

# **Consolidated Financial Statements**

## **For the Year Ended 31 March 2025**



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

**Charity Number: 1049527**

## Age UK Newcastle and North Tyneside

### Contents, Legal and Administrative Details

---

	<b>Page</b>
Board of Trustees Report	1 - 16
Independent Auditors Report to the Members and Trustees of the Charitable Company	17 - 19
Consolidated Statement of Financial Activities	20 - 21
Consolidated Balance Sheet	22
Charity Balance Sheet	23
Cash Flow Statement	24
Notes to the Consolidated Financial Statements	25 - 43

## Age UK Newcastle and 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:**

Mrs. A. Scurfield	Chair
Ms. T.J. Harrison	Vice chair
Mrs. M. Rowell	Treasurer
Mrs. F. Brown	
Mr. Rob Brown	(appointed April 2024)
Mr. M. Cotton	
Mr. L. Gilder	
Dr. A. Kent	(resigned September 2024)
Mrs. R Redshaw	(appointed August 2024)
Mr. C. Swan	

**Group Chief Executive:** Ms D. McNally Group Chief Executive

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

## OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2025. This was the fifth and final 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 6%. At 31 March 2025, turnover was reported at £10.3m compared with £9.8m at 31 March 2024.

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

We reported a surplus of £104k, compared to a surplus of £374k in 2024. The significant investment in the digital transformation programme is the key reason for the difference in net operating result for the year.

We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal management and services charges which was achieved, core costs averaged 8% for the year.

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

EveryDay Care & Support aims to donate 100% of its profits every year after adjusting reserves to manage the financial risk of the company. In this year EveryDay Care and Support aims to donate £357k compared to £580k in the previous year..

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

We raised £195k in new income and efficiencies during the year, which exceeded the target of £174k to ensure services were delivered during 2024–2025.

#### 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 2025 were reported at £1.5m against a target of £1m, 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:

- ✓ By investing in a part-time Community Engagement Officer role to consult with residents in partnership with Healthwatch North Tyneside. This unprecedented customer engagement piece was in preparation for our new five-year 2030 Strategy. It also supported the North Tyneside Council ambition to become an Age Friendly Borough and the refresh of the borough's Ageing Well Strategy.
- ✓ Restructuring the physical activity provision within Health & Wellness following extensive feedback from customers to provide 14 follow on classes located across the entire borough.
- ✓ Supporting our well-established partnership arrangement with **Operation Veteran**. This relationship enabled us to continue 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 continues to be positive.
- ✓ Partnering with additional **hard to reach** communities, for example, The Fisherman's Mission and Making Waves (a carer support group) allowed us to provide monthly information and advice to people who may have had difficulty reaching us through the usual channels.
- ✓ Continuing to support **North Tyneside Council's** ambition to make its **Community Hubs** more prominent. We continue to deliver monthly outreach services within three of the six Community Hubs providing Information & Advice appointments into the heart of the community. This enabled us to raise our profile and partner with the local authority and CAB to address the Winter Fuel Payments change for local older residents, with a great outcome for residents.
- ✓ Quarterly engagement with a **sample of our customers** in every service to request their feedback and to ask for input to help improve and broaden service provision. All services participated, including those in HM Prison locations.
- ✓ Further cementing our support with innovators and entrepreneurs engaged with the **Centre for Ageing** and the **Internet of Caring Things**. We worked with local businesses to help them 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 continuing to strengthen our **partnership working with health** specifically within the ICB funded Care Point, and Admiral Nurse services. A high percentage of these interventions are made within the customer's home, ensuring that they feel confident in discussing all matters which are important to them.

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

#### We did this by:

- ✓ Continuing to engage with customers through quarterly service evaluations and in their own homes via **Guided Conversations**. We met with 872 customers in their own home, an increase on last year from 700. We carried out 483 conversations against a target of 149.
- ✓ Encouraging 207 customers to be involved with and accessing more than one service within our Group portfolio.
- ✓ In an increasingly online world, we increased our social media audience to a following of 12,774 against a target of 11,891. Our websites attracted on average 4,000 users each quarter.
- ✓ Our consultation and engagement work within the community allowed us to attend 107 planned events and meet face to face with 1,809 residents.
- ✓ Consulting with 872 EveryDay Care & Support & Wellbeing Centre customers, which is an increase on the 631 customers we engaged with in the previous year. The outcome showed :
  - 94% of our customers are happy with the standard of support that they receive and when they receive it.

**Board of Trustees Report incorporating the Strategic Report  
For the year ended 31 March 2025**

---

- 99% of customers said that they feel that staff treat them with dignity and respect.
- 97% 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.
- 92% 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.
- 94% of customers said they feel that staff have the knowledge and training to provide them with a high standard of care and support.
- 85% 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 45 campaigns against a target of six these included:

- ✓ Loneliness and isolation
- ✓ Fraud and scam awareness
- ✓ Cost of living crisis
- ✓ Elder abuse
- ✓ Know what we do – Age UK national campaign
- ✓ Cost of cold – Age UK national campaign
- ✓ Winter Fuel Payments – Age UK national campaign

We highlighted these campaigns using our social media platforms, magazine articles, our newsletter, local and regional TV news bulletins and BBC radio Newcastle.

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

**We did this by:**

- ✓ Engaging with customers as part of our consultation and engagement work across the borough on the high street, at community venues, gyms, libraries and with regular groups i.e. U3A.
- ✓ Responding to telephone calls which amounted to 30,552 against a target of 11,160. Many of these calls were in response to the changes in Winter Fuel Payment eligibility.
- ✓ Engaging with housebound, older people in their own homes using the Guided Conversation model and regular customer evaluations conducted by our Customer Service Team. Our service specific evaluations exceeded the target of 29 delivering 30 evaluations across the 4 quarters.
- ✓ Continuing our outreach programme delivery within 3 of the 6 Council Community Hubs, within Operation Veteran, the Fisherman's Mission and Making Waves in addition to home and office appointments. We engaged with 279 customers within community venues against a target of 72. Benefit gains exceeded the £1.5 million target and £1,659,350 was awarded to older people in North Tyneside.
- ✓ We established a refreshed Health & Wellness activity programme right across the borough and in two Wellbeing Centres and Havelock Place. Attendances rose from 4,127 to 5,536. Customers accessing free, 12-week falls prevention classes in Strength & Balance rose to 1,115 compared to last 2023–2024, which saw 920 take advantage of the provision. These classes now take place in three different venues at three different time slots to encourage customer take up.
- ✓ By providing a virtual exercise programme for those unable to attend community venues seeing views leap to 10,135 against a target audience of 604.
- ✓ We increased delivery to 7 HMP locations providing 732 activity sessions and saw 7,447 individual attendances against a target of 7,300.
- ✓ Ensuring our Admiral Nurse service continues to be locality-based and has dedicated resources working in North Shields, Whitley Bay, Wallsend and the west of the borough. The Admiral Nurse team supported an average of 366 customers on a monthly basis against a target of 260. The team delivered 861 home visits against a target of 780.

- ✓ By continuing with our programme of dementia specific activity for those who care for people living with dementia; 110 individuals accessed these services against a target of 48.
- ✓ Home visits continue as part of our Befriending service. Customer numbers rose to an average of 29 against a baseline of 15 in the previous year. Wellbeing interventions for those who are lonely or isolated rose from 460 in the previous year to 1,365. Of those customers who touched this service, 18 long-term 'lasting relationships' were created.
- ✓ We increased the number of social offerings to 6 and worked with partners, for example, The Grief Circle to provide services from the Bradbury Centre with the aim of increasing footfall and service awareness. Attendances at these events rose to 519 against the previous year's baseline of 220.
- ✓ Establishing Care Point team members in NHS locations ensures access to health professionals and saw customers in service rise to 335; 157 customer aims and goals were achieved as a result. Care Point continues to meet with customers in their homes.
- ✓ By maintaining our 34 networks we continue to highlight our offer and have enabled additional referrals.
- ✓ Increasing our Partner portfolio to 84 partners against a target of 72 has allowed us to provide a truly holistic offer to our customers. We increased referrals to and from partners to 2,157 against a target of 1,800.
- ✓ Encouraging customers to use **technology** to maintain safety in their home, EveryDay supported 528 customers, which was an increase of 228 customers on the previous year.
- ✓ A new objective was to supported customers/families to access their care & support records digitally and we successfully supported 292 to register for our free customer/family app.
- ✓ 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 483 **guided conversations**, compared with 176 in the previous year.
- ✓ Promoting and delivering outreach services to veteran, fisherman and carer groups and within Community Hubs.
- ✓ Continuing to deliver the Information & Advice service through IAQP (**Information, Advice and Quality Programme**), an Age UK national standard.
- ✓ Engaging with 872 people in their own homes.

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

**We did this by:**

- ✓ Supporting 1,284 people in 2024–2025 to achieve financial independence, compared with 600 in the previous year.
- ✓ Securing **£1.65 million in unclaimed benefits**.
- ✓ Securing ongoing funding from Age UK, North Tyneside Council, The Headley Trust and Northern Gas Networks to maintain the team capacity.

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

**We did this by:**

- ✓ Supporting 30 customers and volunteers to maintain regular contact through home and telephone befriending. The numbers within the service fluctuated as we created 18 long-term friendships who subsequently exited the service.
- ✓ Maintaining our own social group provision and welcoming customers to 6 individual offers encouraged footfall at our headquarters, where we hoped to raise awareness of the services on offer. Facilitating 519 attendances at our social groups, compared to a target of 220.
- ✓ Maintaining the numbers of customers joining the Health & Wellness programme and for the first time introducing a membership card to encourage more regular attendances.
- ✓ Supporting 1,284 customers to improve their financial independence and quality of life compared to a target of 600.

**Board of Trustees Report incorporating the Strategic Report  
For the year ended 31 March 2025**

---

- ✓ By increasing customer numbers within **dementia-specific social groups** from 48 to 110 and supporting more carers with information and support.
- ✓ Supporting 7,447 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 6,110 in the previous year.
- ✓ We increased overall attendance across our three Wellbeing Centres **Cedar Grove, Linskill Park, and Rowan Croft** by **1%**, rising from **79% to 80%** against the previous year.
  - **Rowan Croft** maintained a strong attendance throughout the year, achieving a **9% increase**, exceeding the target of 75%.
  - **Linskill Park** ended the year **3% below target**, impacted by a reduction in referrals and cancellations due to ill health, bereavement, or transitions into residential care.

Despite these challenges, we continued to provide a wide range of Health & Wellbeing activities, entertainment and social activities across all sites. These included music sessions (ukulele, singing) arts and crafts activities Local entertainers and karaoke, baking and cake decorating, reminiscence sessions and quizzes, gardening and outdoor social events, use of technology – Alexa and RITA – table tennis and games, chair-based Pilates and Home Fit exercise, dancing and day trips to local venues.

We also strengthened partnerships with key organisations such as Age UK North Tyneside Health & Wellness service to enrich our range and engage the local community.

The impact of these activities continues to be significant, reducing social isolation, fostering new friendships, and improving the overall wellbeing of our customers.

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

**We did this by:**

- ✓ Reporting **126 safeguarding** reports in line with the North Tyneside Safeguarding threshold. There were **118 low-level, seven substantial** and **one critical** safeguarding reports. In the previous year we recorded 131 safeguarding reports.

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

**We did this by:**

- ✓ We created a customer pathway within Health & Wellness which encouraged participants within Strength & Balance to move into a Health & Wellness class on completion of their free 12-week course. Both services were delivered at the same venue to encourage a seamless transition. The virtual class offer was added for people who struggled to attend all 12 weeks to enable them to continue to exercise at home. We were funded by the ICB to deliver a pilot to support 19 pharmacy students to increase confidence and communications skills, specifically with older people. The Strength & Balance service was the vehicle for this delivery.
- ✓ Delivering the ICB-funded **Strength & Balance** programme which provided 1,115 patient attendances.
- ✓ Delivering a weekly activity program in **Extra Care Schemes** including seasonal indoor and outdoor events: parties and social gatherings, Easter, summer BBQ, Garden parties, Halloween, Christmas events, coffee mornings, afternoon tea, visits by local entertainers, choir visits, movie afternoon/ nights, weekly bingo, reminiscence events, quizzes, arts and crafts and board games. **1,096** people participated, an increase compared to 365 in the previous year.

**2.10 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:**

- ✓ Maintaining the number of referrals to **Care Point** to help customers re-engage with their communities and to increase their confidence and independence. The service received 335 referrals against a baseline of 300. 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. 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 1,115 Strength & Balance customers to attend 226 physical activity sessions. Our sessions are delivered entirely face-to-face with customers encouraged to access either virtual or community-based offers to follow on and maintain their physical improvement.
- ✓ Increasing the number of people accessing our **Admiral Nurse Service** to a monthly average of 366 customers against a target of 310. This service continues to be funded by **North East and North Cumbria Integrated Care Board** and delivered in partnership with **Dementia UK**.
- ✓ Our dementia activity provision remained unchanged; customer numbers increased to 110 from a baseline of 48 in the previous year. This service offers a direct gateway into Admiral Nursing when carers require additional advice and support.

**1.1 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 **6,549 hours** compared with **8,494** in the previous year, a decrease of **23%**.
- ✓ **Care at Home in Whitley Bay** service delivered **23,665 hours** of care and support, compared with **23,487** in the previous year, An increase of **0.8%**
- ✓ Care at Home in Wallsend service delivered **8,687 hours** of care compared with **10,597 hours** in the previous year, a decrease of **18%**.
- ✓ **Care at Home in North Shields** service delivered **3,858 hours** compared with **3,390 hours** in the previous year, an increase of **14%**.
- ✓ **Care at Home Newcastle** delivered **31,695 hours** compared with **31,517** in the previous year, an increase of **0.6%**.
- ✓ **EveryDay Living** throughout the year has seen a decrease in both commissioned and private packages. The service ended the year delivering **3,357 hours** compared with **4,105** in the previous year, a decrease of **18%**.
- ✓ Extra Care Housing collectively delivered **253,045 hours** compared with **277,181** in the previous year, a decrease of **8%**.
- ✓ In total, EveryDay Care & Support delivered **330,856 hours** compared with **350,277** in the previous year, a decrease of **6%**.

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

There were limited opportunities for older and younger generations to meet, but we were successful in delivering a Christmas event within our Befriending service. This was hosted at the Bradbury Centre with Befriending Volunteers and 12 local school children participating.

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

Our Admiral Nurse team supported on average 366 carers at any one time during the year. Our Dementia Coordinators continue to deliver Meeting Centres, mCST, Cuppa Clubs and Singalong activities. The activity programme continues with funding from the Ballinger Trust and North Tyneside Council. The Admiral Nurse team continue to interact with several local networks including Admiral Nurse NE, 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 continue to work in close partnership with North Tyneside Carers Centre. The team regularly deliver 3D (dementia, delirium and depression) training to carers and local partners to increase knowledge. We have successfully secured additional funding from the Barbour Foundation and Dementia UK to enable us to launch an Admiral Nurse service in Newcastle.

**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 based on Net Promoter Scores.
- ✓ Recording the number of **compliments and complaints** to better understand areas of improvement. 31 complaints were received during 2024–2025; 1,569 compliments were received in 2024–2025.

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

**We did this by:**

- ✓ Continuing to review the outcome of 6–8-week **customer evaluations** conducted during the year, which consistently reported a net promoter score of 10 compared with an average of 9 in the previous year.
- ✓ Encouraging 996 customers against a target of 280 to participate in service evaluation surveys.

**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 39,163 to 42,247.
- ✓ Increasing the number of **new customers** from 3,533 to 3,746.
- ✓ Supporting 756 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 486 to 780.
- ✓ Continuing to promote our services across all social media platforms and on our websites. The Charity website achieved 4,433 users, while the EveryDay Care & Support website achieved 1,964 users.
- ✓ Offering free virtual exercise classes hosted on YouTube for the benefit of those who were unable to attend. These attracted 10,135 hits far outweighing the target of 604

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

**We did this by:**

- ✓ Maintaining **CHAS** in May 2024 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 2024. 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 2024 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 9 new partners to our existing portfolio to improve our customer pathway to provide additional services. As a result, referrals to and from partners were 2,157 and signposts to partners were 1,278 for the year.

**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 communicating regularly with our staff and customers on energy efficiency and carbon reduction.
- ✓ By achieving a Silver Award from North Tyneside Council in the Carbon Reduction Awards. We aim to achieve the Gold Award next year. We were also finalists in the North Tyneside Business Forum Carbon Reductions Awards.
- ✓ 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 nine new partners during the year and offering a total of 123 services to older people.

**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.

✓ **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. In 2024–2025 the Group Chief Executive and the Chief Executive of Healthwatch North Tyneside presented the outcome of an extensive stakeholder engagement and consultation exercise carried out over the summer in line with the World Health Organisation's Age-friendly Cities Framework standard. The Group Chief Executive is leading on North Tyneside becoming an Age Friendly Borough on behalf of the Health & Wellbeing Board.

✓ **Age Friendly North Tyneside Working Group**

This Working Group has delegated responsibility from the Health & Wellbeing Board to progress the boroughs Age Friendly status. The group is led by the Group Chief Executive and will in 2025 include refreshing the boroughs Ageing Well Strategy.

✓ **Poverty Intervention Partnership Board**

The Group Chief Executive is a member of this Board which works with the Poverty Partnership Network supported by the Head of Charity Services. A key achievement during 2024-2025 was the partnership between North Tyneside Council, Citizens Advice Bureau and Age UK North Tyneside to support older people following the government's withdrawal of the Winter Fuel Payment. The partnership worked with 179 older people, submitted 248 benefit applications and secured £1,086,794 in unclaimed benefits

**Board of Trustees Report incorporating the Strategic Report  
For the year ended 31 March 2025**

---

**Age Friendly Newcastle**

Our Head of Charity Services joined regular Newcastle Elders Council meetings to ensure that we were prepared with best practice and knowledge to utilise as part of an application for Age Friendly Community status should this be approved by North Tyneside Council Cabinet.

✓ **Newcastle City Hospitals Frailty Strategy Group**

The Group Chief Executive is a member of this newly formed group. The purpose of the Group is to lead and coordinate excellence in care for older people vulnerable to or living with frailty throughout the Trust, the local community and surrounding regions. The Frailty Group will:

- Oversee the development, implementation and monitoring of a Trust Frailty Strategy.
- Contribute to collation of annual frailty benchmarking and dissemination of report.
- Review relevant quality metrics such as CQUIN/BPT.
- Develop, coordinate and monitor frailty specific education and improvement projects across the Trust
- Oversee/disseminate service improvement projects regarding optimisation of frailty across organisation and region.
- Contribute to coordination of frailty care across region reducing duplication and producing clear referral pathways.
- Escalate areas of concern to Clinical Outcomes and Effectiveness Group and add any risks to the Risk register where appropriate.

✓ **Age UK Brand Partner**

As an Age UK Brand Partner, we were members of the Age England Association (AEA) and the Group Chief Executive was Co-Deputy Chair of the Executive Committee. The AEA prepared an annual action plan of work reflecting how brand partners would work together to benefit older people. This work focused on the development of a new Shared Strategy and Network Agreement to strengthen the brand and our collective offer to older people. The AEA became dormant on 31 March 2025 with the introduction of new governance arrangements and the first Network Committee meeting in January 2025

✓ **Age UK Board of Trustees**

The Group Chief Executive is one of two English Brand Partner Trustees, serving on the Board of Trustees of the national Charity.

✓ **Age UK Network Committee**

The Group Chief Executive was elected as the Vice Chair of the newly established Network Committee, a subcommittee of the Age UK Board of Trustees which represents the new governance arrangements implemented to support the delivery of the Age UK Shared Strategy.

✓ **Our Shared Future**

All Age UK Brand Partners signed up to a new Network Agreement and Shared Strategy in December 2024. This concluded over four years work by the Age UK Network to allow the Network to work better together to create an even greater impact for older people. The key aims of the Shared Strategy are as follows:

• **Transforming Public Attitudes**

Age UK aims to challenge negative stereotypes and misconceptions about older people, promoting a more positive and inclusive view of aging.

• **Tackling Poverty and Inequality**

The strategy addresses the disproportionate impact of poverty and inequality on older people, advocating for policies and services that ensure their financial security and wellbeing.

• **Building Strong Partnerships**

Age UK works collaboratively with various stakeholders, including government, local authorities, and other organisations, to deliver services and advocate for change.

• **Delivering Impactful Services**

The strategy focuses on providing a wide range of services, including information and advice, support for people living with long-term conditions, and assistance with navigating the benefits system.

- **Advocating for Policy Change**

Age UK actively advocates for policies that support older people's rights and wellbeing, including housing, healthcare, and social inclusion.

Age UK North Tyneside's 2030 Strategy has been developed to ensure it delivers on the Shared Strategy in North Tyneside

## 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** 145 new staff, compared with 84 in 2023–2024. Our Recruiter continues to put a strong focus on recruitment to ensure we meet demand for our services.
- ✓ Recruiting 20 **new volunteers**, compared with seven in 2023–2024. We continue to actively advertise specific volunteering roles.
- ✓ Achieving low **staff turnover** in EveryDay Care & Support in line with the industry average
- ✓ Turnover within the Charity increased during the year 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 e-Learning, we have seen a significant increase in completions of mandatory training
- ✓ Ensuring that many of our new volunteers were inducted into their service area by delivering service-based basic training and induction. Our volunteer onboarding is constantly being reviewed to provide a better induction experience.
- ✓ Delivering a Group induction for all staff and volunteers.
- ✓ Providing **personal development training** throughout the year. 38 employees completed personal development training in 2024–2025; many are still in progress and will be completed in the next 12 to 18 months.
- ✓ We continue to identify talent through our **appraisal** process across all levels of staff within the organisation

### 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, strategy updates, etc.
- ✓ **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.
- ✓ Carrying out regular staff surveys to monitor satisfaction including the work we undertook with Society Matters to identify those staff who might need additional support with the cost of living. We received 60 responses, 85% from North Tyneside staff and 11.67% from Newcastle staff. 81% of staff said they were making ends meet, 42% said they felt stable and there was a positive increase (from the initial survey) in people being able to make ends meet. The work enabled us to create short and longer term objectives to support our staff.
- ✓ Group Chief Executive chairing the Employer Engagement Forum which meets quarterly to ensure the staff have a voice.
- ✓ 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 2024–2025. 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.
- ✓ Continuing to work with **Anxious Minds** where we pay for up to six sessions of professional advice for staff who are suffering from stress, anxiety, or mental health issues.
- ✓ 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.
- ✓ Delivering refresher training to our seven **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 20 care staff to complete their Level 2 in Adult Care.
- ✓ Supporting one staff member with their Level 5 career development.
- ✓ Supporting two apprentices to complete their apprenticeships in finance and marketing.
- ✓ Identifying talent at Officer, Coordinator and Manager level and considering future opportunities for these individuals.

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

**We did this by:**

- ✓ Maintaining our Real Living Wage employer status.
- ✓ Running employee and volunteer of the year awards and recognising finalists and winners at a lunch event hosted by the Group Chief Executive. We were delighted to award Barry Cardno (ladies walking football coach) as the Volunteer of the Year.

## 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 40 issues affecting older people, see 2.3.
- ✓ Regularly meeting the Older People's Champion, Councillor Janet Hunter.
- ✓ Regularly meeting with our local MPs, especially Sir Alan Campbell, to support concerns following the withdrawal of the Winter Fuel Payments in autumn 2024.
- ✓ Engaging regularly with people in later life, see 2.1.
- ✓ Communicating regularly with people in later life, see 2.2.
- ✓ Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- ✓ Supporting older people to engage in the North Tyneside Council budget process.

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

#### We did this by:

- ✓ Developing 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:

- ✓ Working with 84 local partners who included their 84 services on a menu of services for older people to access.

### 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:

- ✓ Working with Healthwatch North Tyneside to carry out an extensive stakeholder consultation over the summer of 2025 collating feedback aligned to WHO's Age-friendly Cities Framework standard.
- ✓ Achieving 87% (92% in 2023–2024) of the strategic objectives set.

We have seen and felt the appetite from older people to return to both physical and social activities. We addressed this by delivering borough wide physical provision linked to a pathway of services enabling customers to remain active and engaged with our services. Strength & Balance now successfully feeds the Health & Wellness provision.

## ORGANISATION FINANCIAL REVIEW

### 1. Overview

At the year end the Group reported an operating surplus of £104k (after exceptional charges, gains/losses on the pension scheme), compared with a surplus of £374k in 2024.

### 2. Incoming resources

Total incoming resources for 2024–2025 were £10.3 million compared with £9.8 million in 2023–2024. 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 £174k, we ended the year achieving £195k.

## Age UK Newcastle and North Tyneside

### Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2025

---

#### 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.

#### 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 2025 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 to three months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Financial Risk Audit and the recommendations from the Budget Report.

- ✓ The operating surplus of £140k was recognised for the year, and losses on the pension scheme were reported at £36k which returned a Group surplus of £104k for the year.
- ✓ Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to three months of normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £1 million. Bank balances at 31 March 2025 less deferred income and payments in advance are reported at £1.5 million which exceeds the target by £500k.
- ✓ 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 21.)
- ✓ Restricted Funds – the funds balances are not available for general charity use but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found in note 17.

## PLANS FOR THE FUTURE PERIOD

### Future direction, challenges, priorities, and threats

2024–2025 was the fifth and final year of the 2025 strategy, and the new financial year marks a new strategy period for the organisation, the 2030 Strategy. We have undertaken a significant strategy consultation piece in which more than 3k individuals engaged with us to help shape our strategic aims and objectives for the new five year period. The 2030 Strategy was approved by the Board of Trustees on 26 March 2025 and includes new Vision, Mission, Values and Strategic Aims as follows:

<b>Vision</b>	Communities that value people in later life every day
<b>Mission</b>	To support people in later life to live their best life every day

### Values

Caring	We display kindness, empathy and compassion
Empowering	We invest in people and build confidence
Inclusive	We engage, involve and collaborate to achieve more
Bold	We welcome challenges with confidence
Proactive	We inspire people to be well motivated, high performing, and flexible
Diligent	We are responsible, open, honest and truthful
Respectful	We always consider people's feelings, rights and wishes

### Aims

Aim 1	To continue to improve our financial sustainability and increase our contribution to the economy
Aim 2	To improve the lives of people in later life in line with WHO's Age-friendly Cities Framework standard
Aim 3	To continue to deliver customer-led exceptional service that consistently exceeds expectations
Aim 4	To continue to be a partner of choice and one stop shop for people over 50
Aim 5	To continue to be an employer of choice

## 1. The Charity:

The Charity's headline 2030 Strategy was agreed as follows:

**Aim:** To provide a range of services to allow people in later life to remain connected and valued by their communities

### How:

1. By improving access to services.
2. By strengthening the voice of people in later life.
3. By providing a range of services to improve social participation, isolation, and loneliness.
4. By offering opportunities for people to positively contribute to the community.
5. By providing opportunities for people to remain living independently at home and connected to their community.
6. By providing appropriate communication and information.
7. By delivering a range of preventative services.

### Strategic Objectives 2025–2026

No current services are being curtailed or terminated in 2025–2026, they are all aligned with the 2030 Strategy.

We will:

- ✓ Continue to pursue the establishment of a Neighbourhood Network based on informal volunteering which directly links into our locality plans.
- ✓ 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.
- ✓ Work 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).
- ✓ Safeguard people in their communities allowing them to feel safe in their own home. Using our own and partner services i.e. Tyne and Wear Fire and Rescue Service, Safe & Healthy Homes, etc.
- ✓ 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).
- ✓ Support more people to live independently at home by developing a handyperson service (EveryDay Homes).
- ✓ 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.
- ✓ Expand our dementia service into Newcastle, we have secured funding for two years through the **Barbour Foundation and Dementia UK**.
- ✓ Continue to lead on achieving Age Friendly status for North Tyneside through the Health & Wellbeing Board.
- ✓ To continue to work in partnership with Search Newcastle to develop our offer and establish a presence in Newcastle.
- ✓ To increase attendances at Wellbeing Centres and align further with Health and Wellbeing hubs and Community Health & Wellness programmes.
- ✓ To consult and engage with all stakeholders to determine the priorities for delivery in Newcastle.

## 2. EveryDay Care & Support

EveryDay Care & Support's headline 2030 strategy is as follows:

**Aim:** To provide opportunities for people to remain living independently at home and connected to their community

**How:**

1. By providing a range of care and support services, including specialist services to people in their own homes.
2. By being identified as a preferred care provider by local authorities across the North East of England and Registered Social Landlords of Extra Care Housing Schemes.
3. By developing domiciliary care in the community around Extra Care Housing Schemes to support a dispersed workforce and to maximise efficiencies.
4. By developing and delivering new service models to prevent individuals from being admitted to hospital and to support individuals to return home from hospital.
5. By delivering services to allow carer respite.
6. By improving access to services.
7. By offering opportunities for people to positively contribute to the community.
8. By providing appropriate communication and information.

## Age UK Newcastle and North Tyneside

### Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2025

---

#### Strategic Objectives 2025–2026

- ✓ 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.
- ✓ To maintain the number of Extra Care Schemes the company delivers care into as Hubs and investing further in hybrid roles.
- ✓ To continue to deliver and improve the specialist dementia service in Havelock Place and work to maintain the scheme at capacity
- ✓ 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 continue to deliver a health and wellbeing programme into 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,
- ✓ To support the research pilot with Newcastle University by integrating a hospital to home service with the current NHS discharge medicine service.
- ✓ To implement fully all new digital platforms in line with the digital transformation programme.
- ✓ To expand the EveryDay Living Service in Newcastle.
- ✓ To expand the Care at Home service in Newcastle.
- ✓ 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.

### 3. EveryDay Homes

The EveryDay Homes headline 2030 Strategy is as follows:

**Aim:** To provide safe and well-designed affordable housing.

**How:**

1. By influencing the plans for well-designed affordable housing.
2. By increasing the number of homes available for people in later life in the North East.
3. By achieving Registered Housing provider status and providing good quality homes.
4. By delivering an excellent customer experience.

#### Strategic Objectives 2025–2026

- ✓ To work towards achieving Registered Housing Provider status and operate in line within the housing regulations by investing in the company's infrastructure.
- ✓ 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..

## Age UK Newcastle and North Tyneside

### Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2025

---

#### 5. Age UK NT Corporate Support Services

Age UK Corporate Support Service's headline 2030 strategy is as follows:

**Aim:** To provide a range of support services to allow the organisation to deliver its 2030 Strategy.

**How:**

1. Improving our financial sustainability and increasing our contribution to the economy.
2. Continuing to be an employer of choice.
3. Continuing to deliver excellent customer-led services.
4. Raising our profile and attracting new customers.
5. Continuing to be a partner of choice.
6. Regularly communicating and engaging with our stakeholders.
7. Continuing to improve our services through the increased use of technology.
8. Reviewing the current estate and investing in the right locations.

#### Strategic Objectives 2025–2026

- ✓ To communicate the outcomes of our 2025 Strategy to our key stakeholders and customers
- ✓ To communicate our plans for the upcoming 2030 Strategy to our key stakeholders and customers.
- ✓ To continue with the digital transformation programme in line with the Digital Strategy and plan to expand the digital strategy which aims to improve services to customers and families.
- ✓ To introduce and implement new financial software for the Group in line with the digital transformation programme.
- ✓ To review the Group's People Strategy in line with the strategic aim of continuing to be an employer of choice.
- ✓ Reviewing key policies to strengthen the Group's position on sickness and absence and to ensure the organisation is well prepared for the Employment Rights Bill.
- ✓ To achieve all external Quality Standards for the Group.
- ✓ To set up new internal Quality Framework for the Group.
- ✓ To review the Marketing Strategy in line with the new 2030 Strategy working with our marketing partner, JUMP.

#### 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 Finance and Operating Officer, Victoria Jones; 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.

**Board of Trustees Report incorporating the Strategic Report  
For the year ended 31 March 2025**

---

**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) 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 ad hoc 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 Newcastle and 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).

## Age UK Newcastle and North Tyneside

### Board of Trustees Report incorporating the Strategic Report For the year ended 31 March 2025

---

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.

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.

Approved by the Board on 13 August 2025 and signed on their behalf by:



**Alyson Scurfield**  
Chair

## Age UK Newcastle and North Tyneside

### Independent Auditors' Report to the members of Age UK North Tyneside For the year ended 31 March 2025

---

#### Opinion

We have audited the financial statements of Age UK Newcastle and North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2025 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 2025, 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 2025**

---

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

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

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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

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

## Age UK Newcastle and North Tyneside

### Independent Auditors' Report to the members of Age UK North Tyneside For the year ended 31 March 2025

---

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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.



Nicholas Cunningham MSc BSc FCCA (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

22-9-2025

Age UK Newcastle and North Tyneside

Statement of Financial Activities  
For the year ended 31 March 2025

Current financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
<b><u>Income and endowments from:</u></b>						
Donations and legacies	4	57,899	-	-	57,899	24,584
Charitable activities	5	2,142,824	133,512	-	2,276,336	2,289,153
Other trading activities	6	7,973,871	-	-	7,973,871	7,458,252
<b>Total income</b>		<b>10,174,594</b>	<b>133,512</b>	<b>-</b>	<b>10,308,106</b>	<b>9,771,989</b>
<b><u>Expenditure on:</u></b>						
Raising funds						
Trading activities		6,954,977	-	-	6,954,977	6,179,612
Charitable activities	7	3,070,596	133,512	9,393	3,213,501	3,183,390
<b>Total expenditure</b>		<b>10,025,573</b>	<b>133,512</b>	<b>9,393</b>	<b>10,168,478</b>	<b>9,363,002</b>
Net gains / losses on investments		-	-	-	-	-
<b>Net income/(expenditure)</b>		<b>149,021</b>	<b>-</b>	<b>(9,393)</b>	<b>139,628</b>	<b>408,987</b>
Gross transfers between funds		(202,192)	-	202,192	-	-
<b><u>Other recognised gains / losses</u></b>						
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(36,000)	(36,000)	(35,000)
<b>Net movement in funds</b>		<b>(53,171)</b>	<b>-</b>	<b>156,799</b>	<b>103,628</b>	<b>373,987</b>
<b><u>Reconciliation of funds</u></b>						
Fund balances at 1 April 2024		1,848,787	-	524,201	2,372,988	1,999,001
<b>Fund balances at 31 March 2025</b>	18	<b>1,795,616</b>	<b>-</b>	<b>681,000</b>	<b>2,476,616</b>	<b>2,372,988</b>

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 Newcastle and North Tyneside

Statement of Financial Activities  
For the year ended 31 March 2025

Prior financial year

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2024 £
<b><u>Income and endowments from:</u></b>					
Donations and legacies	4	24,584	-	-	24,584
Charitable activities	5	2,098,606	190,547	-	2,289,153
Other trading activities	6	7,458,252	-	-	7,458,252
<b>Total income</b>		<b>9,581,442</b>	<b>190,547</b>	<b>-</b>	<b>9,771,989</b>
<b><u>Expenditure on:</u></b>					
Raising funds					
Trading activities		6,179,612	-	-	6,179,612
Charitable activities	7	2,983,450	190,547	9,393	3,183,390
<b>Total expenditure</b>		<b>9,163,062</b>	<b>190,547</b>	<b>9,393</b>	<b>9,363,002</b>
Net gains / losses on investments		-	-	-	-
<b>Net income/(expenditure) for the year</b>		<b>418,380</b>	<b>-</b>	<b>(9,393)</b>	<b>408,987</b>
Gross transfers between funds		-	-	-	-
<b>Other recognised gains / losses</b>					
Actuarial gain / (loss) on defined benefit pension scheme		-	-	(35,000)	(35,000)
<b>Net movement in funds</b>		<b>418,380</b>	<b>-</b>	<b>(44,393)</b>	<b>373,987</b>
<b>Reconciliation of funds</b>					
Fund balances at 1 April 2023		1,430,407	-	568,594	1,999,001
<b>Fund balances at 31 March 2024</b>	20	<b>1,848,787</b>	<b>-</b>	<b>524,201</b>	<b>2,372,988</b>

Age UK Newcastle and North Tyneside

Group Balance Sheet  
For the year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
<b>Fixed assets</b>					
Tangible fixed assets	12		763,380		832,722
Investments	13		-		-
			<b>763,380</b>		<b>832,722</b>
<b>Current assets</b>					
Stock	14	25,010		18,943	
Debtors	15	1,307,708		830,487	
Cash at bank and in hand		997,532		1,508,268	
		<u>2,330,250</u>		<u>2,357,698</u>	
<b>Creditors: amounts due within 1 year</b>	16	<u>(617,014)</u>		<u>(817,432)</u>	
<b>Net current assets</b>			<b>1,713,236</b>		<b>1,540,266</b>
<b>Net assets</b>			<b><u>2,476,616</u></b>		<b><u>2,372,988</u></b>
<b>Reserves</b>					
<b>Restricted funds</b>	17		-		-
Unrestricted funds					
General funds	18	984,616		1,140,416	
EveryDay Care & Support	18	811,000		708,371	
Designated – Strategic	18	392,000		189,640	
Designated – Property and Pension	18	289,000		334,561	
<b>Total unrestricted funds</b>			<b>2,476,616</b>		<b>2,372,988</b>
<b>Total reserves</b>			<b><u>2,476,616</u></b>		<b><u>2,372,988</u></b>

These financial statements were approved by the Board of Trustees on 13<sup>th</sup> August 2025 and are signed on their behalf by:



A Scurfield  
Chair

M L Rowell  
Treasurer

Company registration number: 01763579

The notes on pages 29 to 43 form part of these financial statements

Age UK Newcastle and North Tyneside

Charity Balance Sheet  
For the year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
<b>Fixed assets</b>					
Tangible fixed assets	12		574,563		581,558
Investments	13		250,004		250,004
			<b>824,567</b>		<b>831,562</b>
<b>Current assets</b>					
Stock	14	1,035		1,275	
Debtors	15	950,797		850,509	
Cash at bank and in hand		368,794		326,542	
		1,320,626		1,178,326	
<b>Creditors: amounts due within 1 year</b>	16	(229,304)		(345,269)	
<b>Net current assets</b>			<b>1,091,322</b>		<b>833,057</b>
<b>Net assets</b>			<b>1,915,889</b>		<b>1,664,619</b>
<b>Reserves</b>					
<b>Restricted funds</b>	17		-		-
<b>Unrestricted funds</b>					
General funds	19	1,234,889		1,140,418	
Designated – Strategic	19	392,000		189,640	
Designated – Property and Pension	19	289,000		334,561	
<b>Total unrestricted funds</b>			<b>1,915,889</b>		<b>1,664,619</b>
<b>Total reserves</b>			<b>1,915,889</b>		<b>1,664,619</b>

These financial statements were approved by the Board of Trustees on 13<sup>th</sup> August 2025 and are signed on their behalf by:



A Scurfield  
Chair

M L Rowell  
Treasurer

Company registration number: 01763579

The notes on pages 29 to 43 form part of these financial statements

## Age UK Newcastle and North Tyneside

### Cash flow statement

For the year ended 31 March 2025

---

	Note	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net cash provided by (used in) operating activities		<b>(462,626)</b>	<b>443,886</b>
Proceeds on disposal of fixed assets		2,639	29,168
Purchase of tangible fixed assets		<u>(50,749)</u>	<u>(276,856)</u>
<b>Net cash provided by (used in) investing activities</b>		<b>(48,110)</b>	<b>(247,688)</b>
<b>Cash flows from financing activities</b>			
Repayment of borrowings		<u>-</u>	<u>-</u>
		-	-
<b>Change in cash and cash equivalents</b>		<b>(510,736)</b>	<b>196,198</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>1,508,268</b>	<b>1,312,070</b>
<b>Cash and cash equivalents at the end of the reporting period</b>		<b><u>997,532</u></b>	<b><u>1,508,268</u></b>
<b>Breakdown of cash and cash equivalents</b>			
Change in cash and cash equivalents		<b><u>997,532</u></b>	<b><u>1,508,268</u></b>

## 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

In November 2020, a five year financial projection was prepared for the Board of Trustees to support strategic planning for the Charity and its trading subsidiaries, EveryDay Care & Support Ltd and EveryDay Homes Ltd. These accounts reflect the final year of that five-year projection. The period has seen a significant year-on-year increase in actual turnover, which is a positive development, alongside an increase in cash reserves. The Group has recently developed its 2030 strategy, which includes a new financial strategy to guide the next planning period. The organisation is projecting a surplus for the year ending 31 March 2026 and is expected to maintain cash reserves above its reserves policy.

### 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.

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

---

#### 1.5 Fixed assets

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

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

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

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

Long leasehold 100 years or lease term if less

#### 1.6 Impairment of fixed assets

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

#### 1.7 Investments

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

#### 1.8 Stocks

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

#### 1.9 Debtors

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

#### 1.10 Cash at bank and in hand

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

#### 1.11 Creditors and provisions

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

#### 1.12 Corporation tax

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

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

### 1.13 Pensions

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

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

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

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

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

### 1.14 Income

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

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

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

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

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

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

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

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

**1.15 Expenditure**

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

Expenditure is classified under the following headings:

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

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

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

**1.16 Allocation of support costs**

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

**1.17 Operating leases**

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

**1.18 Joint venture**

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

**2. Critical accounting estimates and areas of judgement**

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

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

**Defined benefit pension scheme liability**

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

**3. Company structure**

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

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

#### 4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
Donations	57,899	-	-	57,899	22,584
Legacy	-	-	-	-	2,000
	<u>57,899</u>	<u>-</u>	<u>-</u>	<u>57,899</u>	<u>24,584</u>

Included in donations is an amount of £41,760 received from Tynemouth Village Day Centre following the planned closure of the charity.

#### 5. Charitable activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2025 £	Total 2024 £
Charitable trusts grants	189,676	133,512	-	323,188	429,086
Contracts/SLA income	1,268,427	-	-	1,268,427	1,310,064
Private individuals	621,565	-	-	621,565	492,553
Income from transport	63,156	-	-	63,156	57,450
	<u>2,142,824</u>	<u>133,512</u>	<u>-</u>	<u>2,276,336</u>	<u>2,289,153</u>

#### 6. Other trading activities

	Unrestricted funds £	Restricted fund £	Designated funds £	Total 2025 £	Total 2024 £
Income from EveryDay					
- Professional care and support	7,804,588	-	-	7,804,588	7,306,593
Catering income	155,637	-	-	155,637	145,763
Rental income from assets	12,669	-	-	12,669	5,501
Sale of sundry items	977	-	-	977	392
Other income	-	-	-	-	3
	<u>7,973,871</u>	<u>-</u>	<u>-</u>	<u>7,973,871</u>	<u>7,458,252</u>

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

#### 7. Expenditure on charitable activities

##### 7.1. Direct costs

	Unrestricted Funds £	Restricted Funds £	Designated Fund £	Total 2025 £	Total 2024 £
Staff & volunteer costs	1,854,555	116,634	-	1,971,189	1,839,141
Premises costs	732,699	-	-	732,699	718,844
Overhead costs	330,785	9,312	-	340,097	473,830
Motor vehicle costs	21,373	-	-	21,373	23,705
Depreciation	33,173	-	9,393	42,566	40,578
Loss on disposal of fixed assets	-	-	-	-	1,365
Marketing & promotion	1,594	-	-	1,594	2,150
Food & provisions	7,218	-	-	7,218	6,053
Audit fees	8,946	-	-	8,946	10,920
Legal & professional fees	62,055	-	-	62,055	29,519
Project & development work	(9,778)	7,566	-	(2,212)	14,054
Sundry purchases for re-sale	27,976	-	-	27,976	23,231
	<b>3,070,596</b>	<b>113,512</b>	<b>9,393</b>	<b>3,213,501</b>	<b>3,183,390</b>

##### 7.2. Support costs

	2025 £	2024 £
Executive team	192,493	147,307
Finance	148,333	168,351
HR & training	166,010	147,307
Marketing & communication	53,034	63,132
Quality & performance	64,987	42,671
Governance	45,598	42,088
<b>Total support costs</b>	<b>670,455</b>	<b>610,856</b>

##### 7.3. Governance costs

	2025 £	2024 £
Staff related costs	45,598	38,783
Legal and professional fees	55,165	26,972
Other costs	3,113	1,854
<b>Total governance costs</b>	<b>103,876</b>	<b>67,609</b>

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

---

#### 8. Net income from trading activity of subsidiary companies and associate companies

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 £356,683 (2024 – £580,120) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. The audited financial statements will be filed with the Registrar of Companies.

<b>Profit and loss account</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Turnover	7,960,225	7,455,087
Cost of sales	(7,660,223)	(6,899,911)
<b>Net Profit</b>	<b>300,002</b>	<b>555,176</b>

##### Balance sheet summary

Fixed assets	188,817	251,164
Current assets	1,682,307	1,704,076
Current liabilities	(1,060,395)	(996,869)
<b>Net assets</b>	<b>810,729</b>	<b>958,371</b>

##### EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the year ended 31 March 2025.

#### 9. Net income / expenditure

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

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Depreciation – owed assets	117,452	101,615

#### 10. Auditors' remuneration

Total auditor's remuneration amounts to an audit fee of £17,500 (2024: £16,020)

11. Analysis of staff costs and key management remuneration:

	2025	2024
	£	£
Total salary costs analysed by:		
Wages and salaries	7,277,420	6,693,812
National insurance contributions	592,833	495,071
Pension contributions	219,241	192,043
	<u>8,089,494</u>	<u>7,380,926</u>

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

	2025	2024
	No.	No.
£60,001 - £70,000	1	1
£120,001 - £130,000	-	1
£130,001 - £140,000	1	-
	<u>1</u>	<u>-</u>

No trustee received any remuneration or reimbursement of expenses (2024: £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 £428,649 (2024 - £417,386).

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

	2025	2024
	No.	No.
Executive team	3	3
Leadership team	5	5
Managers	19	15
Co-Ordinator's	29	26
Nurses	6	6
Officers	11	17
Assistants	281	267
	<u>354</u>	<u>339</u>

Age UK Newcastle and North Tyneside

Notes to the financial statements  
For the year ended 31 March 2025

12. Tangible fixed assets  
Group

	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2024	1,200,439	724,414	124,726	2,049,579
Additions	-	50,749	-	50,749
Disposals	-	(21,492)	-	(21,492)
At 31 March 2025	1,200,439	753,671	124,726	2,078,836
<b>Depreciation</b>				
At 1 April 2024	739,224	420,118	57,515	1,216,857
Charge for the year	9,393	91,256	16,803	117,452
Disposals	-	(18,853)	-	(18,853)
At 31 March 2025	748,617	492,521	74,318	1,315,456
<b>Net book value</b>				
At 31 March 2025	451,822	261,150	50,408	763,380
At 31 March 2024	461,215	304,296	67,211	832,722
<b>Charity</b>				
	Freehold Land & Buildings £	Fixtures & Fittings £	Motor Vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2024	1,200,439	385,170	43,191	1,628,800
Additions	-	36,569	-	36,569
Disposals	-	(12,569)	-	(12,569)
At 31 March 2025	1,200,439	409,170	43,191	1,652,800
<b>Depreciation</b>				
At 1 April 2024	739,224	275,460	32,558	1,047,242
Charge for the year	9,393	30,515	2,658	42,566
Disposals	-	(11,571)	-	(11,571)
At 31 March 2025	748,617	294,404	35,216	1,078,237
<b>Net book value</b>				
At 31 March 2025	451,822	114,766	7,975	574,563
At 31 March 2024	461,215	109,710	10,633	581,558

Age UK Newcastle and North Tyneside

Notes to the financial statements  
For the year ended 31 March 2025

13. Investments

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Investments in wholly owned subsidiaries	-	-	250,004	250,004
	<u>-</u>	<u>-</u>	<u>250,004</u>	<u>250,004</u>

14. Stock

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Consumables	25,010	18,943	1,035	1,275
	<u>25,010</u>	<u>18,943</u>	<u>1,035</u>	<u>1,275</u>

15. Debtors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade debtors	568,488	178,338	50,018	99,066
Prepayments	330,830	319,615	197,533	199,511
Accrued Income	408,390	332,534	32,495	27,226
Amounts owed by group companies	-	-	670,751	524,706
	<u>1,307,708</u>	<u>830,487</u>	<u>950,797</u>	<u>850,509</u>

At 31 March 2025, the Group was owed funds from the local authority which had been delayed due to an ongoing issue with the online portal invoicing system'

16. Creditors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade creditors	181,683	215,540	149,577	163,006
Other creditors	42,652	45,113	7,950	15,496
Other taxes and social security	134,461	127,856	35,548	40,321
Accruals	242,376	375,423	20,387	72,946
Deferred income	15,842	53,500	15,842	53,500
	<u>617,014</u>	<u>817,432</u>	<u>229,304</u>	<u>345,269</u>

**Deferred income**

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

Age UK Newcastle and North Tyneside

Notes to the financial statements  
For the year ended 31 March 2025

17. Restricted funds

Group and charity

Year ended 31 March 2025

	At				At
	1/4/2024	Income	Expenditure	Transfers	31/3/2025
	£	£	£	£	£
Ballinger Trust	-	20,000	(20,000)	-	-
Headly Trust	-	45,000	(45,000)	-	-
NGN VCMA Funding	-	21,837	(21,837)	-	-
NHS – ICB Homefit for Students	-	36,000	(36,000)	-	-
NEAS Strategy Engagement	-	2,625	(2,625)	-	-
Veterans Places, People and Pathway Programme	-	1,250	(1,250)	-	-
Funding Climate Change Recognition	-	5,800	(5,800)	-	-
Food Support	-	1,000	(1,000)	-	-
	-	<b>133,512</b>	<b>(133,512)</b>	-	-

Restricted funds

Year ended 31 March 2024

	At				At
	1/4/2023	Income	Expenditure	Transfers	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)	-	-
	-	<b>190,547</b>	<b>(190,547)</b>	-	-

### Restricted funds

**Ballinger Trust:** 3 years funding from April 2023, at £20,000 received to fund two Dementia Co-Ordinator roles which are part of the Dementia Connections Service.

**Headley Trust:** £45,000 received consisting of £20,000 for the period April 2024 – December 2024 and an additional £30,000 for the period April 2024 – March 2025. This is to support delivery of the Information and Advice Service.

**Northern Gas Networks:** 2 years of VCMA project funding from January 2023 at £21,000 to support the delivery of the Information and Advice Service.

**NHS IBC:** Homefit for Students: £36,000 received for 1 year to support our Health and Wellness services.

**NEAS:** £2,625 received from NEAS to support strategy engagement as a result of our 2030 strategy.

**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.

Age UK Newcastle and North Tyneside

Notes to the financial statements  
For the year ended 31 March 2025

18. Unrestricted funds - group

Year ended 31 March 2025

	At 1/4/2024 £	Income £	Expenditure £	Transfers £	At 31/3/2025 £
<b>Unrestricted funds</b>					
General fund	1,140,416	2,214,369	(3,070,596)	700,427	984,616
Everyday Care & Support	708,371	7,960,225	(6,954,977)	(902,619)	811,000
	<b>1,848,787</b>	<b>10,174,594</b>	<b>(10,025,573)</b>	<b>(202,192)</b>	<b>1,795,616</b>
<b>Designated funds</b>					
Property and pension fund	334,561	-	(45,393)	(168)	289,000
Strategic Development fund	189,640	-	-	202,360	392,000
	<b>524,201</b>	<b>-</b>	<b>(45,393)</b>	<b>202,192</b>	<b>681,000</b>
<b>Total Unrestricted funds</b>	<b>2,372,988</b>	<b>10,174,594</b>	<b>(10,070,966)</b>	<b>-</b>	<b>2,476,616</b>

Unrestricted funds - group

Year ended 31 March 2024

	At 1/4/2023 £	Income £	Expenditure £	Transfers £	At 31/3/2024 £
<b>Unrestricted funds</b>					
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
	<b>1,430,407</b>	<b>9,581,442</b>	<b>(9,163,062)</b>	<b>-</b>	<b>1,848,787</b>
<b>Designated funds</b>					
Property and pension fund	378,954	-	(44,393)	-	334,561
Strategic Development fund	189,640	-	-	-	189,640
	<b>568,594</b>	<b>-</b>	<b>(44,393)</b>	<b>-</b>	<b>524,201</b>
<b>Total Unrestricted funds</b>	<b>1,999,001</b>	<b>9,581,442</b>	<b>(9,207,455)</b>	<b>-</b>	<b>2,372,988</b>

**Unrestricted funds**

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding three months normal revenue expenditure plus potential staff redundancy costs in reserve. The three months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2026.

**Designated funds**

The property fund represents the net book value of the freehold properties.

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

#### Designated funds (continued)

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

- ✓ Establishing EveryDay Homes as a Registered Social Housing provider
- ✓ 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 2025	At 1/04/2024 £	Income £	Expenditure £	Transfers £	At 31/03/2025 £
<b>Unrestricted funds</b>					
General fund	1,140,418	3,500,771	(3,204,108)	(202,192)	1,234,889
<b>Designated funds</b>					
Property and pension fund	334,561	-	(45,393)	(168)	289,000
Strategic Development fund	189,640	-	-	202,360	392,000
	<b>524,201</b>		<b>(45,393)</b>	<b>202,192</b>	<b>681,000</b>
<b>Total Unrestricted funds</b>	<b>1,664,619</b>	<b>3,500,771</b>	<b>(3,249,501)</b>	<b>-</b>	<b>1,915,889</b>
Year ended 31 March 2024	At 1/04/2023 £	Income £	Expenditure £	Transfers £	At 31/03/2024 £
<b>Unrestricted funds</b>					
General fund	638,617	3,642,431	(3,172,630)	32,000	1,140,418
<b>Designated funds</b>					
Property and pension fund	410,954	-	(44,393)	(32,000)	334,561
Strategic Development fund	189,640	-	-	-	189,640
	<b>600,594</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>524,201</b>
<b>Total Unrestricted funds</b>	<b>1,239,211</b>	<b>3,642,431</b>	<b>(3,217,023)</b>	<b>-</b>	<b>1,664,619</b>

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

#### 20. Analysis of net assets between funds

For the year ended 31 March 2025

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds £
Tangible fixed assets	763,380	-	-	763,380
Net current assets	1,032,236	-	681,000	1,713,236
	<u>1,795,616</u>	<u>-</u>	<u>681,000</u>	<u>2,476,616</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 £219,241 (2024: £192,043).

##### 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 2025 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"):

<b>Total costs recognised in the period:</b>	<b>2025</b>	<b>2024</b>
	<b>£'000</b>	<b>£'000</b>
Current service costs	12	10
Past service costs	-	-
Other finance costs	-	-
Pension expense recognised as an expense	12	10
Amount recognised as other comprehensive income	(48)	(45)
<b>Total recognised</b>	<b>(36)</b>	<b>(35)</b>
<b>The amounts recognised in the balance sheet are as follows:</b>	<b>2025</b>	<b>2024</b>
	<b>£'000</b>	<b>£'000</b>
Fair value of scheme liabilities	(1,808)	(2,070)
Fair value of scheme assets	2,019	2,190
Paragraph 28.22 surplus restriction	(283)	(120)
<b>Surplus in the scheme</b>	<b>-</b>	<b>-</b>

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

	<b>2025</b>	<b>2024</b>
	<b>£'000</b>	<b>£'000</b>
<b>Change in present value of the defined benefit obligation:</b>		
Opening defined benefit obligation	2,070	2,053
Interest cost	99	97
Actuarial (gain)/loss arising on scheme liabilities	(259)	19
Benefits paid (including expenses)	(102)	(99)
<b>Liabilities in scheme at end of the year</b>	<b>1,808</b>	<b>2,070</b>
	<b>2025</b>	<b>2024</b>
	<b>£'000</b>	<b>£'000</b>
<b>Change in fair value of scheme assets</b>		
Opening fair value of scheme assets	2,190	2,187
Expected return on scheme assets	99	97
Actuarial (losses)/gains	(144)	(40)
Employer contributions	60	55
Benefits paid (including expenses)	(114)	(109)
<b>Total market value of assets</b>	<b>2,091</b>	<b>2,190</b>
	<b>2025</b>	<b>2024</b>
	<b>%</b>	<b>%</b>
<b>Major categories of scheme assets as a percentage of total assets</b>		
Equities	9.7	14.5
Diversified growth	-	4.9
Gifts and bonds	69.9	63.7
Infrastructure	14.5	13.4
Cash	5.9	3.5
	<b>100</b>	<b>100</b>
	<b>2025</b>	<b>2024</b>
	<b>%</b>	<b>%</b>
<b>Principle actuarial assumptions at the balance sheet date</b>		
Discount rate	5.80	4.90
RPI Min 3% Max 5%	3.65	3.70
RPI Max 2.5%	2.00	2.05
Retail Price Index (RPI) Inflation	3.10	3.20
Inflation assumption (CPI)	2.30	2.40
	<b>2025</b>	<b>2024</b>
	<b>Years</b>	<b>Years</b>
<b>The assumed life expectations on retirement at age 65</b>		
Retiring today – males	86.7	86.7
Retiring today – females	88.9	88.6
Retiring in 20 years – males	88.0	88.0
Retiring in 20 years – females	90.1	90.1

## Age UK Newcastle and North Tyneside

### Notes to the financial statements For the year ended 31 March 2025

---

#### 22. Commitments under operating leases

At 31 March 2025 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	<b>Group 2025</b>	<b>Group 2024</b>	<b>Charity 2025</b>	<b>Charity 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Within 1 year	501,324	162,240	501,324	162,240
More than 1 year and less than 5 years	<u>15,039,720</u>	<u>-</u>	<u>15,039,720</u>	<u>-</u>
	<b><u>15,541,044</u></b>	<b><u>162,240</u></b>	<b><u>15,541,044</u></b>	<b><u>162,240</u></b>

#### 23. Related party transactions

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

#### 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

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Net income / (expenditure) for the period</b>	139,628	408,987
<u>Adjustments for:</u>		
Depreciation	117,452	101,615
Pension scheme adjustment	(36,000)	(35,000)
(Increase) / Decrease in stock	(6,067)	(11,018)
Decrease / (increase) in debtors	(477,221)	(342,152)
(Decrease) / increase in creditors	<u>(200,418)</u>	<u>321,454</u>
<b>Net cash provided by operating activities</b>	<b><u>(462,626)</u></b>	<b><u>443,886</u></b>

26. Analysis of changes in net debt

	1 Apr 2024	Cash flows	31 Mar 2025
	£	£	£
Short term cash borrowings	-	-	-
Long term cash borrowings	-	-	-
Total liabilities	-	-	-
Cash and cash equivalents	1,508,268	(510,736)	997,532
<b>Total net debt</b>	<b>1,508,268</b>	<b>(510,736)</b>	<b>997,532</b>