

Consolidated Financial Statements

**For the Year Ended
31 March 2024**



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

Charity Number: 1049527

Age UK North Tyneside

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Age UK North Tyneside

Contents, Legal and Administrative Details

Company Registration Number:	0176359 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	(resigned February 2024)
	Mr. R.D. Morton	(resigned March 2024)
	Ms M.L. Rowell	Treasurer (appointed November 2023)
	Mr. M. Colton	
	Mr. L. Gilder	
	Ms. T.J. Harrison	
	Mrs. A. Scurfield	Chair
	Mr. C. Swan	
	Dr A. Kent	
	Miss H Aitchison	(resigned December 23)
	Mr R. Brown	(appointed December 2023)
	Ms F.C. Brown	(appointed February 2024)
Group Chief Executive:	Ms D. McNally	Group Chief Executive
Bankers:	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX	
Auditors:	Robson Laidler Accountants Limited Fernwood House Fernwood Road Jesmond Newcastle upon Tyne NE2 1TJ	

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2024. This was the fourth 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 AND 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 19%. At 31 March 2024, turnover was reported at £9.77m compared with £8.17m at 31 March 2023.

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

We budgeted to achieve a surplus of £152k for the year and reported a surplus of £374k.

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 £811k and we achieved £842k.

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

EveryDay Care & Support maintained its profits on the previous year from £606k to £580k

The Charity invested £72k in EveryDay Homes, which continues to prioritise 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 £252k in new income and efficiencies during the year, which exceeded the target of £110k to ensure services were delivered during 2023–2024.

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 2024 were reported at £1.5M against a target of £712k, 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:

- ✓ Restructuring our existing physical activity provision into one combined **Health & Wellness** service. Funding is provided for the Strength & Balance element by the ICB which enables us to support those exiting the Falls Clinic with a free 12-week course. This then feeds into private paying provision with Health & Wellness activity within the 4 localities of the borough. Ongoing customer consultation on a quarterly basis has defined the evolving content of the Health & Wellness offer. We are now additionally delivering within 3 EveryDay Care & Support locations, Havelock Place, Cedar Grove & Rowan Croft. This reduces the reliance on external, sessional led provision.
- ✓ Continuing our partnership arrangement with **Operation Veteran**. This relationship enables us to provide outreach Information & Advice services once a month to veterans and their families. This is a notoriously difficult group to reach but thanks to this successful relationship outcomes have been significant and feedback positive.
- ✓ Supporting North Tyneside Council's ambition to make their **Community Hubs** more prominent. We provided monthly outreach services within 3 of the 6 Community Hubs. This provided Information & Advice services into the heart of the community.
- ✓ Engaging on a quarterly basis with a sample of our customers in each service to request their feedback and to ask for input to help improve and broaden service provision. All services participated, including those in all 7 HM Prison locations.
- ✓ Continuing our support with those innovators engaged with the **Centre for Ageing** and the **Internet of Caring Things**. We worked with local businesses to help them to develop new products and services for the benefit of older people. We did this by joining regular workshops and introducing customers to end-user forums to explore ideas. This included physical products and apps.
- ✓ By providing training on the delivery of the Guided Conversation and MECC models to all new staff to ensure that customers benefitted from face to face, in home meetings to enable them to share their individual views and preferences.
- ✓ By continuing to strengthen our partnership working with health specifically within the Care Point, and Admiral Nurse services. Within a post Covid landscape customers are increasingly more relaxed and confident to invite us back into their own homes to support their social, physical and mental health needs.

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 each quarter and in their own homes via the **Guided Conversation** and **MECC models**. We met with 685 customers in their own homes against a target of 642. Engagement would have been higher however recruitment and sickness absence stifled face to face customer engagement.
- ✓ Encouraging customers to be involved with and accessing more than one service within our Group portfolio. 1580 customers took up this offer against a target of 960. Customers were directly involved in the changing content of provision i.e. within Health & Wellness where they have expressed a desire for more demanding and less seated class provision.
- ✓ In an increasingly online world, we increased our social media audience to a following of 12,382 against a target of 10,310. Our website attracted 65,023 users against a target of 40,500. We use these platforms in addition to our new electronic Newsletter to engage and consult with residents to improve our service offer.
- ✓ Consulting with 671 EveryDay Care & Support customers, which was an increase on the 550 customers we engaged with in the previous year. The outcome showed:

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- 97% of our customers are happy with the standard of support that they receive and when they receive it.
- 98 % of customers said that they feel that staff treat them with dignity and respect.
- 95% of customers reported that staff who visit them listen to them and act on what they say.
- 94% said that when staff visit them, they are involved in their care and support.
- 94% of our customers said that care and support delivered to them at home helps them maintain or improve their quality of life.
- 74% of our customers are now using technology to support them to remain living independently in their own homes.
- 93% of customers said they feel that staff have the knowledge and training to provide them with a high standard of care and support.
- 94% said that when their care worker visits them they are asked what support they need and whether they are happy with the care and support provided.

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

We did this by supporting a total of 27 campaigns against a target of 6 these included:

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

We highlighted these campaigns using our social media platforms, magazine articles, our newsletter, 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 the Guided Conversations and MECC models and regular customer evaluations delivered face-to-face.
- ✓ We established a network of appointments delivered via 3 of the 6 Community Hubs in addition to office appointments.
- ✓ We continued to deliver one outreach event on a monthly basis to Veterans via our partnership with Operation Veteran.
- ✓ Customers have demonstrated a greater appetite for more physical exercise provision and more social activity interest has been seen. As a result, we have reduced our provision in North Shields and grown the borough wide offer. We are now providing Health & Wellness activity in 2 Wellbeing Centres and Havelock Place.
- ✓ By expanding our delivery into HM Prison locations. We now deliver in all 7 HMP North East locations with increased funding from NHS England. We delivered 472 activity sessions against a target of 296 and saw 6,788 individual attendances against a target of 6,100.
- ✓ Ensuring our Admiral Nurse service continues to be locality-based and has a dedicated resource working in North Shields, Whitley Bay, Wallsend and the west of the borough. The Admiral Nurse team supported an average of 269 customers on a monthly basis against a target of 260. It continues to work with local partners and offers 3D training to improve customer facing knowledge. A pilot project funded by the ICB enabled us to engage with 119 health professionals against a target of 40 to improve their knowledge when supporting those families recently diagnosed with dementia.
- ✓ Another pilot project funded by North Tyneside Council, working in partnership with its Older Person Mental Health Social Work team saw us support 31 individuals to access meaningful support and activities.

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- ✓ Home visits continued in our Befriending, Information & Advice, Care Point, Dementia and Admiral Nurse Services.
- ✓ Co-locating our Care Point team in NHS locations to ensure greater access to health professionals. Of the 267 customers engaged with the service 128 met all Aims and individual objectives set with them.
- ✓ The continued growth of our networks has highlighted our offer and enabled additional referrals. We achieved 2,254 partner referrals into services against a target of 1,950. Our signposts to external partners increased to 705 against a target of 600.
- ✓ Encouraging customers to use **technology** to maintain safety in their home, EveryDay supported 300 customers, which was an increase of 58 customers on the previous year.
- ✓ Referring 4,037 people into services, compared with 3,600 set as the target.

2.5. Strategic Aim: To provide information and advice to people over 50

We did this by:

- ✓ Delivering 424 **Guided conversations**, compared with 398 in the previous year.
- ✓ Promoting and delivering outreach services to veteran groups and within Community Hubs.
- ✓ By engaging with health and social work professionals through pilot programmes to expand their knowledge of our services and referral mechanisms.
- ✓ Delivering the Information & 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 1,011 people in 2023–2024 to achieve financial independence, compared with 660 in the previous year.
- ✓ Securing **£1.9m in unclaimed benefits**, an improvement on the previous year when £1.5m was secured.
- ✓ Securing and using funding from Age UK, North Tyneside Council, The Headley Trust, and Northern Gas Networks to increase the team's capacity.

2.7. Strategic Aim: To address social isolation and loneliness

We did this by:

- ✓ Supporting 50 customers and volunteers to maintain regular contact through home and telephone befriending. The numbers within service fluctuated as we created 20 long terms friendships who subsequently exited the service.
- ✓ Facilitating 2,598 attendances at our social groups, which compares to a target of 1,610 The total was greatly increased by the participation of the Covenant Funded Veteran service which has now come to an end.
- ✓ By increasing attendances at **dementia specific social groups** to 2,716 against a target of 2,688.
- ✓ Supporting 6,788 attendances of older people across seven **prisons**, HMP Northumberland, HMP Frankland, HMP Holme House, HMP Durham, HMP Kirkclevington Grange and HMP Deerbolt. This compares with 1,560 in the previous year.
- ✓ We increased the attendance overall across our three **Wellbeing Centres**. Cedar Grove, Linskill Park and Rowan Croft at an average of **79%**. Rowan Croft's attendance remained strong throughout the year, achieving an increase of **10%**, reaching **97%** attendance levels. Cedar Grove attendances decreased **77%** to 69% and Linskill Park attendances decreased from **55%** to **37%** due to the lack of referrals and customers cancelling their service through ill health/death or moving into residential care.
- ✓ Continuing to provide entertainment and social activities to people attending our Wellbeing Centres, as well as maintaining and building on existing partnerships with SportWorks and Age UKNT Health & Wellbeing Services, volunteer-led weekly ukulele, singing sessions, arts and crafts activities, local entertainers, Karaoke, outside social events, baking and cake decorating, reminiscence sessions, gardening, games and quizzes, use of technology Alexa and Rita., table tennis, chair-based Pilates and "HomeFit" fitness exercise, dancing and trips out to local venues.

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- ✓ 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:

- ✓ Reporting **131 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were **112 low-level, 19 substantial** and **0 critical** safeguarding reports. In the previous year we recorded 99 safeguarding reports.
- ✓ Recording a reduced number of customer falls, incidents or accidents from 428 recorded in the previous year to 325 recorded at the end of the year. We attributed to the impact of the joint bid with **SportWorks** where we continued chair-based Pilates and timely referrals through the GP to the falls clinic.

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

We did this by:

- ✓ Restructuring the Health & Wellness service by combining Strength & Balance, Health & Wellness and HomeFit. We added a virtual offer to ensure that if customers were unable to attend for any reason, they were able to continue to progress at home. This provided a 'pipeline' offer to ensure that customers maintained and improved their physical wellbeing with safe and suitable activity. The Health & Wellness programme saw 4,440 attendances against a target of 3,600.
- ✓ Delivering the ICB-funded **Strength & Balance** programme which provided 2,025 patient attendances.
- ✓ Delivering a weekly activity program in **Extra Care Schemes** including seasonal indoor and outdoor events: Seasonal parties and social gatherings, Easter, Summer BBQ Garden parties, Halloween, Christmas parties, coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. **4,440** people participated this year compared with **3,600** in the previous year.
- ✓ Delivering weekly chair-based **Pilates/Making Movements** within Extra Care Schemes and Wellbeing Centres and extending the program for a further 3 months whilst further funding in partnership with **SportWorks** is sourced. This program reached **180** people over the year and reported an increase in mobility monitored against individuals' personal goals.

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

We did this by:

- ✓ Increasing the number of referrals to **Care Point** to re-engage with their communities and to increase their confidence and independence. The service received 267 referrals against a baseline of 248. Referrals were received from a wide range of health practitioners throughout North Tyneside. Referral routes varied from hospital-based physios, pharmacists and nurses to community-based nurses, social workers, and well-being teams. From the 267 referrals, we supported 128 patients to achieve their Aims and re-engage with their local community, increase their confidence, and maintain their independence. This service refers to social and physical activities as well as dementia specific provision, Information & Advice and numerous partner services. The 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 customers to attend 2025 physical activity sessions. Our sessions are delivered entirely face-to-face with customers encouraged to access either a virtual or community-based offer to follow on and maintain their physical improvement.
- ✓ Increasing the number of people accessing our **Admiral Nurse Service** to a monthly average of 269 customers against a target of 220. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**. We were commissioned by the ICB through our Admiral Nurse service to provide personalisation support and training to GPs in the borough to enhance their knowledge of personalisation in care and dementia

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- specific sources of support. This project saw 119 professionals take up the offer against a target of 40.
- ✓ Our dementia activity provision remained unchanged, which enhanced our core offer whilst working with the North Tyneside Council Older Person Mental Health Service. We supported 31 individuals specifically within this pilot project whilst increasing activity dementia attendances to 2,716 against a target of 2,688.

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 **8,494 hours** compared with **10,495** in the previous year, a decrease of **19%**.
- ✓ **Care at Home in Whitley Bay** service delivered **23,487 hours** of care and support, compared with **26,689** in the previous year, a decrease of **12%**.
- ✓ Care at Home in Wallsend service delivered **10,597 hours** of care compared with **11,586 hours** in the previous year, a decrease of **8%**.
- ✓ **Care at Home in North Shields** service delivered **3,390 hours** compared with **4,659 hours** in the previous year, a decrease of **27%**.
- ✓ **Care at Home Newcastle** delivered **31,517 hours** compared with **21,974** in the previous year, an increase of **30%**.
- ✓ **EveryDay Living** throughout the year has seen an increase in both commissioned and private packages. The service ended the year delivering **4,105 hours** compared with **3,553** in the previous year, an increase of **14%**.
- ✓ Extra Care Housing collectively delivered **277,181 hours** compared with **239,328** in the previous year, an increase of **14%**.
- ✓ In total EveryDay Care & Support delivered **350,277 hours** compared with **308,244** in the previous year, an increase of **12%**.

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

There were no opportunities for older and younger generations to meet.

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

Our Admiral Nurse team supported 269 carers at any one time during the year. Our Mental Health & Wellbeing Coordinators continued to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities in addition to directly supporting 31 individuals diagnosed with a cognitive impairment through the OPMHSW team pilot programme. The activity programme continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team continues to develop 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. They additionally created an North East Admiral Nurse Network for the benefit of other nurses across the North East region. The team provides training for the benefit of partners and GPs within North Tyneside.

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 a high level of customer satisfaction.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 38

complaints were received during 2023–2024. 510 compliments were received in 2023-2024.

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 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 839 customers to achieve their **goals**.
- ✓ We **sign posted 1,384** customers to partner services and made **4,319 referrals**, compared to the previous year the numbers recorded were 850 and 3,368.
- ✓ Increasing the number of **enquiries via our website** from 352 to 486.
- ✓ Continuing to promote our services across all social media platforms and on our websites. Tracking for website visitors was affected in the 2023 to 2024 financial year due to the switch to Google Analytics 4 and the launch of the new EveryDay website. However, we still saw high levels of users. The Charity website achieved 44,873 users, while the EveryDay Care & Support website achieved 17,747 users.

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

We did this by:

- ✓ Maintaining **CHAS** in May 2023 and demonstrating that we had an effective Health & Safety Management system in place across the Group.
- ✓ Maintaining **ISO: 9001** assessment which took place in April 2023. We were commended for demonstrating further development and for the maturity of our systems and processes.
- ✓ Completing and publishing our **Data Security & Protection Toolkit (DSPT)** register in June 2023 to measure our performance against the National Data Guardian's 10 data security standards.

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 new partners to our existing portfolio to improve our customer pathway to provide additional services. As a result referrals to and from partners increased to 4,319 against a target of 3,750. Signposts increased from 1,384 against a target of 1,200.

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.
- ✓ By achieving a Silver Award from North Tyneside Council in the Carbon Reduction Awards. We aim to achieve the Gold Award.
- ✓ Replacing two petrol vehicles with two hybrid vehicles during the year.
- ✓ Using 70% of suppliers local to us, maintaining the levels achieved 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 a total of 114 services.

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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 that impact on older people including:

✓ **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.

✓ **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 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 task of this Board was reviewing and updating this strategy.

✓ **Digital Strategy North Tyneside**

This North Tyneside Council led group aims to develop a Digital Inclusion Strategy, which had 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 outcomes informed 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 during 2024-2025. 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** 84 new staff, compared with 134 in 2022-2023. We have now hired a recruiter to provide a strong focus on recruitment to ensure we meet demand for our services.
- ✓ Recruiting **7 new volunteers**, compared with 9 in 2022-2023. There has been little interest from people wanting to become a volunteer, however we are now actively advertising for specific volunteering roles.

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- ✓ Achieving low **staff turnover** in EveryDay Care & Support, calculated at an average of 24%, (a decrease of 2% from the previous year) which is lower than the industry average for domiciliary care of 30%.
- ✓ Turnover within the Charity decreased from 29% in the previous year to 26% in 2023–2024. This was still higher than anticipated due to the restructuring of teams and funding ending.

5.2. Strategic Aim: To invest in the 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. Since we launched Access LMS training, we have seen a significant increase in completing mandatory training, we achieved 96% of mandatory training compared to 60% in 2022-2023.
- ✓ Ensuring that many of our new volunteers were inducted into their service area by delivering service-based basic training and induction. Our volunteer onboarding procedure is currently under review to provide a better induction experience.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing personal development training throughout the year. 24 employees completed Personal Development Training in 2023–2024; many are still in progress and will be completed in the next 12 to 18 months.
- ✓ Promoting our Trainee Marketing Manager to Marketing Manager, a Marketing Apprentice to Marketing Officer, and Dementia Co-ordinating Officer to Dementia Co-Ordinator.

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.
- ✓ Quarterly Manager meetings to discuss organisation wide performance, risk, and strategic developments
- ✓ Producing where necessary a weekly **Core Briefing** on the back of Senior Leadership Team meetings to update staff on significant 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 retained our **ambassador** status.
- ✓ Managers host 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 communicate and engage with staff and volunteers. Working with new technology to engage more frequently with everyone in the organisation.
- ✓ Conducting a **volunteer survey** to establish who wanted to continue in their role and in what capacity. The results meant we reduced the number of volunteers we have, but it will allow us to place volunteers in areas where their skills were best matched.
- ✓ Hosting staff monthly or bi-monthly **team meetings**.

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

We did this by:

- ✓ Successfully maintaining **Ambassador** status of the Better Health at Work programme 2023–2024. Campaigns delivered included cancer awareness, quit smoking, Get Off Your Feet Britain, Mental health awareness month (wear it green day) finance and [pension preparation for retirement in conjunction with DWP.

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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 15 staff to Anxious Minds between April 2023 and March 2024.
- ✓ Promoting a free service to those staff suffering with **health and wellbeing** issues to **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 refer to this service as it is private and confidential between both parties.
- ✓ Delivering refresher training to our 8 **Mental Health First Aiders**.

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

We did this by:

- ✓ Completing staff appraisals during the year.
- ✓ Supporting 4 care staff to complete their Level 2 in Adult Care.
- ✓ Supporting 1 staff member with their Level 5 career development.
- ✓ Supporting 3 apprentices to complete their apprenticeships in finance, HR, and marketing.
- ✓ Promoting one employee into a manager role, one apprentice to officer, one officer to coordinator.

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.
- ✓ Running employee and volunteer of the year awards and recognising finalists and winners at a lunch event hosted by the Group Chief Executive.

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 27 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.
- ✓ Supporting older people to engage in the North Tyneside Housing strategy

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.
- ✓ Working towards Registered Provider status to drive forward wider affordable housing options.

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 a Wellness Hub and Integrated Care Frailty Hub for people in later life in Backworth. The Ageing Well Village was approved by the North Tyneside Planning Authority in 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.
- ✓ Achieving 92% (87% in 2022-2023) of the strategic objectives set

We have seen and felt the appetite from older people to return to both physical and social activities. We are addressing this by looking at borough wide physical provision linked to a pathway of services enabling customers to remain active and engaged with our services.

We have introduced a Ladies Who Lunch offer which has proved successful and our intention will be to create a similar male offer. This against a landscape of multiple offers which are already in place in the 4 localities. Our ongoing consultation process will inform future provision.

ORGANISATION FINANCIAL REVIEW

1. Overview

At the year end the Group reported an operating surplus of £408k (before exceptional charges, gains/losses on the pension scheme), compared with a surplus of £143k in 2023. A surplus of £152k was originally budgeted for the year; additional Income Generation and efficiencies across the year ensured a positive result of £408k was achieved at the year end.

2. Incoming resources

Total incoming resources for 2023–2024 were £9.77 million compared with £8.17 million in 2022–2023. 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 £110k, we ended the year achieving £252k.

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 12 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 EveryDay Homes Ltd (see note 13).

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 21). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March 2024 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, conducts an annual review of the level of reserves to ensure that reserves are sufficient to address the financial risks of the Charity and its wholly owned subsidiary to ensure that there are sufficient reserves to invest in the organisation's development in line with the strategic plan.

The annual review in March 2024 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent but to increase normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash to three months. 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 £408k was recognised for the year, and losses on the pension scheme were reported at £35k which returned a Group surplus of £373k 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 £712k. Bank balances at 31 March 2024 less deferred income and payments in advance are reported at £1 million which exceeds the target by £288k.

Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2024

- ✓ Designated Funds – The Charity has four designated funds; the Strategic Development Fund, Replacement Fund for properties with Housing Responsibilities, Charitable Service Development in Newcastle and the Property and Defined Benefit Pension Fund. (Further details can be found in note 19.)
- ✓ 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

2023–2024 was the fourth year of the 2025 strategy, and as we deliver our plans for 2024–2025 this will mean greater public consultation and engagement to inform our Strategic Plans for 2024–2025 which were approved by the Board of Trustees, the headlines from these plans include:

Through the Charity in North Tyneside:

- ✓ To consult, engage with and be the voice of stakeholders on services and campaigns which impact older people in the proposed Age Friendly North Tyneside borough. (Our Community & Locality Engagement Coordinator will lead; this will inform and influence our next five-year strategy). We will do this in partnership with Healthwatch North Tyneside.
- ✓ To continue to pursue the establishment of a Neighbourhood Network based on informal volunteering which directly links into our locality plans.
- ✓ To continue to provide a high-quality Information, Advice & Guidance service across the borough and within Community Hubs. We will continue to support customers to maximise their household income through unclaimed benefits to improve their standard of living. Our aim will be to be regarded as the 'One Stop Shop' for older people.
- ✓ To reduce social isolation and loneliness by providing services that address some of those feelings (e.g. Befriending, social groups, dementia specific activities, older people in prison and an enabling service via Care Point).
- ✓ To safeguard people in their communities allowing them to feel safe in their own home. Using our own and partner services i.e. T&WFRS, Safe & Healthy Homes, etc.
- ✓ To provide older people with health and wellbeing services aligned to the NHS 10 Year Plan, to promote a reduction in hospital admissions and ensure that people live longer at home whilst maintaining their independence (e.g. physical and social activities, dementia support and Admiral Nurses).
- ✓ To support more people to live independently at home by developing a Handyperson Service (EveryDay Homes).
- ✓ To work in partnership with the Carers Centre and others to provide carer support and carer relief by increasing the number of carers accessing our dementia and Admiral Nurse services through carers' support groups, providing activities and offering short breaks.

Through the Charity in Newcastle:

- ✓ To seek permission from Age UK to change our name to Age UK Newcastle & North Tyneside, and to use the brand in Newcastle.
- ✓ To continue to work in partnership with Search Newcastle to develop our offer and establish a presence in Newcastle.
- ✓ To update our Articles to extend our area of benefit, as well as general updating.
- ✓ To use profits from EveryDay Care & Support Newcastle contracts to employ a senior member of staff.
- ✓ To consult and engage with all stakeholders to determine the priorities for delivery in Newcastle.
- ✓ To develop a new 2030 Strategy, Budget and Income Generation Plan use the findings from the engagement work.

Through EveryDay Care & Support Ltd in North Tyneside:

- ✓ To refresh the EveryDay Living Service across North Tyneside
- ✓ To increase the generalist care at home hours delivered in the community by continuing to use Extra Care Schemes as Hubs and investing further in hybrid roles. This contract is subject to tender during the year

Age UK North Tyneside

Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2024

- ✓ To maintain the number of Extra Care Schemes the company delivers care into as Hubs and investing further in hybrid roles. This contract is subject to tender during the year
- ✓ To continue to deliver and improve the specialist dementia service into Havelock Place and work to maintain the scheme at capacity
- ✓ To increase attendances at Wellbeing Centres and align further with Health and Wellbeing hubs and Community Health & Wellness programmes
- ✓ To work in partnership with North Tyneside Council to review and improve the pathways to support hospital avoidance and a safe and timely discharge from hospital
- ✓ To influence the use of Assisted Technology in individual's homes as part of care and support planning.
- ✓ To recruit and integrate a Consultant Admiral Nurse to develop and deliver Age UK North Tyneside's Mental Wellbeing in Later Life strategy, and lead on specialist mental wellbeing services
- ✓ To review the Catering Service and make a decision made about its future, do we retain an in-house service, expand using the under-capacity or move to outsource from a local provider?
- ✓ To continue to deliver a health and wellbeing programme into our wellbeing centres and extra care schemes as well as engaging customers in the community.
- ✓ To engage and consult quarterly with our customers, and report and implement change.
- ✓ To support the Charity's key campaigns to support the Health & Wellbeing Strategy in North Tyneside and Newcastle by tackling inequalities.
- ✓ To support the climate crisis in North Tyneside and Newcastle we will aim to replace a further 2 of the Well-Being Centre Mini-Buses.
- ✓ To support the research pilot with Newcastle university by integrating a Hospital to Home service with the current NHS discharge medicine service.
- ✓ To support the group engagement and consultation plans to develop a new 2030 strategy for the group and the company.
- ✓ To implement fully all new digital platforms in line with the digital transformation programme.

Through Everyday Care & Support Ltd in Newcastle:

- ✓ To expand the Everyday Living Service in Newcastle.
- ✓ To expand the Care at Home service in Newcastle in line with the new contract secured in November 2022.
- ✓ To maintain the number of Extra Care Housing Schemes the company delivers care and support into in line with the new contract.
- ✓ To explore and submit any further opportunities for new contracts within home care and day care services in Newcastle.

Through Everyday Homes to:

- ✓ To secure Registered Housing Provider status and operate in line within the housing regulations by investing in the company's infrastructure.
- ✓ To secure the 4 Saville Street flats and work in partnership with Karbon Homes to support customers to live independently via a management agreement.
- ✓ To use the North Tyneside Market Housing Needs Analysis to identify the housing needs the company will invest in.
- ✓ To identify assets for acquisition and remodelling into affordable housing for people in later life and develop an investment strategy to secure acquisitions. The priority is to purchase Havelock Place.

Through Age UK NT Corporate Support:

- ✓ To embed the digital transformation programme in line with the Digital Strategy and plan to expand the digital strategy to make it interactive for customers and families to access.
- ✓ To introduce and implement new financial software for the Group.
- ✓ To achieve all external Quality Standards for the Group.
- ✓ To set up new internal Quality Framework for the Group.
- ✓ To continue to deliver the Marketing Strategy in line with the new shared strategy, working with the new Age UK National Brand Communications Director.

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2024**

- ✓ New website for EveryDay Care and Support allowing the Marketing Team to control the content and interactive interface.
- ✓ Use more visual presentations from customers and employees, moving away from words on a PowerPoint.
- ✓ To support our People Strategy to focus on recruitment and retention. Investing in a new recruiter role to manage the end-to-end process of recruitment through to initial onboarding. Reviewing key policies to strengthen the organisations position on sickness and absence.
- ✓ To improve customer service across the organisation, in line with the Customer Excellence Strategy through the digital transformation project.

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 several key employment policies including Equality Diversity & Inclusion and Health & Safety.

4. Pay policy for senior staff

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

5. Board of Trustees/Company Directors

The body responsible for the governance of the Charity is the Board of Trustees, who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three-year term (maximum 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 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 meets four times 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.

The Executive Committee meets on an as and when basis and provides a mechanism for urgent decision-making. This Committee did not meet during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

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

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

Risk

The Trustees have in place a formal Risk Management Framework and Policy to assess risks and implement risk management strategies. 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 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 a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

Age UK North Tyneside

**Board of Trustees Report incorporating the Strategic Report
For the year ended 31 March 2024**

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 15 August 2024 and signed on their behalf by:



Alyson Scurfield
Chair

**Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2024**

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 2024 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 2024, 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 2024**

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.

**Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2024**

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
Tyne and Wear
NE2 1TJ

14 October 2024

Age UK North Tyneside

Statement of Financial Activities
For the year ended 31 March 2024

Current financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Income and endowments from:						
Donations and legacies	4	24,584	-	-	24,584	91,565
Charitable activities	5	2,098,606	190,547	-	2,289,153	1,809,946
Other trading activities	6	7,458,252	-	-	7,458,252	6,274,468
Total income		9,581,442	190,547	-	9,771,989	8,175,979
Expenditure on:						
Raising funds						
Trading activities		6,179,612	-	-	6,179,612	5,102,191
Charitable activities	7	2,983,450	190,547	9,393	3,183,390	2,953,519
Total expenditure		9,163,062	190,547	9,393	9,363,002	8,055,710
Net gains / losses on investments		-	-	-	-	22,869
Net income/(expenditure) for the year		418,380	-	(9,393)	408,987	143,138
Gross transfers between funds		-	-	-	-	-
Other recognised gains / losses						
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(35,000)	(35,000)	(32,000)
Net movement in funds		418,380	-	(44,393)	373,987	111,138
Reconciliation of funds						
Fund balances at 1 April 2023		1,430,407	-	568,594	1,999,001	1,887,863
Fund balances at 31 March 2024	19	1,848,787	-	524,201	2,372,988	1,999,001

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

Statement of Financial Activities
For the year ended 31 March 2024

Prior financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2023 £
Income and endowments from:					
Donations and legacies	4	91,565	-	-	91,565
Charitable activities	5	1,631,944	178,002	-	1,809,946
Other trading activities	6	6,274,468	-	-	6,274,468
Total income		7,997,977	178,002	-	8,175,979
Expenditure on:					
Raising funds					
Trading activities		5,102,191	-	-	5,102,191
Charitable activities	7	2,765,627	178,002	9,890	2,953,519
Total expenditure		7,867,818	178,002	9,980	8,055,710
Net gains / losses on investments		22,869	-	-	22,869
Net income/(expenditure) for the year		153,028	-	(9,890)	143,138
Gross transfers between funds		349,259	-	(349,259)	-
Other recognised gains / losses					
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(32,000)	(32,000)
Net movement in funds		502,287	-	(391,149)	111,138
Reconciliation of funds					
Fund balances at 1 April 2022		928,120	-	959,743	1,887,863
Fund balances at 31 March 2023	20	1,430,407	-	568,594	1,999,001

Age UK North Tyneside

Balance Sheet

For the year ended 31 March 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		832,722		686,649
Investments	13		-		-
			832,722		686,649
Current assets					
Stock	14	18,943		7,925	
Debtors	15	830,487		488,335	
Cash at bank and in hand		1,508,268		1,312,070	
		<u>2,357,698</u>		<u>1,808,330</u>	
Creditors: amounts due within 1 year	16	<u>(817,432)</u>		<u>(495,978)</u>	
Net current assets			1,540,266		1,312,352
Net assets			2,372,988		1,999,001
Reserves					
Restricted funds	17		-		-
Unrestricted funds					
General funds	18	1,140,416		670,617	
Everyday Care & Support	18	708,371		759,790	
Designated – strategic	18	189,640		189,640	
Designated – property and pension	18	334,561		378,954	
Total unrestricted funds			2,372,988		1,999,001
Total reserves			2,372,988		1,999,001

These financial statements were approved by the Board of Trustees on 14 August 2024 and are signed on their behalf by:



A Scurfield
Chair



M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 27 to 44 form part of these financial statements

Age UK North Tyneside

Charity Balance Sheet
For the year ended 31 March 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		581,558		562,122
Investments	13		250,004		4
			831,562		562,126
Current assets					
Stock	14	1,275		885	
Debtors	15	850,509		332,138	
Cash at bank and in hand		326,542		526,154	
		1,178,326		859,177	
Creditors: amounts due within 1 year	16	(345,269)		(182,092)	
Net current assets			833,057		677,085
Net assets			1,664,619		1,239,211
Reserves					
Restricted funds	17				
Unrestricted funds					
General funds	19	1,140,418		638,617	
Designated – strategic	19	189,640		189,640	
Designated – property and pension	19	334,561		410,954	
Total unrestricted funds			1,664,619		1,239,211
Total reserves			1,664,619		1,239,211

These financial statements were approved by the Board of Trustees on 14 August 2024 and are signed on their behalf by:



A Scurfield
Chair



M L Rowell
Treasurer

Company registration number: 01763579

The notes on pages 27 to 44 form part of these financial statements

Age UK North Tyneside

Cash flow statement

For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by (used in) operating activities		443,886	293,092
Cash flows from investing activities			
Proceeds on disposal of investment property		-	396,216
Proceeds on disposal of fixed assets		29,168	113,414
Purchase of tangible fixed assets		(276,856)	(162,021)
Net cash provided by (used in) investing activities		<u>(247,688)</u>	<u>347,609</u>
Cash flows from financing activities			
Repayment of borrowings		-	(82,714)
		-	<u>(82,714)</u>
Change in cash and cash equivalents		196,198	557,987
Cash and cash equivalents at the beginning of the reporting period		1,312,070	754,083
Cash and cash equivalents at the end of the reporting period		<u>1,508,268</u>	<u>1,312,070</u>
Breakdown of cash and cash equivalents			
Change in cash and cash equivalents		<u>1,508,268</u>	<u>1,312,070</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 2023-2024. The organisation is projecting a surplus for the year ended 31 March 2025 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.

**Notes to the financial statements
For the year ended 31 March 2024**

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.

Notes to the financial statements
For the year ended 31 March 2024

1.13 Pensions

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

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

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

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

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

1.14 Income

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

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

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

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

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

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

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

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

1.15 Expenditure

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

Expenditure is classified under the following headings:

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

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

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

1.16 Allocation of support costs

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

1.17 Operating leases

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

1.18 Joint venture

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

2. Critical accounting estimates and areas of judgement

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

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

Defined benefit pension scheme liability

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

3. Company structure

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

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2024

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Donations	22,584	-	-	22,584	21,565
Legacy	2,000	-	-	2,000	70,000
	24,584	-	-	24,584	91,565

5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £	Total 2023 £
Charitable trusts grants	238,539	190,547	-	429,086	418,353
Contracts/SLA income	1,310,064	-	-	1,310,064	1,036,862
Private individuals	492,553	-	-	492,553	301,507
Income from transport	57,450	-	-	57,450	53,244
	2,098,606	190,547	-	2,289,153	1,809,946

6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2024 £	Total 2023 £
Income from Everyday					
- Professional care and support	7,306,593	-	-	7,306,593	6,140,435
Catering income	145,763	-	-	145,763	126,951
Rental income from assets	5,501	-	-	5,501	6,220
Sale of sundry items	392	-	-	392	162
Other income	3	-	-	3	700
	7,458,252	-	-	7,458,252	6,274,468

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2024

7. Expenditure on charitable activities

7.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2024 £	Total 2023 £
Staff & volunteer costs	1,695,519	143,622	-	1,839,141	1,717,285
Premises costs	718,844	-	-	718,844	755,995
Overhead costs	462,610	11,220	-	473,830	264,808
Motor vehicle costs	23,705	-	-	23,705	23,315
Depreciation	31,185	-	9,393	40,578	40,141
Loss on disposal of fixed assets	1,365	-	-	1,365	2,670
Marketing & promotion	350	1,800	-	2,150	3,494
Food & provisions	6,053	-	-	6,053	4,732
Audit fees	10,920	-	-	10,920	8,520
Legal & professional fees	29,519	-	-	29,519	38,339
Project & development work	(19,851)	33,905	-	14,054	60,474
Sundry purchases for re-sale	23,231	-	-	23,231	33,746
	2,983,450	190,547	9,393	3,183,390	2,953,519

7.2. Support costs

	2024 £	2023 £
Executive team	147,307	102,189
Finance	168,351	143,549
HR & training	147,307	160,581
Marketing & communication	63,132	42,579
Quality & performance	42,671	34,063
Governance	42,088	25,547
Total support costs	610,856	508,508

7.3. Governance costs

	2024 £	2023 £
Staff related costs	38,783	26,046
Legal and professional fees	26,972	19,996
Other costs	1,854	1065
Total governance costs	67,609	47,107

Notes to the financial statements
For the year ended 31 March 2024

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 £580,120 (2023 – £606,595) 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	2024	2023
	£	£
Turnover	7,455,087	6,261,930
Cost of sales	<u>(6,899,911)</u>	<u>(5,655,335)</u>
Net Profit	<u>555,176</u>	<u>606,595</u>
Balance sheet summary		
Fixed assets	251,164	124,528
Current assets	1,704,076	1,160,617
Current liabilities	<u>(996,869)</u>	<u>(525,355)</u>
Net assets	<u>958,371</u>	<u>759,790</u>

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period ended 31 March 2024.

9. Net income / expenditure

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

	2024	2023
	£	£
Depreciation – owed assets	<u>65,522</u>	<u>60,513</u>

10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £16,020 (2023: £13,600)

11. Analysis of staff costs and key management remuneration:

	2024	2023
	£	£
Total salary costs analysed by:		
Wages and salaries	6,693,812	5,732,100
National insurance contributions	495,071	416,534
Pension contributions	192,043	171,664
	<u>7,380,926</u>	<u>6,320,298</u>

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

	2024	2023
	No.	No.
£70,001 - £80,000	-	-
£80,001 - £90,000	1	1
	<u>1</u>	<u>1</u>

No trustee received any remuneration or reimbursement of expenses (2023: £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 £417,386 (2023 - £401,969).

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

	2024	2023
	No.	No.
Executive team	3	2
Leadership team	5	6
Managers	15	17
Co-ordinators	26	32
Nurses	6	1
Officers	17	24
Assistants	267	250
	<u>339</u>	<u>332</u>

12. Tangible fixed assets
Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2023	1,200,439	534,532	101,126	1,836,097
Additions	-	253,256	23,600	276,856
Disposals	-	(63,374)	-	(63,374)
At 31 March 2024	1,200,439	724,414	124,726	2,049,579
Depreciation				
At 1 April 2023	729,831	384,506	35,111	1,149,448
Charge for the year	9,393	69,818	22,404	101,615
Disposals	-	(34,206)	-	(34,206)
At 31 March 2024	739,224	420,118	57,515	1,216,857
Net book value				
At 31 March 2024	461,215	304,296	67,211	832,722
At 31 March 2023	470,608	150,026	66,015	686,649
Charity				
	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2023	1,200,439	344,962	43,191	1,588,592
Additions	-	63,754	-	63,754
Disposals	-	(23,546)	-	(23,546)
At 31 March 2024	1,200,439	385,170	43,191	1,628,800
Depreciation				
At 1 April 2023	729,831	267,625	29,014	1,026,470
Charge for the year	9,393	28,223	3,544	41,160
Disposals	-	(20,388)	-	(20,388)
At 31 March 2024	739,224	275,460	32,558	1,047,242
Net book value				
At 31 March 2024	461,215	109,710	10,633	581,558
At 31 March 2023	470,608	77,337	14,177	562,122

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2024

13. Investments

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Investments in wholly owned subsidiaries	-	-	250,004	4
	<u>-</u>	<u>-</u>	<u>250,004</u>	<u>4</u>

14. Stock

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Consumables	18,943	7,925	1,275	885
	<u>18,943</u>	<u>7,925</u>	<u>1,275</u>	<u>885</u>

15. Debtors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade debtors	178,338	105,868	99,066	41,489
Prepayments	319,615	43,232	199,511	18,859
Accrued income	332,534	339,235	27,226	59,606
Amounts owed by group companies	-	-	524,706	212,184
	<u>830,487</u>	<u>488,335</u>	<u>850,509</u>	<u>332,138</u>

16. Creditors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade creditors	215,540	59,921	163,006	32,190
Other creditors	45,113	38,353	15,496	13,243
Other taxes and social security	127,856	100,167	40,321	28,475
Accruals	375,423	224,367	72,946	35,014
Deferred income	53,500	73,170	53,500	73,170
	<u>817,432</u>	<u>495,978</u>	<u>345,269</u>	<u>182,092</u>

Deferred income

Deferred income comprises grants relating to future periods or income relating to services not yet delivered.

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2024

17. Restricted funds

Year ended 31 March 2024

	At 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Ballinger Trust	-	20,000	(20,000)	-	-
Headly Trust	-	22,500	(22,500)	-	-
Age UK MCST Funding	-	14,623	(14,623)	-	-
Sporting Forces	-	13,784	(13,784)	-	-
NHS – ICB Digital Transformation Fund	-	67,995	(67,995)	-	-
Big Lottery Community Fund – Ageing Better	-	37,011	(37,011)	-	-
Big Lottery Ending Loneliness	-	3,000	(3,000)	-	-
NHS ICB Health Inequalities Grant	-	11,634	(11,634)	-	-
	-	190,547	(190,547)	-	-

Restricted funds

Year ended 31 March 2023

	At 1/4/2022	Income	Expenditure	Transfers	At 31/3/2023
	£	£	£	£	£
Ballinger Trust	-	10,000	(10,000)	-	-
Headly 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 lotto's 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)	-	-

Restricted funds

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

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

Age UK MCST Funding: This is one off funding to support the Dementia Connections Services deliver activities.

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

NHS – ICB Digital Transformation Fund: This is one off funding to support the Digital Transformation Project and the new CRM and Care Rostering System.

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 which ended in June 2023.

NHS ICB Health Inequalities Grant: This is a working in partnership with North Tyneside VODA to develop and deliver activities program tailor for 50+ residents for longer term engagement sustainability.

Notes to the financial statements
For the year ended 31 March 2024

18. Unrestricted funds - group

Year ended 31 March 2024

	At 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Unrestricted funds					
General fund	670,617	2,126,355	(2,263,151)	606,595	1,140,416
Everyday Care & Support	759,790	7,455,087	(6,899,911)	(606,595)	708,371
	1,430,407	9,581,442	(9,163,062)	-	1,848,787
Designated funds					
Property and pension fund	378,954	-	(44,393)	-	334,561
Strategic Development fund	189,640	-	-	-	189,640
	568,594	-	(44,393)	-	524,201
Total Unrestricted funds	1,999,001	9,581,442	(9,207,455)	-	2,372,988

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 and pension 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

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

Age UK North Tyneside

Notes to the financial statements For the year ended 31 March 2024

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.

19. Unrestricted funds – Charity

Year ended 31 March 2024	At 1/04/2023 £	Income £	Expenditure £	Transfers £	At 31/03/2024 £
Unrestricted funds					
General fund	638,617	3,642,431	(3,172,630)	32,000	1,140,418
Designated funds					
Property and pension fund	410,954	-	(44,393)	(32,000)	334,561
Strategic Development fund	189,640	-	-	-	189,640
	600,594	-	-	-	524,201
Total Unrestricted funds	1,239,211	3,642,431	(3,217,023)	-	1,664,619
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 and pension fund	840,103	-	(9,890)	(419,259)	410,954
Strategic Development fund	119,640	-	-	70,000	189,640
	959,743	-	(9,890)	(349,259)	600,594
Total Unrestricted funds	1,371,116	2,850,944	(2,982,849)	-	1,239,211

20. Analysis of net assets between funds (continued)

For the year ended 31 March 2024

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	497,161	-	334,561	831,722
Net current assets	1,350,626	-	189,640	1,540,266
	<u>1,848,787</u>	<u>-</u>	<u>524,201</u>	<u>2,372,988</u>

21. 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 £130,115 (2023: £122,786).

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 2024 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:	2024	2023
	£'000	£'000
Current service costs	10	14
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	10	14
Amount recognised as other comprehensive income	(45)	(46)
Total recognized	(35)	(32)
	2024	2023
The amounts recognised in the balance sheet are as follows:	£'000	£'000
Fair value of scheme liabilities	(2,070)	(2,053)
Fair value of scheme assets	2,190	2,187
Surplus in the scheme (not recognised)	120	134

Age UK North Tyneside

Notes to the financial statements
For the year ended 31 March 2024

	2024	2023
	£'000	£'000
Change in present value of the defined benefit obligation:		
Opening defined benefit obligation	2,053	2,580
Interest cost	97	70
Actuarial (gain)/loss arising on scheme liabilities	19	(464)
Benefits paid (including expenses)	(99)	(113)
Liabilities in scheme at end of the year	2,070	2,053
Change in fair value of scheme assets		
Opening fair value of scheme assets	2,187	2,735
Expected return on scheme assets	97	70
Actuarial (losses)/gains	(40)	(551)
Employer contributions	55	60
Benefits paid (including expenses)	(109)	(127)
Total market value of assets	2,190	2,187
Major categories of scheme assets as a percentage of total assets		
	2024	2023
	%	%
Equities	14.5	9.1
Diversified growth	4.9	4.8
Gifts and bonds	63.7	70.2
Infrastructure	13.4	13.0
Cash	3.5	2.9
	100	100
	2024	2023
	£'000	£'000
The actual return on scheme assets for the year was	57	(481)
Principle actuarial assumptions at the balance sheet date		
	2024	2023
	%	%
Discount rate	4.90	4.85
Rate of increase in payment of pre 2006 pensions	3.70	3.70
Rate of increase in payment of post 2006 pensions	2.05	2.10
Inflation rate (RPI)	3.20	3.25
Inflation assumption (CPI)	2.40	2.45

	2024	2023
	Years	years
The assumed life expectations on retirement at age 65		
Retiring today – males	86.7	86.8
Retiring today – females	88.6	88.8
Retiring in 20 years – males	88.0	88.1
Retiring in 20 years – females	90.1	90.2

22. Commitments under operating leases

At 31 March 2024 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group	Group	Charity	Charity
	2024	2023	2024	2023
	£	£	£	£
Within 1 year	162,240	468,000	162,240	468,000
More than 1 year and less than 5 years	-	156,000	-	156,000
	<u>162,240</u>	<u>624,000</u>	<u>162,240</u>	<u>624,000</u>

23. 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.

24. Controlling party

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

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

	2024	2023
	£	£
Net income / (expenditure) for the period	408,987	143,138
<u>Adjustments for:</u>		
Depreciation	101,615	60,513
Pension scheme adjustment	(35,000)	(32,000)
(Increase) / Decrease in stock	(11,018)	12,796
Decrease / (increase) in debtors	(342,152)	27,072
(Decrease) / increase in creditors	321,454	81,573
Net cash provided by operating activities	<u>443,886</u>	<u>293,092</u>

26. Analysis of changes in net debt

	1 Apr 2023	Cash flows	31 Mar 2024
	£	£	£
Short term cash borrowings	-	-	-
Long term cash borrowings	-	-	-
Total liabilities	-	-	-
Cash and cash equivalents	1,312,070	196,198	1,508,268
Total net debt	1,312,070	196,198	1,508,268