

Consolidated Financial Statements

**For the Year Ended
31 March 2023**



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

Charity Number: 1049527

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Age UK North Tyneside

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2023**

Company Registration Number: 01763579 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. R. Brown	(resigned December 2022)
Mr. M. Cotton	
Mr. L. Gilder	(elected March 2023)
Ms. T.J. Harrison	
Mrs. A. Scurfield	
Mr. C. Swan	
Dr A. Kent	(elected June 2022)
Miss H Aitchison	(elected April 2023)

Group Chief Executive: Ms D. McNally Group Chief Executive

Bankers: Barclays Bank plc
86 Park View
Whitley Bay
Tyne & Wear NE26 3RA

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 2023. This was the third year of our five-year 2025 Strategy.

Our 2025 Strategy came into effect on 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 always maintained. 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 are reported 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 are as follows:

- 1. Aim One: To Increase our financial sustainability and contributions to our local economy**
 - 1.1. Strategic Aim: Increase turnover by 10%**

We achieved this by increasing Group turnover on the previous year by 25%. At 31 March 2023, turnover was reported at £8.17m compared with £6.54m at 31 March 2022.
 - 1.2. Strategic Aim: Plan, control and monitor the use of funds**

We budgeted to achieve a surplus of £30k for the year and reported a surplus of £111k.
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 £661k and we achieved £681k.
 - 1.3. Strategic Aim: Identify and invest in new business opportunities**

EveryDay Care & Support increased its profits by 127% on the previous year from £267k to £607k.
The Charity invested £52k 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 customers in the greatest need**

We raised £357k in new income and efficiencies during the year, which exceeded the target of £237k to ensure services were delivered during 2022–2023.
 - 1.5. Strategic aim: Maintain a level of cash reserves to manage the financial risk of the organisation**

The Group's cash reserves on 31 March 2023 were reported at £1.31M against a target of £654k, which is the level required to meet the financial obligations and liabilities of the Group.

2. Aim Two: 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:

- ✓ Launching our refreshed **Health & Wellness** service funded by Age UK, the Big Lottery Fund and Health Inequalities monies, and following extensive customer consultation both online via our social channels and with existing customers. This informed our programme content and location choices. We aim to bring a parity of offer across the borough. Customer confidence was slow to return post Covid-19 meaning that both physical and social opportunities to engage were slower to resume than anticipated.
- ✓ Continuing our partnership arrangement with **Operation Veteran**. This arrangement is funded by the Covenant Fund and has seen significant financial impacts for those it has supported via the Information & Advice service. Additionally, veterans and their families have been supported via our Care Point and Health & Wellness services. This arrangement further improved our profile and engagement with the wider Armed Forces community.
- ✓ Engaging with customers via our **Healthwatch North Tyneside** partnership to help better appreciate their appetite for additional digital inclusion. This was financially supported by North Tyneside Council and informed the council's Digital Strategy.
- ✓ Supporting North Tyneside Council's ambition to bring **Community Hubs** to fruition. We did this by supporting and sharing the council's media messaging to understand from a resident's perspective how community hubs would bring value to the borough. We joined regular workshops to bring the view of older people to the table.
- ✓ Engaging with our customers in each specific service every quarter to request their feedback and to ask for input to help improve and broaden service provision. We took the opportunity to ask them how they were feeling post-pandemic and used this intelligence to inform wider local and national strategies. All services participated, including those in HM prison locations.
- ✓ Supporting the **Centre for Ageing** and the **Internet of Caring Things**, to work with local businesses and innovators to develop and bring new products and services to older people. We did this by regular workshop attendance and introducing customers to end-user forums to explore ideas.
- ✓ Engaging with **North Tyneside Mental Health Alliance** to understand and support the needs of older people living with mental health concerns. We co-produced a menu of suitable and accessible services across the borough and now have the ability to access additional training for our team to enhance knowledge when working with others.

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

We did this by:

- ✓ Continuing to engage with customers through service evaluations every quarter and in their own homes via **Guided Conversations**. Guided Conversation training was made mandatory to improve the knowledge of all team members making home visits in December 2022. We met with 1,001 customers in their own homes against a target of 562.
- ✓ Introducing service improvements based on the outcome of our customer evaluations to inform the provision and location of new physical and social activities. The North Tyneside Health Inequalities Strategy and funding promotes parity of provision across the borough and we aimed to deliver this through a refreshed borough-wide programme, as opposed to locating the majority of services in North Shields.
- ✓ Consulting with 550 EveryDay Care & Support customers, which was an increase on the 480 customers we engaged with in the previous year. The outcome showed:
 - Well led – 96% which is higher than the previous year of 94%.
 - Safe – 85% which is lower than the previous year of 88%
 - Effective – 90% which is lower than the previous year of 92%.

- Caring – 98% which is higher than the previous year of 93%.

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

We did this by:

Supporting seven campaigns over the year which were:

- ✓ Loneliness and isolation
- ✓ Fraud awareness
- ✓ Cost of living crisis
- ✓ Scam awareness
- ✓ Carbon monoxide
- ✓ Know what we do – national campaign.
- ✓ Cost of cold – national campaign

We highlighted these campaigns through all social media platforms, magazine articles, local regional TV news bulletins and BBC radio.

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

We did this by:

- ✓ Engaging with housebound older people in their own homes using Guided Conversations and regular customer evaluations delivered face-to-face. Office appointment schedules were re-established, and customers are beginning to return to social and physical activity with a greater appetite shown for these through regular evaluations.
- ✓ Ensuring our Admiral Nurse service was locality-based and had a dedicated resource working in North Shields, Whitley Bay, Wallsend and the west of the borough.
- ✓ Resuming home visits in our Befriending Service, Information & Advice, Care Point, Dementia Services and Admiral Nurse Service, providing 2,553 accessible face-to-face meetings.
- ✓ Co-locating our Care Point and Admiral Nurse teams in the community and NHS locations to ensure greater access to health professionals. Regular partner workshops have enabled our referrers to better appreciate our offer and the support available to their patients. The continued growth of our networks has highlighted our offer and enabled additional referrals.
- ✓ Reaching more people using **technology**, with EveryDay Care & Support using fifty tablet devices allocated across Extra Care Schemes and Wellbeing Centres and engaging with 242 customers, which was an increase of 185 customers on the previous year.
- ✓ Continuing discussions with North Tyneside Council and local partners on Community Hub locations in multiple potential locations across the borough (Killingworth, Whitley Bay, North Shields, Wideopen and Wallsend).
- ✓ Referring 3,768 people into services, compared with 573 in the previous year.
- ✓ Continuing discussions with local **Primary Care Networks** about co-locating our team with them to reach more people.

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

We did this by:

- ✓ Delivering 564 **guided conversations** compared to 406 the previous year.
- ✓ Delivering the information and advice service through IAQP (**Information, Advice and Quality Programme**) an Age UK national standard.
- ✓

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

We did this by:

- ✓ Supporting 660 people in 2022-2023 to achieve financial independence, compared to 647 in the previous year.
- ✓ Securing **£1.5m in unclaimed benefits**, an improvement on the previous year when £1.1m was secured.

- ✓ Securing and using funding from Age UK, North Tyneside Council, The Headley Trust, and Northern Gas Networks to increase the capacity of the team.

2.7. Strategic Aim: To address social isolation and loneliness.

We did this by:

- ✓ Supporting 56 customers and volunteers to maintain regular contact through home and telephone befriending. This compares with 134 customers in 2022 when the service was in peak demand due to the Covid-19 pandemic. As a result, we supported the **End Loneliness Partnership** with **VODA** and the **North Tyneside Carers Centre** while promoting the campaign with support from Befriending Networks and Age UK. This support was funded by the Big Lottery Fund.
- ✓ Facilitating 231 attendances at our social groups, which compares with 1,208 virtual attendances in 2022 when face-to-face attendance was not an option. Customers were slow to resume social activity and our aim was to encourage them to play a part in developing a new programme. The virtual programme came to a natural end as customer confidence grew.
- ✓ Supporting 3,230 attendances of older people across three prisons, HMP Northumberland, HMP Frankland and HMP Holme House, allowing them to access purposeful activities. This compares with 2,630 in the previous year. This work continues to be funded by NHS England and will expand to a further three locations, HMP Low Newton, HMP Durham and HMP Kirkcubbin, in the next financial year due to the feedback and positive impact the provision has on its recipients.
- ✓ Maintaining attendance at our three **Wellbeing Centres**, Cedar Grove, Linskill Park and Rowan Croft at an average of 75%. Rowan Croft's attendance remained strong throughout the year, achieving an increase of 15%, reaching 87% attendance levels. Cedar Grove attendances increased from 69% to 77% and Linskill Park attendances decreased from 81% to 55% due to the lack of referrals and customers cancelling their service through ill health/death or moving into residential care. Our Wellbeing Centres continued to operate under North Tyneside Council's Covid-19 guidelines and restrictions began to ease in the latter part of the year.
- ✓ Continuing to provide entertainment and activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with **SportWorks**, volunteer-led weekly ukulele sessions, arts and crafts activities, local entertainers, 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 trips out to local venues. Overall, the impact of the activities/events delivered across the Group reduced social isolation by allowing individuals to meet, develop friendships and improve their wellbeing.

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** by working with the **Yorkshire Bank** to promote scam awareness. We had 5,083 total plays on our Yorkshire Building Society scam videos across Facebook, Instagram, TikTok and LinkedIn. We additionally provided one scam awareness session with local veterans and their families. We continue to support 25 veteran families on a monthly basis using our partnership agreement with Operation Veteran which is funded by the Covenant Fund.
- ✓ Reporting **99 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were 81 low-level, 16 substantial and two critical safeguarding reports. In the previous year we recorded 126 safeguarding reports.
- ✓ Recording a reduced number of customer falls which we attributed to the impact of the joint bid with **SportWorks** where we introduced Making Movements, an extension of chair-based Pilates, and continued HowFit home exercise program in Extra Care Housing Schemes in North Tyneside. The HowFit programme was funded by the Integrated Care Board and saw 40 customers at home, 30 extra care schemes and 342 customers in sheltered accommodation take advantage of the seated exercise programmes.

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

We did this by:

- ✓ Consolidating the number of physical activity groups to 14 and consulted with 196 existing customers to develop a refreshed programme. This work was funded by **The Big Lottery** to support the **North Tyneside Equally Well Strategy** and our Ageing Well Village vision.
- ✓ Delivering the **HowFit programme** to 40 customers at home, and in 30 extra care and sheltered housing locations supporting 342 residents to engage in chair-based physical activity delivered by our in-house trainers. Funding from the Integrated Care Board (ICB) had been secured for an 18-month trial period but despite its huge success in fall prevention has sadly not been continued into 2023–2024.
- ✓ Delivering the ICB-funded **Strength & Balance** programme to 875 patients with physical activity delivered by our in-house trainers. In the previous year we supported 1,715 patients with virtual weekly programmes and DVDs.
- ✓ Delivering a weekly activity programme in **Extra Care Schemes** including seasonal indoor and outdoor events: Easter, Summer BBQ Garden parties, Halloween, Christmas parties, coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, Live Link Bingo across all Extra Care Schemes, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. 1,044 people participated this year compared with 660 in the previous year.
- ✓ Delivering weekly chair-based **Pilates/Making Movements** within Extra Care Schemes and Wellbeing Centres and extending this programme for a further 12 months with funding from **SportWorks**. This programme reached 150 people over the year and reported an increase in mobility monitored against individuals' personal goals.

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:

- ✓ Maintaining the number of referrals to **Care Point** to re-engage with their communities and to increase confidence and independence. Last year the Care Point team received 248 referrals from a wide range of health practitioners throughout North Tyneside. The team received on average 21 referrals per month, with the lowest number of referrals coming over the winter period (14-16 per month) and the highest being throughout the summer (26-34 per month). Referral routes varied from hospital-based physios, pharmacists and nurses to community-based nurses, social workers, and well-being teams. From the 248 referrals, we supported 202 patients to re-engage with their local community, increase their confidence, and maintain their independence. The Care Point team also assisted 29% of the referred individuals to access practical advice and informative services - working with organisations such as DWP, DVLA, Citizen's Advice and our own Information & Advice service which provides advice on bereavement, will writing and help with benefits. This service is delivered as part of the **Enhanced Care Point Programme** and commissioned through the **North East and North Cumbria Integrated Care Board**.
- ✓ Increasing the number of people accessing the **Strength & Balance Programme**. We supported 875 customers compared with 1,715 in the previous year, such was the need following lockdown conditions. Our sessions are now delivered entirely face-to-face.
- ✓ Increasing the number of people accessing our **Dementia Connections Service** from 488 to 553 customers. We also provided 220 carers with carer relief. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**. We were additionally commissioned by the ICB to provide personalisation support and training to GPs in the borough to enhance their knowledge of personalisation in care.

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 **10,651 hours** compared with **16,387** in the previous year, a decrease of **35%**.
- ✓ **Care at Home in Whitley Bay** service delivered **37,827 hours** of care and support, compared with **39,281** in the previous year, a decrease of **4%**.
- ✓ **Care at Home in Wallsend** service delivered **11,670 hours** of care compared with **13,177** in the previous year, a decrease of **11%**.
- ✓ **Care at Home in North Shields** service delivered **4,667 hours** compared with **7,085** in the previous year, a decrease of **34%**.
- ✓ **Care at Home Newcastle** delivered **21,974 hours** compared with **1,011** in the previous year, the increase follows the successful award of the Home Care contract in November 2022.
- ✓ **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages, which has overall impacted our ability to grow the service further. The service ended the year delivering **3,553 hours** compared with **4,888** in the previous year, a decrease of **27%**.
- ✓ **Extra Care Housing** collectively delivered **248,007 hours** compared with **207,512** in the previous year, an increase of **20%**.
- ✓ In total EveryDay Care & Support delivered **338,349 hours** compared with **279,781** in the previous year, an increase of **21%**.

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

The **Healthy Habits** programme which ran in partnership with the **YMCA** and supported 24 people to interact together. This successful service closed when the grant from North Tyneside CCG expired in October 2022. Customer confidence restricted the opportunity and appetite for social gatherings.

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

Our Admiral Nurse team which supported 220 individual carers and our Dementia Connections Coordinators continued to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities. The activity programme has since moved over to our MHSOP team and continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team has developed several local networks including; Making Waves, North Tyneside Palliative Care & EOL Development Group, Northumbria Healthcare Delirium & Depression Steering Group, OPMH and Dementia ICS Group, Improving Frailty Links Group: virtual wards and UCR, Northumbria Healthcare Cognitive Stimulation Therapy carers group and continues to work in close partnership with North Tyneside Carers Centre.

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:

- ✓ Conducting regular **satisfaction surveys** across the organisation, EveryDay Care and Support, EveryDay Living, Wellbeing Centres and Charity services achieving an important level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 21 complaints were received during 2022–2023 compared with 20 in 2021–2022. 308 compliments were received in 2022–2023 compared with 410 in 2021–2022.

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** conducted during the year, which consistently reported a net promoter score between 8 and 10. An overall average of 9 compared with an average of 8 in the previous year.

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

We did this by:

- ✓ Increasing the number of **contacts** with customers from 37,263 to 39,163.
- ✓ Increasing the number of **new customers** from 3,533 to 3,746.
- ✓ Supporting 909 customers to fully achieve their **goals**.
- ✓ We **signposted** 850 customers to partner services and made 3,368 **referrals**, last year these numbers were 224 and 573.
- ✓ Increasing the number of **enquiries via our website** from 274 to 352.
- ✓ Continuing to promote our services across all **social media platforms** and on our websites. We achieved a high number of hits on our websites: the Charity achieved 55,120, which was an increase from the previous year's 42,951; and EveryDay Care & Support achieved 25,675, which was an increase from the previous year's 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 2022 and demonstrating that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in July 2022. We were commended for demonstrating further development and for the maturity of our systems and processes.
- ✓ Maintaining a '**GOOD**' rating with **CQC** following an onsite inspection in October 2022.
- ✓ Successfully maintaining **IAQP** and **CQS** 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 and we added 18 partners to our existing portfolio to improve our Customer Pathway to provide additional services.

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

We did this by:

- ✓ The Group Chief Executive continuing to be part of the discussions and groups working to alleviate the climate crisis in North Tyneside.
- ✓ Replacing five petrol vehicles with five hybrid vehicles during the year.
- ✓ Using 68% of suppliers local to us, compared with 66% in the previous year.

4.3. Strategic Aim: To strengthen the relationship with partners.

We did this by identifying 18 new partners during the year and offering 76 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 participate in the council's 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 in new grants.
- ✓ **Health & Wellbeing Board**
This Board focused on developing the implementation plan for the Equally Well Strategy. 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/Living Well Board**
Continuing to work on the delivery of the Ageing Well Strategy, Age UK North Tyneside is 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.
- ✓ **Mental Wellbeing in Later Life Board**
This Board continues 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 of a care co-ordination service. The Group Chief Executive is part of a small group reviewing and updating this strategy.
- ✓ **Digital Strategy North Tyneside**
This group aims to develop a Digital Inclusion Strategy, which this year invested in developing 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.
- ✓ **Age UK Brand Partner**
As an Age UK Brand Partner, we work we are members of the Age England Association, of which the Group Chief Executive is Co-Deputy Chair of the Executive Committee. The AEA prepares an annual action plan of work that reflects how brand partners will work together to benefit older people. This work is focused on the development of a new Shared Strategy and Network Agreement to strengthen the brand and our collective offer to older people.
- ✓ **Age UK Board of Trustees**
The Group Chief Executive is the English Brand Partners' nominated Trustee, serving on the Board of Trustees. The Board is also very involved in the development of the new Shared Strategy.
- ✓ **Our Shared Future**
This is all Age UK brand partners working together to develop a new Shared Strategy, which will commence on 1 April 2024. The Age UK North Tyneside Board of Trustees and senior staff have been heavily involved in the development of this new strategy.

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 for expanding services by **recruiting** 134 new staff, compared to 92 in 2022.

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- ✓ Recruiting nine **new volunteers**, compared with 24 in 2022. There has been little interest from people wanting to become a volunteer. The shift seems to be after the pandemic, when people have re-evaluated their time.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support, calculated at an average of 26%, (an increase of 2% from the previous year) which is lower than the industry average for domiciliary care of 30%.

Turnover within the Charity increased from 13% in the previous year to 29% in 2022–2023. This was through funding ending and staff sadly being made redundant.

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 availability of all **mandatory training** for staff and volunteers.
- ✓ Ensuring as many of our new volunteers were inducted into their service area by delivering service-based basic training and induction.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing personal development training throughout the year. Four staff members completed Personal Development Training in 2022–2023; many are still in progress and will be completed in the next 12 to 18 months.

Promoting two people to Lead Coordinators, one Trainee Marketing Manager, one person into a Head of Service role and one person into the Group Chief Operating Officer role.

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

We did this by:

- ✓ Producing **monthly briefings** by the Group Chief Executive and, where necessary, special briefings regarding pay changes.
- ✓ Producing a weekly **Core Briefing** on the back of Senior Leadership Team meetings to update staff on important changes in a timely and efficient way.
- ✓ Running **Better Health at Work** campaigns throughout the year in various forms such as email, surveys, and team events which gained us **Ambassador** status and our HR Manager an Advocate award.
- ✓ Managers hosting one-to-one meetings and team meetings 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** about how we communicated and engaged with staff and volunteers, we now send out a weekly core briefing for the managers to share with their teams as appropriate.
- ✓ Conducting a **volunteer survey** to establish who wanted to continue in their role and in what capacity. The results meant that we reduced the number of volunteers we have but it allowed us to place volunteers in areas where their skills were best matched.
- ✓ Hosting staff monthly or bi-monthly **team meetings**.
- ✓ Conducting a cost-of-living survey to understand how the crisis was affecting our staff and using the feedback to communicate benefits available to them, such as **Reward Me Now**, and the **Blue Light** discount card that could help their finances.

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

We did this by:

- ✓ Successfully achieving the **Ambassador** level of the Better Health at Work programme 2022–2023. Campaigns delivered included cancer awareness, quit smoking, Get Off Your Feet Britain and fruity Fridays.

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- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for those staff who are suffering from stress, anxiety, or mental health issues. We referred 13 staff to Anxious Minds between April 2022 and March 2023.
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues with **Able Futures** who offer up to nine months of 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 nine **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 staff appraisals during the year.
- ✓ Supporting six care staff to complete their Level 2 in Adult Care.
- ✓ Supporting four staff members with their Level 5 career development.
- ✓ Supporting two apprentices to complete their apprenticeships in finance and HR.
- ✓ We promoted two Coordinators to lead roles, one people into a trainee Manager role, one Head of Service, and one in to the Group Chief Operating Officer role.

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 of 3% during the year.
- ✓ Entering 11 staff into the NE Great British Care Awards where Alex Rose and Michelle Orange won their categories and were then highly commended after coming second in the national awards.

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:

- ✓ Opening the first Extra Care Housing Scheme for people in later life with 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 Wellness 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 impacted 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 2023-2024.

ORGANISATION FINANCIAL REVIEW

1. Overview

At the year end the Group reported an operating surplus of £143k (before exceptional charges, gains/losses on the pension scheme), compared with a surplus of £86k in 2022. A surplus of £30k was originally budgeted for the year, additional Income Generation and efficiencies across the year ensured a positive result of £143k was achieved at the year end.

2. Incoming resources

Total incoming resources for 2022–2023 were £8.17 million compared with £6.54 million in 2021–2022. 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 £223k, we ended the year achieving £154k.

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 bethought 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 22). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 23 is £0. 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, conduct 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 organisation's 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 £143k was recognised for the year, and losses on the pension scheme were reported at £32k which returned a Group surplus of £111k for the year.
- ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months of normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £653k. Bank balances at 31 March 2023 less deferred income and payments in advance are reported at £1.31 million which exceeds the target by £657k.
- ✓ Designated Funds – The Charity has two designated funds; the Strategic Development Fund and the Property and Defined Benefit Pension Fund. (Further details can be found in note 20.)
- ✓ 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 in note 19.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities, and threats

2022–2023 was the third 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 2023–2024 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 2023–2024 were approved by the Board of Trustees on 23 March 2023, the headlines from these plans include:

Through the Charity:

- ✓ Engage and consult with older people in partnership with Healthwatch North Tyneside on services for older people in the borough, Ageing Well Village and Digital Inclusion. To continue to pursue the Neighbourhood Network based on informal volunteering that directly links into locality plans. To engage and consult with customers to improve services by regularly engaging with customers, families, and carers.
- ✓ Be the voice of older people by campaigning on eight issues that older people have told us are important to them.
- ✓ Improve access to services by increasing the number of home visits and digital solutions.
- ✓ Continue to provide high-quality Information, Advice & Guidance service that will enable us to be the One Stop Shop for older people and link us into the Integrated Frailty Pathway.
- ✓ Support people to improve their financial independence by supporting more older people to secure unclaimed benefits.
- ✓ Reduce social isolation and loneliness by providing services that address some of those feelings (for example, befriending, social groups, older people in prison and enabling services).
- ✓ Safeguard people in their communities allowing them to feel safe in their own homes.
- ✓ Provide older people with health and wellbeing services (for example, physical activities, dementia support).
- ✓ Support more people to live independently at home by developing a Handyperson Service.
- ✓ Work in partnership with the Carers Centre to provide carer support and carer relief by increasing the number of carers accessing our services for carer relief through support groups and activities.
- ✓ Work to have North Tyneside recognised as an age-friendly borough.

Through EveryDay Care & Support Ltd:

- ✓ Maintain the generalist Care at Home in the community service by continuing to use Extra Care Schemes as Hubs and investing further in hybrid roles within North Tyneside.

Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2023

- ✓ Expand the Care at Home service in Newcastle in line with the new contract secured in November 2022.
- ✓ Maintain the number of Extra Care Schemes the company delivers care and support within North Tyneside and expand the number of Extra Care Schemes the company delivers care and support into Newcastle.
- ✓ Continue to deliver a specialist dementia service into Havelock Place and work to maintain the scheme at capacity.
- ✓ Expand the EveryDay Living service in North Tyneside and Newcastle.
- ✓ Increase attendance at the Wellbeing Centres and align further with health and wellbeing hubs.
- ✓ Identify and set up a Newcastle EveryDay Office in partnership with Age UK North Tyneside.
- ✓ Work with Healthwatch North Tyneside to review the home from hospital pathway.
- ✓ Recruit and integrate a mental health nurse into the home care service to support work with a recognised Assisted Technology provider and the increased use of technology in individuals' homes.
- ✓ Continue to deliver a health and wellbeing programme into our Wellbeing Centres and Extra Care Schemes as well as engaging customers in the community.
- ✓ Engage and consult quarterly with our customers and report and implement changes.
- ✓ Support the Charity's key campaigns to support the Health & Wellbeing Strategy in North Tyneside and Newcastle by tackling inequalities.
- ✓ Implement the recommendations from the Digital Strategy and plan to achieve efficiencies for 2024-2025.

Through EveryDay Homes:

- ✓ Achieve Registered Housing Provider status and operate in line with the housing regulations by investing in the company's infrastructure.
- ✓ Acquire 4 Saville Street Flats and work in partnership with Karbon Homes to support customers to live independently.
- ✓ 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.
- ✓ Identify assets for acquisition and remodelling into affordable supported housing for people in later life and developing an investment strategy to secure further acquisitions.

Through Age UK NT Corporate Support

- ✓ Implement a digital transformation programme in line with the Digital Strategy.
- ✓ Continue the work to deliver the Ageing Well Village.
- ✓ Continue to deliver the Marketing Strategy.
- ✓ Achieve the Carbon Reduction Silver Award in North Tyneside.
- ✓ Support our People Strategy to focus on recruitment and retention and supporting staff through the cost-of-living crisis.
- ✓ Improve our customer service in line with the Customer Excellence Strategy through our digital transformation programme.

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, Michelle Adams; Head of Finance, Sharon Robinson; Head of Quality and Transformation, Angela Dawson; Head of EveryDay Care & Support, Kerry Parker; Head of Charity Services, Sonya Roe 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.

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2023**

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 of 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 people to fill any casual vacancies that occur during the year among 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 Group's assets and liabilities, the agreement and monitoring of the Group's annual budget and management of the investment portfolio.

The Group Risk and Compliance Committee met 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 and inclusion and safeguarding. In 2023–2024 this Committee will meet quarterly to increase scrutiny of the Risk Registers and Health and Safety Management Systems as the organisation expands

The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision-making. This Committee did meet during the year to discuss several cross-cutting strategic objectives including the Ageing Well Village, Registered Social Housing Provider status and changes to the Senior Leadership Team.

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. Five Strategic Risk Registers are in place, which are scrutinised at monthly Senior Leadership Team meetings, which can include a member from 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.

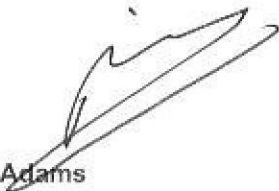
In so far as the Trustees are aware:

- ✓ 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.

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 16 August 2023 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 2023**

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 2023 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 2023, 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.

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.

We have nothing to report in this regard.

**Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2023**

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

Age UK North Tyneside

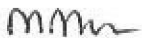
Independent Auditors' Report to the members of Age UK North Tyneside For the year ended 31 March 2023

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.



Michael Moran (Senior Statutory Auditor)

For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne
NE2 1TJ

Date 14 September 2023

Age UK North Tyneside

Consolidated Statement of Financial Activities For the year ended 31 March 2023

Current financial year

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Designated funds 2023 £	Total 2023 £	Total 2022 £
Income from:						
Donations and legacies	4	91,565	-	-	91,565	12,974
Charitable activities	5	1,631,944	178,002	-	1,809,946	1,570,076
Other trading activities	6	6,274,468	-	-	6,274,468	4,959,303
Total income		7,997,977	178,002	-	8,175,979	6,542,353
Expenditure on:						
Cost of raising funds						
Trading activities		5,102,191	-	-	5,102,191	4,287,247
Charitable activities	7	2,765,627	178,002	9,890	2,953,519	2,169,098
Impairment of fixed assets		-	-	-	-	-
Total expenditure		7,867,818	178,002	9,890	8,055,710	6,456,345
Net gains / losses on investments		22,869	-	-	22,869	-
Net incoming/(outgoing) resources before transfers		153,028	-	(9,890)	143,138	86,008
Gross transfers between funds		349,259	-	(349,259)	-	-
Other recognised gains and						
Actuarial gain / (Loss) on defined benefit pension scheme		-	-	(32,000)	(32,000)	(15,000)
Net movement in funds		502,287	-	(391,149)	111,138	71,008
Fund balances at 1 April 2022		928,120	-	959,743	1,887,863	1,816,855
Fund balances at 31 March 2023		1,430,407	-	568,594	1,999,001	1,887,863

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 2023

Prior financial year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £
Income from:				
Donations and legacies	12,974	-	-	12,974
Charitable activities	1,227,832	342,244	-	1,570,076
Other trading activities	4,959,303	-	-	4,959,303
Total income	6,200,109	342,244	-	6,542,353
Expenditure on:				
Cost of raising funds				
Trading activities	4,287,247	-	-	4,287,247
Charitable activities	1,806,664	342,244	20,190	2,169,098
Impairment of fixed assets	-	-	-	-
Total expenditure	6,093,911	342,244	20,190	6,456,345
Net gains / losses on investments	-	-	-	-
Net incoming/(outgoing) resources before transfers	106,198	-	(20,190)	86,008
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)
Net movement in funds	151,240	-	(80,232)	71,008
Fund balances at 1 April 2021	776,880	-	1,039,975	1,816,855
Fund balances at 31 March 2022	928,120	-	959,743	1,887,863

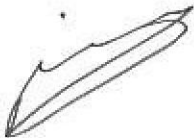
Age UK North Tyneside

Consolidated Balance Sheet
For the year ended 31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		686,649		721,424
Investments	13		-		373,347
			<u>686,649</u>		<u>1,094,771</u>
Current assets					
Stocks	14	7,925		20,721	
Debtors	15	488,335		515,407	
Cash at bank and in hand		<u>1,312,070</u>		<u>754,083</u>	
		1,808,330		1,290,211	
Creditors: amounts falling due within one year	16	<u>(495,978)</u>		<u>(414,405)</u>	
Net current assets			<u>1,312,352</u>		<u>875,806</u>
Total assets less current liabilities			<u>1,999,001</u>		<u>1,970,577</u>
Creditors: amounts falling due after one year	17		<u>-</u>		<u>(82,714)</u>
Net assets excluding pension scheme liability			<u>1,999,001</u>		<u>1,887,863</u>
Defined pension scheme liability	22		-		-
Total assets less current liabilities			<u>1,999,001</u>		<u>1,887,863</u>
The funds of the charity					
Restricted funds	19		-		-
Unrestricted funds					
General funds	20	670,617		411,778	
Everyday Care & Support	20	759,790		516,342	
Designated - strategic	20	189,640		119,640	
Designated - Property and pension	20	378,954		840,103	
Total unrestricted funds			<u>1,999,001</u>		<u>1,887,863</u>
Total charity funds			<u>1,999,001</u>		<u>1,887,863</u>

These financial statements were approved by the Board of Trustees on 16 August 2023 and are signed on their behalf by:

R Adams
Chair



R Morton
Treasurer



Company registration number: 01763579


The notes on pages 25 to 45 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		562,122		650,386
Investments	13		4		373,351
			<u>562,126</u>		<u>1,023,737</u>
Current assets					
Stocks	14	885		1,081	
Debtors	15	332,138		450,444	
Cash at bank and in hand		526,154		147,897	
		<u>859,177</u>		<u>599,422</u>	
Creditors: amounts falling due within one year	16	<u>(182,092)</u>		<u>(169,329)</u>	
Net current assets			<u>677,085</u>		<u>430,093</u>
Total assets less current liabilities			<u>1,239,211</u>		<u>1,453,830</u>
Creditors: amounts falling due after one year	17		<u>-</u>		<u>(82,714)</u>
Net assets excluding pension scheme liability			<u>1,239,211</u>		<u>1,371,116</u>
Pension scheme liabilities	22		-		-
Total assets less current liabilities			<u>1,239,211</u>		<u>1,371,116</u>
The funds of the charity					
Restricted funds	19		-		-
Unrestricted funds					
General funds	20	638,617		411,373	
Designated - strategic	20	189,640		119,640	
Designated - Property and pension	20	410,954		840,103	
Total Unrestricted funds	20		<u>1,239,211</u>		<u>1,371,116</u>
Total charity funds			<u>1,239,211</u>		<u>1,371,116</u>

These financial statements were approved by the Board of Trustees on 16 August 2023 and are signed on their behalf by:

R Adams
Chair 

R Morton
Treasurer 

Company registration number: 01763579

The notes on pages 25 to 45 form part of these financial statements

Age UK North Tyneside

Cash flow statement

For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities	26	293,092	80,636
Cash flows from investing activities			
Proceeds on disposal of investment property		396,216	-
Proceeds on disposal of fixed assets		113,414	-
Purchase of tangible fixed assets		(162,021)	(112,474)
Net cash provided by (used in) investing activities		<u>347,609</u>	<u>(112,474)</u>
Cash flows from financing activities			
Repayment of borrowings		(82,714)	(10,000)
		<u>(82,714)</u>	<u>(10,000)</u>
Change in cash and cash equivalents		557,987	(41,838)
Cash and cash equivalents at the beginning of the reporting period		754,083	795,921
Cash and cash equivalents at the end of the reporting period		<u>1,312,070</u>	<u>754,083</u>
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		<u>1,312,070</u>	<u>754,083</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 2022-2023. The organisation is projecting a surplus of £40k for the year ended 31 March 2023 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.

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £	Total 2022 £
Donations	21,565	-	-	21,565	11,632
Legacy	70,000	-	-	70,000	1,342
	91,565	-	-	91,565	12,974

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £	Total 2022 £
Charitable trusts grants	240,351	178,002	-	418,353	565,861
Contracts/SLA income	1,036,862	-	-	1,036,862	808,852
Private individuals	301,507	-	-	301,507	149,527
Income from transport	53,224	-	-	53,224	45,836
	1,631,944	178,002	-	1,809,946	1,570,076

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2023 £	Total 2022 £
Income from Everyday - Professional care and support	6,140,435	-	-	6,140,435	4,847,395
Catering income	126,951	-	-	126,951	74,726
Rental income from assets	6,220	-	-	6,220	25,168
Sale of sundry items	162	-	-	162	114
Other income	700	-	-	700	11,900
	6,274,468	-	-	6,274,468	4,959,303

7. Expenditure on charitable activities

7.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2023 £	Total 2022 £
Staff & volunteer costs	1,594,984	122,301	-	1,717,285	1,538,349
Premises costs	755,995	-	-	755,995	110,039
Overhead costs	250,618	14,190	-	264,808	257,327
Motor vehicle costs	23,315	-	-	23,315	17,623
Depreciation	30,251	-	9,890	40,141	47,595
Loss on disposal of fixed assets	2,670	-	-	2,670	-
Marketing & promotion	2,959	535	-	3,494	12,170
Food & provisions	4,732	-	-	4,732	3,004
Audit fees	8,520	-	-	8,520	7,200
Legal & professional fees	38,339	-	-	38,339	63,250
Project & development work	19,498	40,976	-	60,474	95,033
Sundry purchases for re-sale	33,746	-	-	33,746	17,508
	2,765,627	178,002	9,890	2,953,519	2,169,098

7.2. Support costs

	2023 £	2022 £
Executive team	102,189	60,588
Finance	143,549	114,883
HR & training	160,581	114,590
Marketing & communication	42,579	35,562
Quality & performance	34,063	19,757
Governance	25,547	22,391
Total support costs	508,508	367,771

7.3. Governance costs

	2023 £	2022 £
Staff related costs	26,046	30,803
Legal and professional fees	19,996	18,346
Other costs	1,065	(197)
Total governance costs	47,107	48,952

8. 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 £606,595 (2022 - £230,932) 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	2023	2022
	£	£
Turnover	6,261,930	4,922,121
Cost of sales	(5,655,335)	(4,691,189)
Net Profit	606,595	230,932
Balance sheet summary		
Fixed assets	124,528	71,038
Current assets	1,160,617	905,304
Current liabilities	(525,355)	(459,595)
Net assets	759,790	516,747

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2023.

9. Net income / expenditure

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

	2023	2022
	£	£
Depreciation – owed assets	60,513	58,413

10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £13,600 (2022: £13,600)

11. Analysis of staff costs and key management remuneration:

	2023	2022
	£	£
Total salary costs analysed by:		
Wages and salaries	5,732,100	4,931,828
National insurance contributions	416,534	325,298
Pension contributions	171,664	152,807
	6,320,298	5,409,933

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

	2023	2022
	No.	No.
£70,001 - £80,000	-	-
£80,001 - £90,000	1	1

No trustee received any remuneration or reimbursement of expenses (2022: £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 £401,969 (2022 - £322,643).

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

	2023	2022
	No.	No.
Executive team	2	2
Leadership team	6	6
Managers	17	17
Co-ordinators	32	32
Nurses	1	1
Officers	24	24
Assistants	25	228
	332	310

12. Tangible fixed assets
Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2022	1,286,719	648,292	74,864	2,009,875
Additions	31,020	76,316	54,685	162,021
Disposals	(117,300)	(190,076)	(28,423)	(335,799)
At 31 March 2023	<u>1,200,439</u>	<u>534,532</u>	<u>101,126</u>	<u>1,836,097</u>
Depreciation				
At 1 April 2022	725,930	511,669	50,852	1,288,451
Charge for the year	9,890	41,782	8,841	60,513
Disposals	(5,989)	(168,945)	(24,582)	(201,800)
At 31 March 2023	<u>729,831</u>	<u>384,506</u>	<u>35,111</u>	<u>1,149,448</u>
Net book value				
At 31 March 2023	<u>470,608</u>	<u>150,026</u>	<u>66,015</u>	<u>686,649</u>
At 31 March 2022	<u>560,789</u>	<u>136,623</u>	<u>24,012</u>	<u>721,424</u>

Charity	Freehold Land & Buildings £	Fixtures &Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2022	1,286,719	476,413	43,191	1,806,323
Additions	31,020	45,349	-	76,369
Disposals	(117,300)	(176,800)	-	(294,100)
At 31 March 2023	<u>1,200,439</u>	<u>344,962</u>	<u>43,191</u>	<u>1,588,592</u>
Depreciation				
At 1 April 2022	725,930	405,719	24,288	1,155,937
Charge for the year	9,890	26,003	4,726	40,619
	(5,989)	(164,097)	-	(170,086)
At 31 March 2023	<u>729,831</u>	<u>267,625</u>	<u>29,014</u>	<u>1,026,470</u>
Net book value				
At 31 March 2023	<u>470,608</u>	<u>77,337</u>	<u>14,177</u>	<u>562,122</u>
At 31 March 2022	<u>560,789</u>	<u>70,694</u>	<u>18,903</u>	<u>650,386</u>

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 2023 and 31 March 2023	<u>1,235,652</u>
Depreciation At 1 April 2022	375,472
Charge for the year	<u>12,357</u>
At 31 March 2023	<u>387,829</u>
Net book value	
At 31 March 2023	<u>847,823</u>
At 31 March 2022	<u>860,180</u>

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

13. Investments

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Investments in wholly owned subsidiaries	-	-	4	4
Investment Property	-	373,347	-	373,347
	<u>-</u>	<u>373,347</u>	<u>4</u>	<u>373,351</u>

	Investment property £
Cost or valuation	
At 1 April 2022	373,347
Additions	-
Disposals	<u>(373,347)</u>
At 31 March 2023	<u>-</u>

14. Stock

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Consumables	<u>7,925</u>	<u>20,721</u>	<u>885</u>	<u>1,081</u>

Notes to the financial statements
For the year ended 31 March 2023

15. Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade debtors	105,868	185,307	41,489	132,389
Prepayments	43,232	43,773	18,859	19,825
Other debtors	-	30,620	-	30,620
Accrued Income	339,235	255,707	59,606	53,089
Amounts owed by group companies	-	-	212,184	214,521
	<u>488,335</u>	<u>515,407</u>	<u>332,138</u>	<u>450,444</u>

16. Creditors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade creditors	59,921	52,259	32,190	22,933
Other creditors	38,353	33,741	13,243	14,730
Amounts owed to group undertakings	-	-	-	-
- Other taxes and social security	100,167	88,153	28,475	31,173
Accruals	224,367	206,876	35,014	67,117
Deferred income	73,170	23,376	73,170	23,376
Mortgage (see note 18)	-	10,000	-	10,000
	<u>495,978</u>	<u>414,405</u>	<u>182,092</u>	<u>169,329</u>

Deferred income

Deferred income comprises grants relating to future periods as follows:

	£
As at 1 April 2022	23,376
Additions in the year	73,170
Released to income	(23,376)
As at 31 March 2023	<u>73,170</u>

17. Creditors: amounts falling due after one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Mortgage	-	82,714	-	82,714

18. 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 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Within 1 year	-	10,000	-	10,000
Between 2 and 5 years	-	40,000	-	40,000
More than 5 years	-	42,714	-	42,714
	-	92,714	-	92,714

The loan was repaid in full during the 2022/23 financial year.

19. Restricted funds

Year ended 31 March 2023	At 1/4/2022 £	Income £	Expenditure £	Transfers £	At 31/3/2023 £
Ballinger Trust	-	10,000	(10,000)	-	-
Headley Trust	-	17,500	(17,500)	-	-
Age UK Later Life Goals	-	13,991	(13,991)	-	-
Armed Forces Covenant trust	-	24,528	(24,528)	-	-
Sporting Forces	-	18,689	(18,689)	-	-
Big lottery Friendly Faces in Local Places	-	8,916	(8,916)	-	-
Big Lottery Community Fund – Ageing Better	-	12,338	(12,338)	-	-
Big Lottery Ending Loneliness	-	12,000	(12,000)	-	-
NHS CCG Healthy Habits	-	60,040	(60,040)	-	-
	-	178,002	(178,002)	-	-

Age UK North Tyneside

Notes to the financial statements For the year ended 31 March 2023

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 lotteries 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)	-	-
	-	342,244	(342,244)	-	-

Ballinger Trust: This is one off funding to support the Dementia Connections Services deliver activities.

Headley Trust This is the first year of a two year project supporting the delivery of the Information and Advice Service.

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

Armed Forces Covenant 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.

National Lottery Community Fund – RC North East & Cumbrian region Aging Better Project with one year funding to support development and structure of activity delivery for the Strategic development of the Ageing Well Village at Backworth.

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 2023

20. Unrestricted funds - group

Year ended 31 March 2023

	At 1/4/2022	Income Expenditure		Transfers	At 31/3/2023
	£	£	£	£	£
Unrestricted funds					
General fund	411,778	1,753,460	(2,765,627)	907,454	670,617
Everyday Care & Support	516,342	6,267,386	(5,102,191)	(558,195)	759,790
	928,120	8,020,846	(7,867,818)	349,259	1,430,407
Designated funds					
Property fund	840,103	-	(9,890)	(451,259)	378,954
Strategic Development fund	119,640	-	-	70,000	189,640
	959,743	-	(9,890)	(349,259)	568,594
Total Unrestricted funds	1,887,863	8,020,846	(7,877,708)	-	1,999,001

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)	449,369	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

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 2024.

Designated funds

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

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 2023	At 1/04/2022 £	Income £	Expenditure £	Transfers £	At 31/03/2023 £
Unrestricted funds					
General fund	1,371,116	2,850,944	(2,972,959)	349,259	638,617
Designated funds					
Property fund	840,103	-	(9,890)	(419,259)	410,954
Strategic Development fund	119,640	-	-	70,000	189,640
Final salary pension liability	-	-	-	-	-
	959,743	-	(9,890)	(349,259)	600,594
Total Unrestricted funds	1,371,116	2,850,944	(2,982,849)	-	1,239,211

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2023

Year ended 31 March 2022	At 1/4/2021 £	Income £	Expenditure £	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

21. Analysis of net assets between funds

For the year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Designat ed Funds £	Total Funds £
Tangible fixed assets	216,041	-	470,608	686,649
Net current assets	1,214,366	-	97,986	1,312,352
Creditors due after one year	-	-	-	-
Defined pension scheme liability	-	-	-	-
	1,430,407	-	568,594	1,999,001

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. 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 £171,664 (2022: £152,807).

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 2023 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:	2023	2022
	£'000	£'000
Current service costs	14	13
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	14	13
Amount recognised as other comprehensive income	(46)	(28)
Total recognised	(32)	(15)
The amounts recognised in the balance sheet are as follows:	2023	2022
	£'000	£'000
Fair value of scheme liabilities	(2,053)	(2,560)
Fair value of scheme assets	2,187	2,735
Surplus in the scheme (not recognised)	134	175

Change in present value of the defined benefit obligation:	2023	2022
	£'000	£'000
Opening defined benefit obligation	2,560	2,663
Interest cost	70	55
Actuarial (gain)/loss arising on scheme liabilities	(464)	(73)
Benefits paid (including expenses)	(113)	(85)
Liabilities in scheme at end of the year	2,053	2,560
Change in fair value of scheme assets	2023	2022
	£'000	£'000
Opening fair value of scheme assets	2,735	2,644
Expected return on scheme assets	70	55
Actuarial (losses)/gains	(551)	74
Employer contributions	60	60
Benefits paid (including expenses)	(127)	(98)
Total market value of assets	2,187	2,735
Major categories of scheme assets as a percentage of total assets	2022	2022
	%	%
Equities	9.1	16.7
Diversified growth	4.8	12.6
Gifts and bonds	70.2	59.9
Infrastructure	13	9.5
Cash	2.9	1.3
	100	100
	2023	2022
	£'000	£'000
The actual return on scheme assets for the year was	(481)	129
Principle actuarial assumptions at the balance sheet date	2023	2022
	%	%
Discount rate	4.85	2.8
Rate of increase in payment of pre 2006 pensions	3.70	3.6
Rate of increase in payment of post 2006 pensions	2.1	2.5
Inflation rate (RPI)	3.25	3.6
Inflation assumption (CPI)	2.45	2.8

The assumed life expectations on retirement at age 65	2023 Years	2022 years
Retiring today – males	86.8	87.1
Retiring today – females	88.8	89.5
Retiring in 20 years – males	88.1	88.1
Retiring in 20 years – females	90.2	90.6

23. 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 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Within 1 year	468,000	14,216	468,000	14,216
More than 1 year and less than 5 years	156,000	-	156,000	-
	624,000	14,216	624,000	14,216

24. 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.

25. Controlling party

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

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

	2022 £	2022 £
Net income / (expenditure) for the period	143,138	86,008
<u>Adjustments for:</u>		
Investment income	-	-
Depreciation	60,513	58,413
Pension scheme adjustment	(32,000)	(34,000)
(Increase) / Decrease in stock	12,796	(9,229)
Decrease / (increase) in debtors	27,072	50,953
(Decrease) / increase in creditors	81,573	(71,509)
Net cash provided by operating activities	293,092	80,636

27. Analysis of changes in net debt

	1 Apr 2022	Cash flows	31 Mar 2023
	£	£	£
Short term cash borrowings	(10,000)	10,000	-
Long term cash borrowings	(82,714)	82,714	-
Total liabilities	(92,714)	92,714	-
Cash and cash equivalents	754,083	557,987	1,312,070
Total net debt	661,369	650,701	1,312,070