meets twice a year with a remit to ensure effective Risk and Quality management systems are in operation. This includes reviewing compliance with statutory requirements under health & Safety, Diversity & Inclusion and Safeguarding.

The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision making. This committee has not met during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- ✓ Group Risk and Compliance Committee scrutiny of the Risk Registers
- ✓ A Strategic Plan and Annual Budget approved by the Trustees
- ✓ Regular consideration by the Trustees of the financial results, variances from budget, forecasts and performance indicators
- ✓ Delegation of authority and segregation of duties
- ✓ Identification and management of risk and statutory compliance issues including Safeguarding.

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. A Risk Register is in place which is scrutinised at monthly Senior Leadership Team meetings which can include a member from the Group Risk and Compliance Committee. This meeting reports biannually to the Board through the Group Risk and Compliance Committee. An annual work programme is also in place to plan and prioritise this work.

The process identifies the types of risk the charity faces, prioritises them in terms of the likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also Directors of Age UK North Tyneside for the purposes of company law) are responsible for preparing the Board of 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 Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 Charities SORP 2019 (FRS 102);
- ✓ make judgements and 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 charitable company will continue in operation.

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

In so far as the Trustees are aware:

- ✓ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ✓ the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Age UK North Tyneside

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2022**

AUDITOR

Robson Laidler Accountants Limited were elected as auditor for the ensuing year at the Annual General Meeting in accordance with section 487 of the Companies Act 2006.

Approved by the board on 17 August 2022 and signed on their behalf by:



**Richard Adams
Chair**

**Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2022**

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, 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 Financial Reporting Standard 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 group's and charitable company's affairs as at 31 March 2022, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- ✓ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- ✓ have been prepared in accordance with the requirements of the Companies Act 2006.

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 other 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 opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✓ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ✓ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or charitable company's ability to continue to adopt the going concern basis of accounting for a year of at least twelve months from the date when the financial statements are authorised for issue.

However, not all future events or conditions can be predicted. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the company's trade, customers, suppliers and wider economy. The Trustees' view on the impact of Covid-19 is disclosed in the accounting policies on page 27.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' 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.

**Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2022**

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- ✓ the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✓ the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- ✓ adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- ✓ the financial statements are not in agreement with the accounting records and returns; or
- ✓ certain disclosures of directors' remuneration specified by law are not made; or
- ✓ we have not received all the information and explanations we require for our audit; or
- ✓ the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 group's and parent 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.

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.

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- ✓ confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- ✓ obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- ✓ assessing the risk of management override including identifying and testing a sample of journal entries;
- ✓ confirmation received from the banks to verify the balance as on the last day of the accounting year;
- ✓ reviewing minutes of meetings of those charged with governance; and

Age UK North Tyneside

Independent Auditors' Report to the members of Age UK North Tyneside For the year ended 31 March 2022

✓ challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

M Moran

Michael Moran (Senior Statutory Auditor)

3 November 2022

For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne

Age UK North Tyneside

Consolidated Statement of Financial Activities For the year ended 31 March 2022

Current financial year

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £	Total 2021 £
Income from:						
Donations and legacies	4	12,974	-	-	12,974	71,215
Charitable activities	5	1,227,832	342,244	-	1,570,076	1,377,606
Other trading activities	6	4,959,303	-	-	4,959,303	4,386,650
Investments	7	-	-	-	-	267
Total Income		6,200,109	342,244	-	6,542,353	5,835,738
Expenditure on:						
Cost of raising funds						
Trading activities		4,287,247	-	-	4,287,247	3,818,035
Charitable activities	8	1,806,664	342,244	20,190	2,169,098	1,862,513
Impairment of fixed assets		-	-	-	-	67,639
Total expenditure		6,093,911	342,244	20,190	6,456,345	5,748,187
Net incoming/(outgoing) resources before transfers		106,198	-	(20,190)	86,008	87,551
Gross transfers between funds		45,042	-	(45,042)	-	-
Other recognised gains and losses						
Actuarial gain / (Loss) on defined benefit pension scheme		-	-	(15,000)	(15,000)	(2,000)
Net movement in funds		151,240	-	(80,232)	71,008	85,551
Fund balances at 1 April 2021		776,880	-	1,039,975	1,816,855	1,731,304
Fund balances at 31 March 2022		928,120	-	959,743	1,887,863	1,816,855

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 also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Age UK North Tyneside

Consolidated Statement of Financial Activities For the year ended 31 March 2022

Prior financial year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Designated funds 2021 £	Total 2021 £
Income from:				
Donations and legacies	71,215	-	-	71,215
Charitable activities	1,084,871	292,735	-	1,377,606
Other trading activities	4,386,650	-	-	4,386,650
Investments	267	-	-	267
Total Income	5,543,003	292,735	-	5,835,738
Expenditure on:				
Cost of raising funds				
Trading activities	3,818,035	-	-	3,818,035
Charitable activities	1,476,424	319,529	66,560	1,862,513
Impairment of fixed assets	-	-	67,639	67,639
Total expenditure	5,294,459	319,529	134,199	5,748,187
Net incoming/(outgoing) resources before transfers	248,544	(26,794)	(134,199)	87,551
Gross transfers between funds	(211,752)	-	211,752	-
Other recognised gains and losses				
Actuarial gain / (Loss) on defined benefit pension scheme	-	-	(2,000)	(2,000)
Net movement in funds	36,792	(26,794)	75,553	85,551
Fund balances at 1 April 2020	740,088	26,794	964,422	1,731,304
Fund balances at 31 March 2021	776,880	-	1,039,975	1,816,855

Age UK North Tyneside

Consolidated Balance Sheet
For the year ended 31 March 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	13		721,424		667,363
Investments	14		<u>373,347</u>		<u>373,347</u>
			1,094,771		1,040,710
Current assets					
Stocks	15	20,721		11,492	
Debtors	16	515,407		566,360	
Cash at bank and in hand		<u>754,083</u>		<u>795,921</u>	
		1,290,211		1,373,773	
Creditors: amounts falling due within one year	17	<u>(414,405)</u>		<u>(485,914)</u>	
Net current assets			<u>875,806</u>		<u>887,859</u>
Total assets less current liabilities			1,970,577		1,928,569
Creditors: amounts falling due within one year	18		<u>(82,714)</u>		<u>(92,714)</u>
Net assets excluding pension scheme liability			1,887,863		1,835,855
Defined pension scheme liability	23		-		(19,000)
Net assets			<u><u>1,887,863</u></u>		<u><u>1,816,855</u></u>
The funds of the charity					
Restricted funds	20		-		-
Unrestricted funds					
General funds	21	411,778		491,065	
Everyday Care & Support	21	516,342		285,815	
Designated - strategic	21	119,640		207,364	
Designated - Property and pension	21	840,103		832,611	
Total unrestricted funds			1,887,863		1,816,855
Total charity funds			<u><u>1,887,863</u></u>		<u><u>1,816,855</u></u>

These financial statements were approved by the Board of Trustees on 17 August 2022 and are signed on their behalf by:

R Adams
Chair



R Morton
Treasurer



Company registration number: 01763579

The notes on pages 25 to 43 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2022

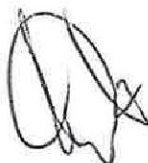
	Notes	CHARITY			
		2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	13		650,386		645,438
Investments	14		<u>373,351</u>		<u>373,351</u>
			1,023,737		1,018,789
Current assets					
Stocks	15	1,081		1,433	
Debtors	16	450,444		306,505	
Cash at bank and in hand		<u>147,897</u>		<u>365,030</u>	
		599,422		672,968	
Creditors: amounts falling due within one year	17	<u>(169,329)</u>		<u>(249,764)</u>	
Net current assets			<u>430,093</u>		<u>423,204</u>
Total assets less current liabilities			1,453,830		1,441,993
Creditors: amounts falling due within one year	18		<u>(82,714)</u>		<u>(92,714)</u>
Net assets excluding pension scheme liability			1,371,116		1,349,279
Pension scheme liabilities	23		-		(19,000)
Net assets			<u>1,371,116</u>		<u>1,330,279</u>
The funds of the charity					
Restricted funds	20		-		-
Unrestricted funds					
General funds	21	411,373		290,304	
Designated - strategic	21	119,640		207,364	
Designated - Property and pension	21	840,103		832,611	
Total unrestricted funds	21		1,371,116		1,330,279
Total charity funds			<u>1,371,116</u>		<u>1,330,279</u>

These financial statements were approved by the Board of Trustees on 17 August 2022 and are signed on their behalf by:

R Adams
Chair



R Morton
Treasurer



Company registration number: 01763579

The notes on pages 25 to 43 form part of these financial statements

Age UK North Tyneside

Cash flow statement

For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities	27	80,636	223,482
Cash flows from investing activities			
Interest received		-	267
Purchase of tangible fixed assets		(112,474)	(48,831)
Net cash provided by (used in) investing activities		<u>(112,474)</u>	<u>(48,564)</u>
Cash flows from financing activities			
Repayment of borrowings		(10,000)	(4,388)
		<u>(10,000)</u>	<u>(4,388)</u>
Change in cash and cash equivalents		(41,838)	180,530
Cash and cash equivalents at the beginning of the reporting period		795,921	615,391
Cash and cash equivalents at the end of the reporting period		<u>754,083</u>	<u>795,921</u>
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		<u>754,083</u>	<u>795,921</u>

1. Accounting policies

1.1 Basis of preparation of financial statements

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK North Tyneside meets the definition of a public benefit under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, C19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2021-2022. The organisation is projecting a surplus of £27k for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going Concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

The charity has restricted funds to account for the donor requiring that the donation must be spent on a particular purpose. All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in the Reserves Notes.

Unrestricted funds comprise those funds which the trustees are free to use for any purpose to furtherance the charitable objectives.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes.

Restricted funds represent grants, donations, legacies and assets which are allocated by the donor for specific purposes.

1.5 Fixed assets

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised.

The cost of fixed assets is depreciated over the expected useful lives of the asset as follows:

Freehold land		not depreciated
Freehold buildings	1.0%	straight line basis
Equipment	12.5%	straight line basis
Fixtures & fittings	12.5%	straight line basis
Office equipment	12.5%	straight line basis
Motor vehicles	25.0%	reducing balance basis
Computer equipment	33.3%	straight line basis

Amortisation is calculated to write down the cost less estimated residual value of all leases capable of exceeding 25 years, as follows:

Long leasehold 100 years or lease term if less

1.6 Impairment of fixed assets

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 Investments

Investments are included in the financial statements at cost less provision for any permanent diminution in value.

1.8 Stocks

Stock are stated at the lower of cost and net realisable value after making provision for any obsolete or slow moving item.

1.9 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement after allowing for any trade discounts due.

1.12 Corporation tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

1.13 Pensions

For defined benefit schemes the amount charged to the Statement of Financial Activity (SOFA) in respect of pension costs and other post-retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from the cost. The interest cost and expected return on assets are included in the SOFA.

Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value at a current rate of return on a high quality corporate bond of equivalent term and currency.

Pension scheme assets are measured at fair value at the balance sheet date. Full actuarial valuations, by a professional actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date.

The pension scheme deficit is recognised in full at the balance sheet date. Actuarial gains and losses arising from new valuations and from updating valuations to the balance sheet date are recognised in the SOFA.

For contribution benefit schemes the amount charged to the SOFA in respect of pension costs represents the amount payable by the charity in respect of the year.

1.14 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Interest receivable is recognised on a receivable basis, when the amount can be measured reliably — this is normally upon notification of the interest paid or payable by the bank.

Income from charitable activities includes income received under contract or where the entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support customer service activities and is recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when related grants are received and the performance conditions relating to its entitlement are not yet met.

Donations represent cash received in respect of specific and general donations during the year.

Legacies have been recognised when Age UK North Tyneside is notified of its legal entitlement, the amount is quantifiable and its ultimate receipt is confirmed.

Grants of a revenue nature are credited to income in the period to which they relate.

1.15 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following headings:

Costs of raising funds are comprised of direct fundraising costs and investment management costs.

Expenditure on charitable activities includes the costs associated with the provision of customer support services and includes both the direct and support costs relating to the activities of the charity.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.16 Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back off costs, personnel, payroll and governance costs which support the charity's (and the group's) activities. These costs, which have not been directly apportioned, have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the support costs note.

1.17 Operating leases

The charity and the group classify the leasing of equipment as operating leases; the title to which remains with the lessor and the expected economic life of the lease.

1.18 Joint venture

Investments in joint ventures are stated at the charitable company's share of net assets. The charitable company's share in the profit and loss of the joint venture is included in the consolidated statement of financial activities using the equity based method.

2. Critical accounting estimates and areas of judgement

In the application of the group's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

In the application of the group's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

3. Company structure

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1.

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2022

4. Donations	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Donations	11,632	-	-	11,632	18,180
Government grants	-	-	-	-	50,405
Legacy	1,342	-	-	1,342	2,630
	<u>12,974</u>	<u>-</u>	<u>-</u>	<u>12,974</u>	<u>71,215</u>

5. Charitable activities	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Charitable trusts grants	223,617	342,244	-	565,861	588,464
Contracts/SLA income	808,852	-	-	808,852	706,152
Private individuals	149,527	-	-	149,527	63,097
Income from transport	45,836	-	-	45,836	19,893
	<u>1,227,832</u>	<u>342,244</u>	<u>-</u>	<u>1,570,076</u>	<u>1,377,606</u>

6. Other trading activities	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2022 £	Total 2021 £
Income from EveryDay					
- Professional care and support	4,847,395	-	-	4,847,395	4,313,839
Catering income	74,726	-	-	74,726	62,581
Rental income from assets	25,168	-	-	25,168	7,358
Income from training & support services	-	-	-	-	2,860
Sale of sundry items	114	-	-	114	12
Other income	11,900	-	-	11,900	12
	<u>4,959,303</u>	<u>-</u>	<u>-</u>	<u>4,959,303</u>	<u>4,386,650</u>

7. Investment income	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2022 £	Total 2021 £
Bank Interest	-	-	-	-	267

8. Expenditure on charitable activities**8.1. Direct costs**

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2022 £	Total 2021 £
Staff & volunteer costs	1,302,296	236,053	-	1,538,349	1,366,377
Premises costs	110,039	-	-	110,039	68,016
Overhead costs	242,984	14,343	-	257,327	117,840
Motor vehicle costs	17,623	-	-	17,623	14,744
Depreciation	27,405	-	20,190	47,595	76,537
Marketing & promotion	8,009	4,161	-	12,170	14,888
Food & provisions	3,004	-	-	3,004	2,280
Audit fees	7,200	-	-	7,200	6,000
Legal & professional fees	61,511	1,739	-	63,250	46,004
Project & development work	24,168	70,865	-	95,033	148,855
Sundry purchases for re-sale	17,508	-	-	17,508	972
Service charge	(15,083)	15,083	-	-	-
	1,806,664	342,244	20,190	2,169,098	1,862,513

8.2. Support costs

	2022 £	2021 £
Executive team	60,588	92,741
Finance	114,883	129,031
HR & training	114,590	100,805
Marketing & communication	35,562	40,322
Quality & performance	19,757	20,161
Governance	22,391	20,161
Total support costs	367,771	403,221

8.3. Governance costs

	2022 £	2021 £
Staff related costs	30,803	27,507
Legal and professional fees	18,346	21,790
Other costs	(197)	17
Total governance costs	48,952	49,314

Notes to the financial statements
For the year ended 31 March 2022

9. Net income from trading activity of subsidiary companies and associate company

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £230,932 (2021 - £201,147) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit and loss account	2022	2021
	£	£
Turnover	4,922,121	4,379,299
Cost of sales	(4,691,189)	(4,171,464)
Net Profit	230,932	207,835
Balance sheet summary		
Fixed assets	71,038	21,926
Current assets	905,304	1,021,559
Current liabilities	(459,595)	(556,523)
Net assets	516,747	486,962

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2022.

10. Net income / expenditure

The group surplus / deficit is stated after charging / (crediting)

	2022	2021
	£	£
Depreciation – owed assets	58,413	151,631

11. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £13,600 (2021: £9,600)

12. Analysis of staff costs and key management remuneration:

	2022	2021
	£	£
Total salary costs analysed by:		
Wages and salaries	4,931,828	4,282,392
National insurance contributions	325,298	277,141
Pension contributions	152,807	130,645
	<u>5,409,933</u>	<u>4,690,178</u>

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2022	2021
	No.	No.
£70,001 - £80,000	-	1
£80,001 - £90,000	<u>1</u>	<u>-</u>

No trustee received any remuneration or reimbursement of expenses (2021: £nil)

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £322,643 (2021 - £297,765).

The average headcount of persons employed by the group (including casual and part time) during the year was:

	2022	2021
	No.	No.
Executive team	2	1
Leadership team	6	5
Managers	17	14
Co-ordinators	32	17
Nurses	1	-
Officers	24	27
Assistants	<u>228</u>	<u>245</u>
	<u>310</u>	<u>309</u>

**13. Tangible fixed assets
Group**

	Freehold Land & Buildings	Fixtures & Fittings	Motor Vehicles	Total
	£	£	£	£
Cost or valuation				
At 1 April 2021	1,286,719	535,818	74,864	1,897,401
Additions	-	112,474	-	112,474
At 31 March 2022	<u>1,286,719</u>	<u>648,292</u>	<u>74,864</u>	<u>2,009,875</u>
Depreciation				
At 1 April 2021	705,741	481,449	42,848	1,230,038
Charge for the year	20,189	30,220	8,004	58,413
At 31 March 2022	<u>725,930</u>	<u>511,669</u>	<u>450,852</u>	<u>1,288,451</u>
Net book value				
At 31 March 2022	<u>560,789</u>	<u>136,623</u>	<u>24,012</u>	<u>721,424</u>
At 31 March 2021	<u>580,978</u>	<u>54,369</u>	<u>32,016</u>	<u>667,363</u>
Charity				
	Freehold Land & Buildings	Fixtures & Fittings	Motor Vehicles	Total
	£	£	£	£
Cost or valuation				
At 1 April 2021	1,286,719	423,868	43,191	1,753,778
Additions	-	52,545	-	52,545
At 31 March 2022	<u>1,286,719</u>	<u>476,413</u>	<u>43,191</u>	<u>1,806,323</u>
Depreciation				
At 1 April 2021	705,741	384,612	17,987	1,108,340
Charge for the year	20,189	21,107	6,301	47,597
At 31 March 2022	<u>725,930</u>	<u>405,719</u>	<u>24,288</u>	<u>1,155,937</u>
Net book value				
At 31 March 2022	<u>560,789</u>	<u>70,694</u>	<u>18,903</u>	<u>650,386</u>
At 31 March 2021	<u>580,978</u>	<u>39,256</u>	<u>25,204</u>	<u>645,438</u>

13. Tangible fixed assets (continued)

Freehold land and buildings were recognised using a previous market rate valuation as a deemed cost on transaction to SORP (FRS 102). The comparable historical cost for the freehold land and buildings included at valuation:

	£
At 1 April 2020 and 31 March 2021	<u>1,235,652</u>
Depreciation At 1 April 2020	363,115
Charge for the year	<u>12,357</u>
At 31 March 2021	<u>375,472</u>
Net book value	
At 31 March 2022	<u>884,894</u>
At 31 March 2021	<u>875,537</u>

Market value was conducted in May 2015 by Rickard Chartered Surveyors who are FRICS qualified surveyors.

14. Investments

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Investments in wholly owned subsidiaries	-	-	4	4
Investment Property	<u>373,347</u>	<u>373,347</u>	<u>373,347</u>	<u>373,347</u>
	<u>373,347</u>	<u>373,347</u>	<u>373,351</u>	<u>373,351</u>

15. Stock

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Consumables	<u>20,721</u>	<u>11,492</u>	<u>1,081</u>	<u>1,433</u>

Notes to the financial statements
For the year ended 31 March 2022**16. Debtors**

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade debtors	185,307	302,351	132,389	131,138
Prepayments	43,773	57,863	19,825	32,996
Other debtors	30,620	-	30,620	-
Accrued Income	255,707	206,146	53,089	19,873
Amounts owed by group companies	-	-	214,521	122,498
	<u>515,407</u>	<u>566,360</u>	<u>450,444</u>	<u>306,505</u>

17. Creditors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade creditors	52,259	64,256	22,933	41,513
Other creditors	33,741	29,868	14,730	10,210
Other taxes and social security	88,153	65,591	31,173	21,238
Accruals	206,876	211,138	67,117	61,742
Deferred income	23,376	105,061	23,376	105,061
Mortgage (see note 18)	10,000	10,000	10,000	10,000
	<u>414,405</u>	<u>485,914</u>	<u>169,329</u>	<u>249,764</u>

Deferred income

Deferred income comprises grants relating to future periods as follows:

	£
As at 1 April 2021	105,061
Additions in the year	23,276
Released to income	(105,061)
As at 31 March 2022	<u>23,376</u>

18. Creditors: amounts falling due after one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Mortgage	<u>82,714</u>	<u>92,714</u>	<u>82,714</u>	<u>92,714</u>

18. Creditors: amounts falling due after one year (continued)

The mortgage loan was taken out with Barclays Bank Plc in April 2010 to purchase Park Studios and carry out refurbishment works to the Whitley Bay Centre. The mortgage is repayable over 20 years by way of monthly repayments. Barclays Bank Plc have a legal charge over the Bradbury Centre. Interest is charged at a variable rate of 3.35% above base rate.

19. Financial instruments

Financial instruments measured at amortised cost comprise the loan financing by Barclays Bank Plc to the charitable company and group.

Loan payable falling due

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Within 1 year	10,000	10,000	10,000	10,000
Between 2 and 5 years	40,000	40,000	40,000	40,000
More than 5 years	42,714	52,714	42,714	52,714
	<u>92,714</u>	<u>102,714</u>	<u>92,714</u>	<u>102,714</u>

The loan financing is in the form of a secured loan with a variable rate of interest. The market risk facing the charitable company and the group is that the interest rate may rise.

20. Restricted funds

Year ended 31 March 2022

	At 1/4/2021 £	Income £	Expenditure £	Transfers £	At 31/3/2022 £
Ballinger Trust – Dementia Connections	-	50,000	(50,000)	-	-
Sport England – Active Age	-	51,217	(51,217)	-	-
Later Life Goals	-	20,500	(20,500)	-	-
Vodafone Connect Age	-	17,145	(17,145)	-	-
Armed Forces Covenant trust	-	18,835	(18,835)	-	-
Sporting Forces	-	4,672	(4,672)	-	-
Big lotters Friendly Faces	-	31,469	(31,469)	-	-
Big Lottery Befriending Service	-	35,664	(35,664)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	100,742	(100,742)	-	-
	-	<u>342,244</u>	<u>(342,244)</u>	-	-

Age UK North Tyneside

Notes to the financial statements For the year ended 31 March 2022

Restricted funds (continued) Year ended 31 March 2021

	At 1/4/2020 £	Income £	Expenditure £	Transfers £	At 31/3/2021 £
Ballinger Trust – Dementia Connections	-	40,000	(40,000)	-	-
Sport England – Active Age	-	41,836	(41,836)	-	-
Later Life Goals	-	21,000	(21,000)	-	-
Veterans Should not be Forgotten	-	19,500	(19,500)	-	-
NBS – Independence links	26,794	-	(26,794)	-	-
Big lotteries Friendly Faces	-	31,469	(31,469)	-	-
Big Lottery Befriending Service	-	40,653	(40,653)	-	-
NHS CCG Healthy Habits	-	98,277	(98,277)	-	-
	26,794	292,735	(319,529)	-	-

Restricted funds

Ballinger: This is the final funding contribution to the Dementia Connections project to March 2022

Sport England - Active Age: This is the fourth year of a 4 year funded project working in partnership with North Tyneside Council, Comic Relief and Northumbria University

Age UK - Later Life Goals: This is a three year funded project which commenced in October 2018 and due to the success of the project has been extended through to September 2022

Age UK - Vodafone Connect Age Programme: is a 7 month project commencing in November 2021 through to May 2022 supporting people in later life with digital platforms and equipment such as tablets

Armed Forces Covenant Fund Trust: a one year programme starting in November 2021 working with Operation Veteran providing coordinated support and Information & Advice session along with social opportunities

Sporting Forces: this is providing two year funding working in partnership with Age UK Northumberland to deliver the Veteran Places, Pathways and People project.

Big Lottery - Friendly Faces in Local Places: This is the third year of a three year project funded through the Building Connections fund.

Big Lottery - Telephone Befriending Service: Originally a C19 specific funded project to support socially isolate older people during the pandemic to March 2021, due to the success of the project this was extended for a further 12 months to March 2022

Big Lottery - Ending Loneliness: this is a 4 year project working in partnership with VODA supporting Befriending services within North Tyneside

North Tyneside CCG - Health Habits: This is a three year funded project which commenced in November 2019 working in partnership with the YMCA

Notes to the financial statements
For the year ended 31 March 2022

21. Unrestricted funds - group

Year ended 31 March 2022

	At 1/4/2021 £	Income £	Expenditure £	Transfers £	At 31/3/2022 £
Unrestricted funds					
General fund	491,065	1,277,988	(1,806,664)	449,389	411,778
Everyday Care & Support	285,815	4,922,121	(4,287,247)	(404,347)	516,342
	776,880	6,200,109	(6,093,911)	45,042	928,120
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	-	(20,190)	(60,042)	959,743
Total Unrestricted funds	1,816,855	6,200,109	(6,114,101)	(15,000)	1,887,863

Year ended 31 March 2021

	At 1/4/2020 £	Income £	Expenditure £	Transfers £	At 31/3/2021 £
Unrestricted funds					
General fund	350,600	1,401,169	(1,360,460)	99,756	491,065
Everyday Care & Support	389,488	4,379,299	(4,171,464)	(311,508)	285,815
	740,088	5,780,468	(5,531,924)	(211,752)	776,880
Designated funds					
Property fund	981,422	-	(134,199)	4,388	851,611
Strategic Development fund	-	-	-	207,364	207,364
Final salary pension liability	(17,000)	-	-	(2,000)	(19,000)
	964,422	-	(134,199)	(209,752)	1,039,975
Total Unrestricted funds	1,704,510	5,780,468	(5,666,123)	(2,000)	1,816,855

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2023.

Designated funds

The property fund represents the net book value of the freehold properties less the mortgages relating to these properties

Age UK North Tyneside

Notes to the financial statements For the year ended 31 March 2022

Designated funds (continued)

The strategic development fund is to support to 2020-2025 Strategy, covering;

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- ✓ Investment in a new transport fleet which is carbon neutral
- ✓ Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

The final salary pension scheme liability equals the actuarial valuation recognised on the balance sheet.

Unrestricted funds – Charity

Year ended 31 March 2022	At 1/4/2021	Income	Expenditur e	Transfers	At 31/3/2022
	£	£	£	£	£
Unrestricted funds					
General fund	290,304	2,224,935	(2,163,908)	60,042	411,373
Designated funds					
Property fund	851,611	-	(20,190)	8,682	840,103
Strategic Development fund	207,364	-	-	(87,724)	119,640
Final salary pension liability	(19,000)	-	-	19,000	-
	1,039,975	-	(20,190)	(60,042)	959,743
Total Unrestricted funds	1,330,279	2,225,935	(2,184,098)	-	1,371,116

22. Analysis of net assets between funds

For the year ended 31 March 2022

	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds
	£	£	£	£
Tangible fixed assets	160,635	-	934,136	1,094,771
Net current assets	767,485	-	108,321	875,806
Creditors due after one year	-	-	(82,714)	(82,714)
Defined pension scheme liability	-	-	-	-
	928,120	-	959,743	1,887,863

22. Analysis of net assets between funds (continued)
For the year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	86,385	-	954,325	1,040,710
Net current assets	690,495	-	197,364	887,859
Creditors due after one year	-	-	(92,714)	(92,714)
Defined pension scheme liability	-	-	(19,000)	(19,000)
	<u>776,880</u>	<u>-</u>	<u>1,039,975</u>	<u>1,816,885</u>

23. Pension

Defined contribution scheme

The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £152,807 (2021: £130,645).

Defined benefit scheme

The group operates a defined benefit scheme in the UK. A full actuarial valuation of the of the Age Concern Retirement Benefit Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2022 by a qualified independent actuary. As required by FRS102 the defined benefit liabilities have been measured using the projected unit method. The scheme closed to new entrants and further benefit accrual. The disclosures below is provided in respect of Age UK Retirement Benefit Scheme ("the Scheme"):

Total costs recognised in the period:	2022	2021
	£'000	£'000
Current service costs	13	14
Past service costs	-	-
Other finance costs	-	1
Pension expense recognised as an expense	<u>13</u>	<u>15</u>
Amount recognised as other comprehensive income	<u>(28)</u>	<u>(17)</u>
Total recognized	<u>(15)</u>	<u>(2)</u>
The amounts recognised in the balance sheet are as follows:	2022	2021
	£'000	£'000
Fair value of scheme liabilities	(2,560)	(2,663)
Fair value of scheme assets	<u>2,735</u>	<u>2,644</u>
Surplus in the scheme (not recognised)	<u>175</u>	<u>(19)</u>

Notes to the financial statements
For the year ended 31 March 2022

Change in present value of the defined benefit obligation:	2022	2021
	£'000	£'000
Opening defined benefit obligation	2,663	2,472
Interest cost	55	54
Actuarial (gain)/loss arising on scheme liabilities	(73)	214
Benefits paid (including expenses)	(85)	(77)
Liabilities in scheme at end of the year	2,560	2,663
Change in fair value of scheme assets	2022	2021
	£'000	£'000
Opening fair value of scheme assets	2,644	2,455
Expected return on scheme assets	55	53
Actuarial (losses)/gains	74	197
Employer contributions	60	30
Benefits paid (including expenses)	(98)	(91)
Total market value of assets	2,735	2,644
Major categories of scheme assets as a percentage of total assets	2022	2021
	%	%
Equities	16.7	19.3
Diversified growth	12.6	12.5
Gifts and bonds	59.9	68.8
Infrastructure	9.5	-
Cash	1.3	2.4
	100	100
	2022	2021
	£'000	£'000
The actual return on scheme assets for the year was	250	185
Principle actuarial assumptions at the balance sheet date	2022	2021
	%	%
Discount rate	2.8	2.1
Rate of increase in payment of pre 2006 pensions	3.6	3.1
Rate of increase in payment of post 2006 pensions	2.5	2.5
Inflation rate (RPI)	3.6	3.1
Inflation assumption (CPI)	2.8	2.3

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2022

The assumed life expectations on retirement at age 65	2022 Years	2021 years
Retiring today – males	87.1	87.1
Retiring today – females	89.5	89.4
Retiring in 20 years – males	88.1	88.1
Retiring in 20 years – females	90.6	90.6

24. Commitments under operating leases

At 31 March 2022 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Within 1 year	-	14,216	-	-
More than 1 year and less than 5 years	-	-	-	-
	<u>-</u>	<u>14,216</u>	<u>-</u>	<u>-</u>

25. Related party transactions

There have been no related party transactions in the current or previous year.

A person connected to a Trustees holds a contract of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

26. Controlling party

The members of the Board of Trustees, as subscribers, are considered to be the controlling party.

27. Reconciliation of movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the period	86,008	87,551
<u>Adjustments for:</u>		
Investment income	-	(267)
Depreciation	58,413	151,631
Pension scheme adjustment	(34,000)	-
(Increase) / Decrease in stock	(9,229)	(2,025)
Decrease / (increase) in debtors	50,953	77,709
(Decrease) / increase in creditors	(71,509)	(81,117)
Net cash provided by operating activities	<u>80,636</u>	<u>233,482</u>

28. Analysis of changes in net debt

	1 Apr 2021	Cash flows	31 Mar 2022
	£	£	£
Short term cash borrowings	(10,000)	-	(10,000)
Long term cash borrowings	(92,714)	10,000	(82,714)
Total liabilities	<u>(102,714)</u>		<u>(92,714)</u>
Cash and cash equivalents	795,921	(41,838)	754,083
Total net debt	<u>693,207</u>	<u>(31,838)</u>	<u>661,369</u>

29. Post balance sheet events

After the year end the charity sold a property for £503,000. The carrying value of the property at the year end was £486,000. After payment of legal and sellers fees there will be no profit or loss on sale.

