

COMPANY REGISTRATION NUMBER: NI071940
CHARITY REGISTRATION NUMBER: 104640

AGE NI

Company Limited by Guarantee

Report and Financial Statements

31 March 2023

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Year ended 31 March 2023

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A Foreword from our Chair and Chief Executive

It is with pleasure that we are presenting the Trustees' Annual Report for 2022/23.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This financial year was a year when we were starting to emerge from the Covid pandemic and diligently worked to consider ways to resume face-to-face service delivery, where possible, mindful of our beneficiaries some of whom were still anxious about return to physical settings. We had the opportunity to implement our Covid Business Recovery Plan, and are pleased to report that it has now concluded, and we are currently delivering all of our services and projects as intended.

We are delighted to report that we concluded the year in a solid financial position, as we continue to successfully deliver for our beneficiaries.

We hope you enjoy reading our Trustees' Annual Report and wish to highlight a few key areas:

- ✓ The new **Age NI Strategy (2022-2025)**, reporting on how we've delivered in the first financial year since its launch and how the charity has delivered against our new strategic pillars.
- ✓ We are extremely proud that we continued to provide high quality support to older people through our **Advice, Care and Wellbeing Services**. The table on Page 6 provides a summary of all of the services we're providing, and our new innovative Wellbeing programmes developed and delivered within this financial year.
- ✓ The **Impacts and Case Studies** provided against each of our Objects, provide evidence of how Age NI is providing and delivering quality services, to promote the wellbeing of older people, aligned to our vision, which is a society in which we can thrive as we age.

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

Yours sincerely

Dr Raymond Mullan OBE
Age NI Chair

Linda Robinson BEM
Age NI Chief Executive



Company number NI071940, HMRC Charity Reference number XT14600, registered with The Charity Commission for Northern Ireland NIC104640

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name	AGE NI
Charity registration number	104640
Company registration number	NI071940
Principal office and Registered office	3 Lower Crescent Belfast BT7 1NR Tel: (028) 9024 5729 Website: www.ageni.org

The Trustees

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mrs Sarah Brady	Trustee (Appointed 14 December 2022)
Mr Trevor Dillon	Trustee (Resigned 30 April 2023)
Mrs Teresa Dunlop	Trustee
Ms Kathy Graham	Trustee (Resigned 10 May 2022)
Dr David W.S. Law	Trustee (Resigned 20 June 2023)
Mrs Aislinn McBride	Trustee
Ms Hilary McDowell	Trustee (Appointed 14 December 2022)
Dr Roisin McLaughlin	Trustee (Resigned 28 September 2022)
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Ken Simpson	Trustee (Resigned 31 March 2023)
Mr Edward Smyth	Trustee
Mr David Trelford	Consultative Forum Trustee (Resigned 22 June 2023)
Ms Ann Murray	Consultative Forum Trustee (Appointed 23 June 2023)
Ms Marie Heaney	Co-opted Trustee (Appointed 7 August 2023)
Ms Christine Magill	Co-opted Trustee (Appointed 1 September 2023)
Ms Corey McNutt	Co-opted Trustee (Appointed 1 September 2023)

Auditor	Moore (N.I.) LLP Donegall House Donegall Square North Belfast BT1 5GB
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Investment Bankers

Evelyn Partners
The Linenhall
32–38 Linenhall Street
Belfast
BT2 8BG

Solicitors

Edwards & Co. Solicitors
28 Hill Street
Belfast
BT1 2LA

Worthington Solicitors
24-38 Gordon Street
Belfast
BT1 2LG

Cleaver Fulton Rankin
50 Bedford Street
Belfast
BT2 7FW

Bankers

Danske Bank
Donegall Square West
Belfast
BT1 6JS

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BACKGROUND TO AGE NI

Purpose of Age NI

Age NI is the voice of older people in Northern Ireland. Our charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote the following purposes for the benefit of the public and/or older people:

- Preventing or relieving the poverty of older people;
- Advancing Education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

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

Our vision is a society in which we can thrive as we age.

Our mission is to help people enjoy later life by ensuring that their voice is heard and their rights are upheld.

We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in our society and inspiring people to thrive as they age.

Context of Ageing in Northern Ireland: Living in an ageing society

We are living in an ageing society, with the Northern Ireland population ageing at a faster rate than the rest of the UK. It is estimated that, by mid-2028, there will be more people aged 65+ than children/young people under 15 years.

While people are living longer, there remains a significant gap between life expectancy and healthy life expectancy. Life expectancy for males is 78.4 years and 82.2 years for females. Healthy life expectancy is 60.6 years for males and 62.7 years for females.

Recent census figures indicated that 326,500 people in Northern Ireland were 65+ (17%), an increase of 24% since 2011. Census figures also revealed that 56.8% of people aged 65+ were living with long term health problems or disability, with 6.41% people aged 65+ indicating they provide more than 50 hours of unpaid care per week. While the percentage of carers is likely to be an underestimate, as older people do not always identify as being a carer, the census has highlighted that the intensity of caring provided has increased since 2011.

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Rising cost of living and energy costs

The proportion of pensioners in relative poverty has risen to 16% in 2021-22, compared to 13% in 2019-2021. Despite older people being entitled to a range of means tested benefits designed to increase their income, many do not claim because they are not aware they are eligible for benefits, have concerns about the process and their privacy, and/or may be reluctant to ask for help. Older people can expect to face many significant events in later life, creating new financial challenges, such as bereavement, paying for care, or meeting new needs due to changes in their health. Research indicates that 28% of those entitled to Pension Credit do not claim it.

Rising cost of living and energy costs have made older people increasingly fearful and anxious. Older people, who may have been getting by or managing on a modest pension income are not in a position to absorb the impact of accelerating energy and other costs. Government support is vital to provide some relief to older people and other vulnerable groups during this time of uncertainty.

Covid-19 impact

Older people continue to bear the brunt of the impact of the Covid-19 pandemic. Groups of older people were not able to come together, as they would prior to Covid-19, to share concerns, identify actions that are required, build solidarity on issues that matter most to them and to have their voices heard. For many older people, Covid-19 is associated with loss – at an individual level, but also in having a sense of purpose, of being active in local communities - as civic leaders and as the “glue” that holds communities together. This has increased levels of loneliness and isolation experienced by older people.

As we emerge from the effects of the pandemic, there is anecdotal evidence that older people's groups, particularly those organised by and for older people have not returned. In addition, some older people remain fearful about leaving their home and anxious about joining with others in group activities. Others may also have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care.

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The services Age NI directly delivered within this financial year continue to be affected by the pandemic and the associated guidance.

The following table includes an explanation of the services we delivered and those which were delivered differently. We're delighted to report that we continued to deliver quality services to our beneficiaries, as we returned to a new normal, aware that some people are still anxious about returning to physical settings.

Service	Description
Advice & Advocacy	The Age NI Advice & Advocacy service provides free and confidential information and advice, on a wide range of issues including welfare benefits, community care, housing and health. Our specialist advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.
Care Services	Age NI Care Services includes: • Day Centre Care: Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include: ➤ Ballynahinch Day Centre ➤ Skainos Day Centre, Belfast and its outreach ➤ Dungannon Day Centre ➤ Anna House Day Centre, Dunmurry ➤ Portaferry Day Centre ➤ Aghalee Day Centre, Craigavon Age NI Day Centres which specialise in supporting older people with dementia are: ➤ Ballyclare Day Centre ➤ Castlewellan Day Centre ➤ Dungannon Day Centre ➤ Laurelhill Day Centre, Lisburn ➤ Anna House Day Centre, Dunmurry Day Care has returned to normal this year, with service users now back attending the centres. • Domiciliary and Home Care (My Life My Choice): Age NI provides vital Home Care services to support hundreds of individuals in Northern Ireland who wish to stay in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home. Dementia Care Home Support Staff deliver a range of services which include:

- Respite/short breaks for families and carers
- Personal Care
- Support with activities of daily living
- Social inclusion
- Administration of medications
- Night sitting

The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided.

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

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

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

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

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

'Check in and Chat'
telephone service

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

First Connect

The First Connect Service provides emotional and practical support at difficult times to older people by supporting them to be independent, feel safer and more secure in their home, and improve their quality of life. This service helps to reduce social isolation, increase confidence, and improves access to local services.

Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.

Two counselling students remain on placement, supporting people living with low mood, low level anxiety, transitions in life.

Living Well Moyle

Living Well Moyle is a partnership between Age NI, GP's, the local council and health and social care organisations (HSCB, NHSCT, PHA), the local Community and is about connecting people in a way that will promote wellbeing. The partnership supports people with chronic conditions to lead happier and healthier lives, by reconnecting people with activities in their community to help them pursue things that are important to them.

Locality Community Navigators

The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies in a partnership approach. The objective is to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also keep the Northern Health and Social Care Trust older people's directories updated.

Local Community Navigators continued to support local groups with funding, capacity building and promotion of activities.

This service continued until 31 March 2023.

Following a successful tender submission, a new model is now in place.

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Memory Link	The Memory Link Service provides information and support for older people who require a memory assessment. The service is delivered in partnership with the Northern Health and Social Care Trust. Older people attending a memory assessment are supported by a Memory Link Worker ahead of their assessment to discuss the upcoming assessment and to ensure they have all the information they need. Following the assessment and diagnosis of dementia, the Memory Link Worker contacts the older person again to develop a support plan and signpost the person to appropriate services. From 1 April 2023, the Memory Link Service will be part of the Connect North programme within the Northern Trust.
Staying Sharp	Staying Sharp is a three-year bespoke service, to support people living with mild cognitive impairment in face-to-face and group settings. Our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms, which enabled Age NI to establish this service in the Ballymena and the surrounding area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices. We are pleased to report that we have received notification that funding has been awarded for one further year of Staying Sharp (from June 2023).
Shared Lives	Age NI's Shared Lives service is specifically to support older people and offers a safe, welcoming, family environment where Host Carers share their lives, hobbies and community life with them. Commissioned by the Department of Health and registered with RQIA, the Age NI Regional Shared Lives Service contract commenced in January 2023. The Shared Lives Model is based around Shared Lives Carers who we carefully recruit, assess, vet and train to provide care for older people at the early stage of need. This helps to maintain their independence and connects them with their local community, reducing loneliness and isolation and supporting family carers to continue to provide care. Shared Lives Carers share their homes, family and community life with older people in need of support. Initially the service is providing day support but will develop to offer short breaks and long-term care.

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In addition to Age NI delivering the above key services, we have developed the following Wellbeing Services within this financial year, to improve the lives of older people in NI:

Wellbeing Service	Description
My Life My Wellbeing	My Life My Wellbeing aims to improve the wellbeing of older people and older carers. The programme has commenced with two coordinators in place who will have a direct impact to 450 people in the Belfast Health & Social Care Trust and the Northern Health & Social Care Trust, as well as indirect impact to 2,000 beneficiaries through information guides, complimented by an awareness building programme with a digital media reach of circa 100,000 over the next year.
Carer Support programme	This Carer Support Programme supports the mental health of older people and carers. It is funded by the Community Foundation through the Department of Health Mental Health Support Fund and Carers. This funding enhances Age NI's capacity to deliver targeted support through the provision of Information and Advice, online Health and Wellbeing programmes, opportunities for peer support alongside a digital awareness campaign and is delivered within the Belfast Health and Social Care Trust area.
Move More Live More	This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls. The Move More Live More project is delivering three tiers of information, advice and support to older people who are pre-frail, those who have experienced a fall, and those deemed by healthcare professionals as being at high risk of falling again. Participants will trial innovative new wearable technology. Age NI has produced a healthy ageing guide and a six-week programme of health and wellbeing expert advice and guided exercise, which is now being delivered via Zoom. We are currently delivering a pilot with older people in the Southern Health and Social Care Trust area. We are engaging with other Trusts to deliver this project in their area.

	The consortium's lead technology partner, Taking Care is part of AXA Health, and is one of the UK's leading providers of personal alarms services. The programme will pilot a ground-breaking new smartwatch, which helps to reduce falls by recording data on daily patterns of movement, sleep and heart rate, to detect changes which can indicate an increased risk of falling. Age NI is delivering this project, as part of a consortium, including Technicare, the Public Health Agency, the Southern Health and Social Care Trust and Ulster University to improve the health and wellbeing of older people.
Good Vibrations	'Good Vibrations' (Movember) seeks to address the mental wellbeing needs of men aged 50+ across Northern Ireland, and aims to improve their health and wellbeing. The key beneficiaries of this programme will be the 7,900 Males 50+ directly impacted by the service delivery and 100,000 indirectly. It will be delivered in the following 3 tiers: • Tier 1: Guidance for 5,000 to improve emotional wellbeing and mental health through self-help. This includes Partner Awareness Campaign, Good Vibration Guides and I-Connect (access to our mental health wellbeing platform) • Tier 2: Support for 2,700 to access career and wellbeing freephone advice, online programmes and social prescribing services to connect them with their peers and local communities: This includes freephone advice, Good Vibrations Wellbeing Programme Online, Career Review workshops and Social Prescribing (connecting people to community resources and support). • Tier 3: Bespoke Interventions including Guided Conversations for 200 males 50+ with a Buddy Support option. This includes a mix of virtual, face to face, telephone, peer to peer and volunteer support.

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AGE NI STRATEGY

Age NI Plan at a Glance 2022-25



Common Purpose	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
Vision	A society in which we can thrive as we age.
Mission	To help people to enjoy later life.
Values	You matter • We care • Together we make a difference

Pillar	Objective	Priorities
People Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	• Continue high quality compassionate and safe service delivery. • Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness. • Work with partners to promote the benefits of healthy ageing and address frailty. • Identify tools to support people to help themselves to promote independent living.
Places Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	• Increase visibility and reach of Age NI in local communities. • Continue to support the development of Age Sector Networks. • Support the development of age friendly agenda in workplaces and communities.
Policy Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	• Ensure older people are reflected in Government priorities (e.g. Programme for Government). • Secure a <i>Loneliness Strategy</i> for Northern Ireland. • Influence Health & Social Care Reform. • Progress adoption of GFS (Goods, Facilities & Services) legislation. • Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).
Progressive Organisation A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	• Recruit and retain talented and committed Trustees, staff and volunteers. • Ensure effective leadership. • Embed culture and values across all work areas. • Grow and achieve a sustainable, diverse revenue base. • Enhance technology capabilities. • Strengthen the role and influence of the Consultative Forum. • Increase collaborative working with key stakeholders.

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OUR OBJECTIVES AND ACTIVITIES

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

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

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

How We Assess and Measure our Success

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

Aligned to our new strategy, we have provided our KPIs for 2022-25, our performance against the KPIs in this financial year and our Outcomes, which show how we're delivering the priorities against each pillar.

Pillar	KPI 2022-25	2022-23	Outcomes
People By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	Increase number of engagements from 100k to 120k. Number of people directly supported by Age NI: 6000 people per annum. Maintain wellbeing scores at 80% and above. Increase in digital stakeholder engagement by 25%.	Continue to deliver a range of high quality, person-centred services – 6000 people . Establish new, regulated, Shared Lives service for older people. (Registered by April 2023) Identify key strategic partners to deliver wellbeing programmes with Age NI and promote the healthy ageing agenda.	• People enjoy better health for longer. • Older people can exercise choice and control over their lives. • People access the best quality care in later life. • Increase in number of older people reached. • Improvement in quality of life of service users and carers • Continued partnership working across sectors.

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Pillar	KPI 2022-25	2022-23	Outcomes
Places By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	10% Increased reach by age, gender and minority groups. 20% Increased in age awareness training delivered by Age at Work.	Continue to promote the age friendly agenda, providing secretarial support to Age Friendly Network. 4 meetings per annum. Continue to support development of Age Sector Networks, focused on building capacity and sustainability. 4 Age Sector meetings per annum. Develop and pilot Age Awareness training in workplaces and businesses as social enterprise model. 2 workplaces per annum. Increase visibility and reach of Age NI in local communities.	• Age Sector Network partners are viewed as key leaders in their community influencing local decision making. • To provide organisation support to ASN partners to further the ambitions of Age NI.

Pillar	KPI 2022-25	2022-23	Outcomes
Policy By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	Influence Government and policy thinking. 700 engagement/policy influencing voices heard by decision makers.	Distribute and analyse Lived Experience 2023 survey widely to people we support and through Networks and Stakeholders. 700 responses. As secretariat, organise 3 meetings of the All Party Group on Ageing and Older People. 3 All Party Group on Ageing meetings per annum. Strengthen role and influence of Consultative Forum. 4 meetings per annum.	• Ageism is reduced. • Older people's rights are upheld. • The contribution of people in later life is valued.

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Pillar	KPI 2022-25	2022-2023	Outcomes
Progressive organisation By 2025, we will have further invested in the talent of our team, leadership, technology and engagement	IIP Platinum accreditation. 70% positive staff engagement. 100% maintenance of regulated services to RQIA standards. 2 year financial strategy. Approved Audited Accounts and Management letter. Maintained Charity Commission/Companies House compliance. Mixed economy income generation. 99% uptime technology capabilities.	Progress action plan following achievement of Gold Award IIP. Assessment January 2024. Mental health and wellbeing Action Plan. Implemented by September 2023. Effective and strategic use of resources. Year 2 of the Financial Strategic Plan – April 2023. Enhance IT capabilities. Cyber Essentials Plus Certification achieved. Renewed annually - September 2023.	• The voice of older people influences what Age NI does. • Age NI is a great place to work and volunteer. • Age NI demonstrates how it has changed people's lives. • Age NI operates as an integrated charity. • Age NI is properly resourced to deliver its plans and activities. • Age NI is effectively led and governed.

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ACHIEVEMENTS AND PERFORMANCE 2022/2023

In 2022/2023 with support from our partners and stakeholders, we had **91,161 interactions with older people** (Age NI Services and targeted communications).

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

The key achievements against Age NI's four strategic objectives for 2022/2023 include:

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

Age NI Advice & Advocacy Service received **12,552** calls to the Advice Line, with **£1,367,559** identified in unclaimed benefit.

In Care Services, Age NI supported **420 people across Care Services, 4600 home visits were made and 80,000 hours of care were provided.** All Care Services met RQIA standards.

We developed the following **Wellbeing Services** in this financial year, which are all being successfully delivered:

- *Move More Live More* - falls prevention programme.
- *Movember* - regional programme supporting men aged 50 and over with mental, physical and emotional needs. New ways of working can be demonstrated via our working with an advisory board.
- *My Life My Wellbeing* - supporting older people and carers with mental, physical and emotional needs.
- *Carer Support Programme* - supports the mental health of older people and carers. We are successfully delivering this support within the Belfast Trust area.

As an example of the Wellbeing services we continue to deliver, with additional strands/specific outcomes include, but are not limited to:

- *Staying Sharp* - supporting individuals living with a Mild Cognitive Impairment and dementia, as well as their carers. A highlight within this financial year was supporting people to, following risk assessment, meet face to face. Groups have been successful and have allowed support for the individual, the carer and as stated by one participant **"gives us the support to be able to do things as a couple again"**. Peer support has also been invaluable for the carers. Within this financial year **659 contacts were made.**
- *First Connect* - provides emotional and practical support at difficult times to older people by supporting them to be independent, to improve their quality of life, to reduce social isolation, to increase confidence; to improve access to local services and to help them feel safer and more secure in their home. Key successes are supporting clients to build confidence to socially engage as well as improving mental and physical health. Bereavement support has also been provided within this financial year. A quote from a client **'The support you have given me over the last few months has given me hope that I can now build my life around my loss'**. Within this financial year **674 group calls were made (including prep calls).**

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- *Living Well Moyle* - continues to offer wrap around, innovative support to individuals living with a chronic condition. A quote from a member of the Multi Disciplinary Team who has now moved to another area said ***"This programme is so brilliant; I just want it to be operational everywhere"***.
- *Locality Community Navigators* - transitioning into Connect North Link Worker role on 1 April 2023. *(This model offers a support to older people but also specific supports to those living with dementia, mental health challenges and palliative care. The model will also continue to offer support to groups with funding, capacity building and promotion of activities. Link Workers will also be responsible for the upkeep of the directory within Connect North's elemental platform).* Within this financial year **1425 people were supported** (caseload) by the Local Community Navigator Service.

Our Social Enterprises team added the 'Keysafe' product to our portfolio of Independent Living Products, to promote staying safe and to provide easier access for carers and families to homes. Our Independent Living Products and services are specifically designed to meet the needs of the over 50s and to provide greater choice for our beneficiaries, promoting independence. Other products include Personal Alarms, Bathroom Aids, Baths and Showers and Mobility Aids.

At Year 4 of the Age at Work programme, **1474 older workers were supported**, with **71% agreeing the programme has enabled them to lead a fuller working life**, which contributes to improving the independence and wellbeing of older people.

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

628 mid-career reviews were delivered in Year 4 of the Age at Work project, which supports older workers to remain in, or return to work.

83 people attended Age Awareness Training, which supports customer services teams to learn how to communicate better with older people, and ultimately older customers to feel valued and understood.

The Policy & Engagement team supported the Age Friendly Network across Northern Ireland by developing and **promoting the participation of Age Sector Networks in Age Friendly initiatives**, which included:

- Establishing and supported 50+ forums to engage with councils.
- Promoted and supported the voice of older people in Age Friendly engagement mechanisms, initiatives, and activities with local councils and age sector networks.
- Provided customised support to age sector networks and Age Friendly strategic planning and development opportunities.
- Supported the development, autonomy and sustainability of Age Sector Networks in 5 council areas providing key services.

107 new volunteers were recruited within this financial year, we delivered **6014 volunteer hours** from **627 volunteer roles**. *99% of volunteers said they feel they give back to the community.*

Movember is operational in all Trust areas, ensuring equity of service provision.

Our Impact & Evaluation Manager was one of the co-authors of a book entitled **'Transgenerational Technology and Interactions for the 21st Century: Perspectives and Narratives'**, which was published within this financial year. This book was an opportunity to carry out and publish research on older people's views and perspectives on technology.

The book explores how we as humans navigate the 21st Century, interacting with technologies, including those that are intended to support and enhance our experiences across the lifespan. This manifesto, composed with humanity at the front and centre,

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pinpoints succinctly the critical considerations of people, technology and inequalities intersecting across our 21st century ecosystems.

With a special focus on bridging interdisciplinary research, creative and co-production approaches, the authors explored and presented cutting edge discourse, building on previous research to form contemporary, and inform future awareness and strategies to societal experiences. The authors argue that it is time to re-evaluate how we move forward in a multi-faceted society, with the ever-growing reliance of technology but yet many voices are not heard, left behind or not even considered.

Our Impact & Evaluation Manager led the Age NI aspect of the work, which included:

- Creating a working group of older people from the Consultative Forum.
- We carried out focus groups, which incorporated six focus groups with older people, and a further three stakeholder focus groups which included Mencap NI (for representation of younger people).
- Five Interviews were carried out with older people.
- Transcribed, coded and generated themes in the qualitative data alongside the lead author.

Policy – Protect and promote the rights of older people

The Consultative Forum and Age NI's Policy and Engagement team worked with a wide range of external stakeholders from the statutory, voluntary and private sectors to **ensure the concerns and voice of older people are included in the development of policy, practices and resources**. Examples include The Executive Office, Department of Justice, PSNI, Department for Communities, NI Housing Executive, Department for Infrastructure, Translink and HSCTS. We collaborated and campaigned with key voluntary sector partners in the promotion of carers' rights, addressing loneliness, the cost of living crisis and fuel poverty.

2,161 older people's voices were heard through Age NI policy and engagement activities.

The Policy & Engagement team engaged age sector networks and members of the Consultative Forum in the early stages of coproduction and planning for **Age NI's Lived Experience 2023 survey**. Since 2020, Age NI's Lived Experience series of reports has highlighted the concerns and reflected the voice of older people. From it, two election campaigns and manifestos were developed – Act4Age in 2022 for the NI Assembly election and again in 2023 for the local Council election.

To build and maintain strong and effective **relationships with age sector networks** across all local council areas, Age NI continued to support and attend local events including AGMs and planning meetings.

In late March 2023 Age NI launched **Act4Age** – a campaign and manifesto for the Northern Ireland Assembly election of May 2022. Primarily a social media and online campaign the Policy and Engagement team and older people attended hustings and other events throughout April and May reflecting our key campaign issues and calls to action to election candidates.

The need for an Age Friendly Northern Ireland was clear and evident during the pandemic and local communities featured strongly in responding to the needs of older people. Age NI continued the partnership with the PHA and the Department for Communities supporting the **Age Friendly Network for Northern Ireland**. We supported Age Friendly leads in local Councils to share ideas and best practice as they responded to priorities and practical needs

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in their local communities. Positive Ageing Month in October was marked across Councils which promoted their Age Friendly strategies and participation of older people in events and initiatives.

Age NI is the Secretariat for the **All-Party Group on Ageing and Older People at the NI Assembly**. Despite the suspension of the Assembly since early in 2022, APGs have continued their work and have, in many ways, become the focus for key issues of concern and continued to provide opportunities for MLAs and stakeholders for networking, awareness raising and action.

Current membership of the APG increased this year and now stands at 17 MLAs – many newly elected in May 2022.

The APG met four times in June and September 2022 and in February and March 2023 with agendas reflecting the cost of living crisis and its impact on older people, energy and fuel prices, reform of adult social care and the Active Ageing Strategy and Age Friendly.

A key and very popular special event was hosted by the APG in January 2023 - Meet the Sector brought almost 20 voluntary and community sector organisations to Parliament Buildings to promote their work to APG members and other MLAs with over 30 attending throughout the session. Members of Age NI's Consultative Forum introduced the programme and networked.

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

We **celebrated long service for employees** with 10 and 25 years' service at 3 recognition events.

Succession Planning with training opportunities for leadership included:

- Members of the Operational Leadership Team completed a leadership development programme called 'Building Leaders and Teams'.
- Overall Succession Planning was presented to the Board, with an opportunity given to Operational Leadership Team members to apply for Senior Management Team training.
- We were awarded significant external funding to support QCF Level 5, to support succession planning in Care Services.
- The Senior Management Team has delivered a **3 year Succession Planning tool to develop leaders** by enabling them to build an experience portfolio to develop their leadership competency. It provided staff with the opportunity to progress within the organisation, mindful of the importance of retaining committed and talented members of staff, and to ensure key roles and services have sustainable continuity.

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

In addition to our Charity shops in Ballymena, Bangor, Coleraine and Newtownards, we have been working and partnering with **HARU (Help and Re-use)**, an online outlet enabling clothing to be utilised to its best price, promoting a circular economy. In addition to the sustainability and environmental benefits, since the start of 2022, Age NI has sold 640 items via Haru **generating over £15,500 for the charity**.

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Our Business Development team **secured the following proposals**, which enables Age NI to deliver key services for our beneficiaries:

- *Movember* – Scale up of two programmes (Good Vibrations and Age at Work) to address the mental wellbeing needs of men aged 50+.
- *Northern Health and Social Care Trust for a Connect North Link Worker* – The service aims to support people living with or affected by cancer, mental health issues, dementia, other LTC(s), a palliative care diagnosis and support self-carer in localities of East Antrim, Mid Ulster and Antrim, and Ballymena.
- *Age UK* – Cost of Living Grant and Cost of Living Response Fund
- *Belfast Health and Social Care Trust* – Carers Support Service towards ‘My Life My Support’ project.
- *Bank of Ireland* – ‘Begin Together’ Fund to enhance Age NI’s Check in and Chat Service

Fundraising highlights included a **return to physical events post-covid**, which generated income for the charity, including a Golf Event and Slieve Donard challenge with one of our Corporate Partners, we were the nominated charity in the Nursing Care Awards, we delivered a telemarketing campaign to increase donor acquisition and our Christmas Campaign focused on the Age NI Advice line.

The Board of Trustees delivered a **Trustee Recruitment process** and appointed two Trustees with the required skills, experience and expertise to the Board/Committee structure.

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Age NI Volunteers

Age NI and older people in Northern Ireland benefited from **548 volunteers** being involved throughout the charity providing **627 volunteer opportunities** as some volunteers performed more than one role.

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the Age NI shops. As the number of Covid-19 cases decreased, our volunteers have commenced face to face services again, including in the Day Centres. New projects such as My Life My Wellbeing and My Life My Wellbeing Carers, which operates in Belfast and the Northern Trust area, have been matching volunteers to their service.

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

Age NI Service Area in which our Volunteers were placed	No of volunteer Roles
Fundraising	66
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors	94
Check in and Chat	326
Day Care	20
First Connect	31
Living Well Moyle	20
Staying Sharp	14
Retail/Shops	56
Total number of volunteer roles	627

An example of some of the Volunteer activities/events delivered within this financial year included:

- Volunteers from a few of our Corporate Partners hosted a coffee morning, and spent time chatting to some of the service users in Skainos (Age NI Day Centre).
- We welcomed new volunteers from another Corporate Partner into our Check in and Chat service.
- Age NI Retail shop at Newtownards held a coffee morning to thank its volunteers for their support and commitment.

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Feedback from our Volunteers, which was evaluated via an anonymous survey, included:

- **99%** feel they give back to the community
- **98%** enjoyed their volunteer role
- **96%** would recommend this role to others
- **94%** feel valued

The following quotations show the impact of volunteer support on two of our beneficiaries, through our Check in and Chat service:

'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope'.

'It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.

Volunteer news/events

- We celebrated Volunteers' Week from 1-7 June 2022. All volunteers received a letter from the Chief Executive; a certificate of appreciation; a pack of sunflower seeds and Age NI merchandise to show the value placed on each Age NI volunteer.
- Volunteering enquiries reduced this financial year, recording **414** volunteer enquiries throughout this financial year.

Volunteering has been especially beneficial during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness. Volunteering has been rewarding for the volunteers as noted 99% feel they give back to the community and 94% feel valued.

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- **Strategy for Delivery**

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

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

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How Our Activities Deliver Public Benefit

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

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

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

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

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

Through our **Advice & Advocacy** service, we can report (from feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported) that **100%** of respondents said they **have the ability to manage financially**, **100%** said they have **increased choice and control** and **100%** said they are **feeling more safe and secure**. A quote from one of our Advice & Advocacy Service Users was '**The Advisor helped me to relieve the stress and anxiety of applying for benefits**'.

Quotations provided by our beneficiaries in relation to providing this public benefit include:

- '[Advice Advisor] at Age NI made me aware that I might be entitled to Attendance Allowance. [Advice Advisor] advice was clear and easy to understand. When helping me to fill my form [Advice Advisor] was kind and very patient when was hesitant and unsure. [Advice Advisor] answered clearly any questions that I had. I will certainly recommend Age NI to family and friends'. *(Advice & Advocacy team)*
- 'The advisor helped to access monies that will help me cope with the cost of living increases'. *(Advice & Advocacy team)*
- 'They helped me to understand my options in the minefield of benefit applications'. *(Advice & Advocacy team)*
- 'Physically Fibromyalgia is debilitating and I now have the funds to help pay for help in the house and I dont feel a burden to family members. This extra Attendance Allowance will ease the situation. I feel a weight has been lifted. Thank you so much'. *(Advice & Advocacy team)*
- 'Thanks for all your advice and support in claiming my £600.00, I'm so glad to receive it and was really afraid that I might miss out if I don't get advice on exactly how to go about claiming it. I find these things confusing and don't have anyone else to turn to for assistance'. *(Local Community Navigator)*

The following Case Study confirms the direct impact the Age NI Advice and Advocacy Service has had on Couple A, two beneficiaries, following referral from the Age NI Memory Link Service. The results of this Case Study fulfil the Object of 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age' for the public benefit.

Couple A

By way of background, Mr & Mrs A were initially service users within the Memory Link Service, and were referred to the Advice & Advocacy Service by the Memory Link worker for discussion around benefits' entitlement.

Circumstances:

The Advice & Advocacy Adviser took the following actions:

- Received information from the couple on their current benefits
- Contacted the NI Pension Centre to confirm the income details and completed a benefit calculation to determine additional potential benefit income.
- Determined that based on their current scenario the couple would be entitled to the following entitlements - Pension Credit Guarantee Credit (PCGC) and Rate Relief (RR)
- Provided contact details for the Pension Credit application team for the couple to make their application for Pension Credit as well as contact details for Northern Ireland Housing Executive for the couple to get a Rate Relief form posted out.
- Advised the couple on Carer's Allowance which could result in the Carer's Premium being awarded.

Outcomes for the beneficiaries, following Age NI actions:

Couple A have started to receive Pension Credit and at the last point of contact during the financial year, the Advisor was informed the clients are awaiting the outcome of the Rate Relief, so will potentially receive a total benefit award annually of £11,888.24

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2. The Advancement of Human Rights

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

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

Age NI's Consultative Forum's purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI's work (Further information is provided on Page 51).

During this financial period, the Consultative Forum took a hybrid approach to meetings, enjoying both virtual and in-person sessions.

A key feature of the year for members was a two-day residential in September featuring a programme of presentations and interactive sessions on a range of issues from Age NI's 2022 – 2025 strategy to effective promotion of messages about scams. The programme closed with a discussion with Claire Sugden, MLA and Chair of the APG (All Party Group) on Ageing and Older People, on securing equality legislation for older people in Northern Ireland.

The following table shows how the Consultative Forum and the Age NI Policy & Engagement team continued to fulfil the '**Advancement of Human Rights**' object for our beneficiaries.

Areas of work undertaken with stakeholders	Examples of work undertaken to promote 'The Advancement of Human Rights'
Policy & Engagement team and CF members participated in campaigns and initiatives	• Frailty Network Northern Ireland • Houses for Health Ageing Showcase • Rights for Older People Equality Commission • <i>Meet the Sector</i> event with APG (All Party Group) members and other MLAs from NI Assembly parties at Parliament Buildings
Age NI staff and CF members were consulted and engaged in strategic and policy development on key issues	• DoH (Department of Health) Reform of Adult Social Care (public consultation) • DoH Advance Care Planning (policy) • DoJ (Department of Justice) Diversity in NI Courts (consultation) • Emergency General Surgery (consultation) • DfI (Department for Infrastructure) Belfast Rapid Transit phase 2 (consultation)

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	• NI Policing Board Corporate Plan (consultation) • DfC (Department for Communities) Anti-poverty (strategy) • NIHE Homelessness (strategy) • DoJ (Department of Justice) Hate Crime Legislation (consultation) • TEO (The Executive Office) Ending Violence against Women & Girls (developing strategy)
Engaged on strategic and policy development with key departments and statutory agencies	• Organ Donation (public awareness & messaging with Public Health Agency) • Falls & Polypharmacy (review research by Belfast Health & Social Care Trust) • Dementia Awareness poster design (Northern Health & Social Care Trust) • Carers use of Technology (Open University) • Irish & Ulster Scots Language and Culture (Department for Communities strategy) • Integrated Care System Indicators (Frailty Network NI & Department of Health) • Cancer Waiting Times (Macmillan) • Diversity in NI Courts (Diversity Judge) • Frailty Education Video (Frailty Network NI) • Hate Crime legislation with age as protected characteristic (Department of Justice Hate Crime Branch) • Healthy Ageing Research (Queens University Belfast) • Design of Buses & Coaches (Translink, Inclusive Mobility & Transport Advisory Committee, Department for Communities, Consumer Council) • Scam Awareness (PSNI) • Rural Transport Select Committee on Transport • Customer Care Training – Belfast Health & Social Care Trust
Active in the planning, co-production and co-design of campaigns and initiatives with Age NI and other organisations	• Worked with Belfast Health & Social Care Trust on the co-design of review materials and interviews with service users and carers • Review and update of Age NI awareness raising resources • Information Ambassadors programme review following Covid • Piloted Age Awareness training with an energy provider • Evaluating the impact of CF work in relation to external stakeholders. • <i>Engaging with Older People</i> working group to co-design a guide on effective engagement. • Cost of Living Energy Saving Advice Focus Group with an energy provider– to produce

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	booklet containing advice on ways to reduce energy consumption. • Shared Lives Focus Group – review and feedback on new Age NI service. • Four meetings of All Party Group on Ageing and Older People.
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3. The Advancement of Education

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

Age at Work – Year 4

Age at Work

One of the highlights for Age NI within this financial year was the successful delivery of Year 4 of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

Age at Work is an example of how Age NI has jointly provided a bespoke project dedicated to the '**Advancement of Education**' for our beneficiaries now and in the future. (Age at Work is a project jointly led by Age NI and Business in the Community Northern Ireland (BITCNI), in partnership with their counterparts in Scotland and Wales, which has been operational since 1 May 2019. (Age NI delivers the Mid-Career Reviews with the older workers and BITCNI works with Employers to deliver the Still Ready for Work programmes).

The following outputs of Year 4 of the programme in Northern Ireland and context has been provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- **1474** Older Workers and **88** Employers have been engaged in the programme, participating in both Still Ready for Work (SRFW) and Mid-Career programmes (MCRs). **19** completed SRFW training, **15** had a work replacement or specific intervention and **9** went into employment.
- **94%** found the programme to have useful and valuable information, and importantly, **92%** are still using this six months on.
- Resilience has also improved, with **83%** now more confident to make decisions about their future and **82%** reporting an increase in their sense of control and choice.
- **88** Employers have been engaged, with **71** using the Age NI Toolkit, and **78** completing the Age-Inclusive Business Review.

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Context (provided by Bean Research for UK)

The Age at Work Programme was created to address the challenges and opportunities for both older people and employers in an aging society.

Today there are five generations in the UK workforce working side by side. There are 10.5 million people over 50 in work, equivalent to one-third of the workforce¹. By the mid-2030s half, the adult population will be over 50². Retaining older workers in the workplace has never been more important.

Those challenges and opportunities have shifted and evolved due in large part to the Covid-19 pandemic and the cost of living crisis. Prior to the Covid-19 crisis, employment among older workers was at its highest since the Labour Force Survey began collecting such data in 1975, with 73% of people between the ages of 50-64 in the workforce in 2019.³

In the early stages of the pandemic (and in our 2021 report), we predicted that that number would decrease. The Resolution Foundation confirmed that Covid created a "U-shaped" employment shock that disproportionately impacted older and younger workers.⁴ In fact, 43% of the overall rise in economic inactivity in the UK since the pandemic was due to increased economic inactivity among 50- to 69-year-olds.⁵ In February 2022, almost two years after the initial lockdown and the subsequent furloughs and layoffs, 63% of adults aged 50 to 70 reported leaving work sooner than expected.⁶

While older workers over 60 were most likely to cite retirement, workers in their 50s cited stress or mental health (19%) or a change in lifestyle (14%) as their cause for leaving work. It appears that redundancies and dismissals played an outsized role in the increase in older workers leaving the labour force 2020 (37%), but much less so in 2021 as the economy recovered (11%).^{3 & 4}

Regardless of the reason for leaving the workforce, the data shows that the financial implications will likely be longstanding. The average employee who loses or leaves their job at 55 has a private pension savings of approximately £32,812, which is 34% less than someone who retires at 68.⁷ Those that left work since the pandemic are also more likely to report reduced savings (51%, compared with 33%).⁴

Older workers want to return to work

Now, people over the age of 50 seeking employment is on the rise. 32% of the retirees who said they would consider returning to work cited mental and social health, while 12% said they

¹ Office for National Statistics (2022) Labour market overview, UK: February 2022.

² Department for Work and Pensions (2017) Fuller Working Lives: evidence base 2017. Available at: <https://www.gov.uk/government/publications/fuller-working-lives-evidence-base-2017>

³ Centre for Ageing Better, "Summary | The State of Ageing 2022," [Online]. Available: <https://ageing-better.org.uk/summary-state-ageing-2022>

⁴ Resolution Foundation, "A U-shaped crisis The impact of the Covid-19 crisis on older workers," [Online]. Available: <https://www.resolutionfoundation.org/publications/a-u-shaped-crisis/>.

⁵ IFS, "The rise in economic inactivity among people in their 50s and 60s," [Online]. Available: <https://ifs.org.uk/publications/rise-economic-inactivity-among-people-their-50s-and-60s>.

⁶ Census 2021, "Reasons for workers aged over 50 years leaving employment since the start of the coronavirus pandemic,"

⁷ Centre for Ageing Better, "Have we saved enough? Do people approaching later life have an adequate retirement income?," [Online]. Available: <https://ageing-better.org.uk/resources/do-people-approaching-later-life-adequate-retirement-income>.

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were driven by the rising cost of living, and 8% by the desire to increase their pensions. Notably, 47% stated a combination of all three as reason to return to work.⁸

Older workers planning to return to work say their primary ideals in finding a job are flexible working (36%), the ability to work from home (18%) and that works around their caring responsibilities (16%). 69% of those currently looking for work want to return on a part-time basis.⁴

Supporting this move, the Government is also providing assistance through the 50PLUS Champions in Jobcentres. Covering England, Scotland and Wales, they work alongside local employers to raise awareness about how recruitment policies can be adapted to cater to older workers.⁹

Need for Greater Employer Engagement

3 in 4 employers say they view older workers' experience as crucial to their organisation's success and more than half (54%) feel that an age-inclusive workforce would increase productivity.¹⁰

However, 39% of younger HR decision-makers admit that they are less likely to recruit people over the age of 50 and if employers did consider age in the recruitment process, it tended to be in favour of recruiting younger workers. Only 1 in 6 said they are very likely to introduce policies on age-inclusion in their workplace within the next year.¹⁰

A vast majority of older workers are open to training or reskilling, with 92% prepared to take a salary cut to learn a new skill. Despite employee willingness, only 35% of employers are prepared to retrain staff who are in their mid-50s or older.¹¹

One area of employer policies that is seeing improvement is menopause support in the workplace. Reflecting the increased media momentum, a report was published outlining Government policy, employer practice, and financial changes for women experiencing menopause in the workplace in November 2021.¹² More specifically, our Age at Work programme has tracked increased interest and progress among engaged employers with new menopause policies and initiatives.

⁸ Rest Less, "The Great Unretirement" – Older workers start to return to work in the midst of cost of living crisis," [Online]. Available: <https://restless.co.uk/press/the-great-unretirement-older-workers-start-to-return-to-work-in-the-midst-of-cost-of-living-crisis/>.

⁹ J. Tapper, "Boris Johnson's flagship jobs scheme was a failure, new figures reveal," [Online]. Available: <https://www.theguardian.com/politics/2022/aug/20/boris-johnson-way-to-work-jobs-scheme-failure>.

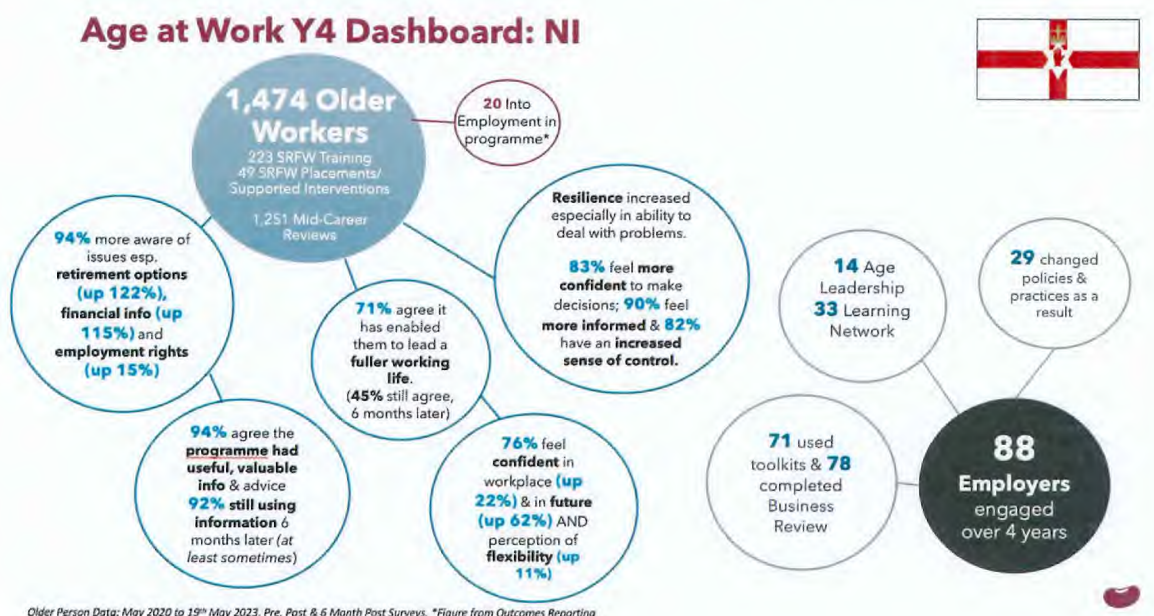
¹⁰ Centre for Ageing Better, "Employer attitudes: Evidence cards," [Online]. Available: <https://ageing-better.org.uk/resources/employer-attitudes-evidence-cards>.

¹¹ CBI, "Labour shortages: how a focus on older workers can help," [Online]. Available: <https://www.cbi.org.uk/articles/labour-shortages-how-a-focus-on-older-workers-can-help/>.

¹² Department for Work & Pensions, "Policy paper Menopause and the Workplace: How to enable fulfilling working lives: government response Published 18 July 2022," [Online].

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The following outcomes evidence the success of the Age at Work programme for our beneficiaries for the **‘Advancement of Education’** object, as it shows how the programme has benefited **1474 older workers** and **88 employers** in the programme.



The following quotations provide evidence of the impact Age at Work in NI has had on beneficiaries in the following key areas of Confidence and Knowledge and Awareness:

Area of the programme	Quotation from beneficiaries of Age at Work in Northern Ireland
Confidence	<i>"I'm feeling much more informed and more confident about going forward into retirement."</i> (Female, NI, MCR) <i>"Excellent for my knowledge and confidence in employment"</i> (6 months later, MCR, NI) The following responses are from NI on the Key Outcomes Measures: ✓ 83% are more confident about make decisions about the future. ✓ 82% felt a greater sense of choice and control. ✓ An increase of 75% in having the confidence to seek and gain new employment (should they wish to). (Percentage change pre to post). ✓ An increase of 62% in feeling confident in their future (at work). (Percentage change pre to post).

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Knowledge and Awareness	<i>“An informative and necessary session with knowledgeable people” (Male, NI, MCR)</i> <i>“It has provided me with information that leaves me in a better position to positively shape my current and future stages of life.” (Male, NI, MCR)</i> <i>“Provided an opportunity to assess my current position in light of life changes and how to get more out of the work environment.” (Male, MCR, NI, 6 months later)</i> The following responses are from NI on the Key Outcomes Measures: ✓ 94% reported increased awareness of age-related issues to be considered. ✓ An increase of 15% of those aware of their employment rights. <i>(Percentage change pre to post)</i>. ✓ An increase of 122% of those aware of their retirement options. <i>(Percentage change pre to post)</i>. ✓ An increase of 115% of those who have access to information to increase their financial awareness/stability. <i>(Percentage change pre to post)</i>.
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Age Awareness Training

Age Awareness Training is another example of how Age NI has delivered the **‘Advancement of Education’** object for the public benefit.

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

Age NI engaged with Age NI’s Consultative Forum and the energy provider in the early stages and tested the training with the groups, to receive feedback before launching the training. The training was then commended by the energy provider to the Utility Regulator, that all utilities should provide training for their staff.

Age NI has promoted the Age Awareness Training to business contacts through the Age at Work programme, and Age Friendly Networks in the local councils. Within this financial year, we have delivered training to 83 attendees from various councils, the banking sector and an energy provider.

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Age Awareness Training Aims are to:

- Break down Age Stereotypes
- Understand the challenges facing older people
- Learn the factors influencing communication with older people
- Improve communication between generations
- Discover how to signpost older customers who need other support

Quotes from attendees who benefited from the Age Awareness Training include:

'Very informative & well presented training'

'Excellent Session'

'Was a very useful training session to attend. The presenter had great knowledge on the information discussed. Will be of great benefit when dealing with older people in different work scenarios in the future'

'excellent training very important'

'Really enjoyed course loads of information'

'Excellent and informative'

'Very interesting course, worthwhile'

'Was a great session overall - definitely found it beneficial and [Age Friendly Training presenter] ensured the topics were relevant to our business. Would highly recommend the session'

'Very beneficial training to us as a company dealing with older customers and knowing exactly how we can improve our support to them and ultimately play a role in bettering their lives. Something so small can help in such a massive way in a persons day to day life'

'It was really thoughtfully presented and the videos shown really helped drive the message home about how the small contact or help can make such a difference'

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Healthy Ageing Calendar 2023

Age NI produced another healthy ageing calendar, following the success of the 2022 calendar. This calendar included up-to-date health and wellbeing information, tips and signposting links to support healthy ageing.

The calendars incorporated a 12-month guide focusing on Health and Wellbeing, as we're aware that keeping well physically and mentally is so important to everyone, and in particular to our beneficiaries. The calendars also included health, safety and cyber security information.

Working in partnership with the PHA, Belfast City Council Age Friendly and the wider Age Friendly Network, together with Ulster Chemists' Association, we achieved widespread distribution across Northern Ireland.

Age NI arranged distribution of 50,000 calendars, which were targeted in the following means to ensure the maximum amount of older people in Northern Ireland could benefit from the calendar:

- Age NI Service users
- Age Friendly Networks including various council areas
- 11 Age Sector Networks
- Pharmacy clients
- Age NI Shops
- Nursing Homes

Examples of how Age NI's services provide 'Advancement of Education' for our beneficiaries are included below, derived from feedback provided by respondents:

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

- **100% of Memory Link clients reported they have more awareness – of useful information.**
- **99% of Local Community Navigators clients reported they have more awareness – resources.**

Quotations provided from various services:

- **A Living Well Moyle client said 'You gave me information on people and groups I knew nothing about'.**
- **An Advice & Advocacy client said 'I was encouraged to apply for Attendance Allowance and given the help to fill in a daunting 30 page form; the application was successful'.**
- **A Local Community Navigator client said 'Got information in the post thank you very useful'.**

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4. The Advancement of Health or the Saving of Lives

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

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

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	100% reported improved mobility. 100% reported they are less stressed or worried. 100% reported more choice and control. 94% reported improved physical wellbeing.
First Connect Service *	100% reported improved daily living. 97% reported improved physical health/wellbeing. 96% reported increased social contact. A few quotes from First Connect service users: <i>'I appreciate the service because it is rare to find someone who will take the time to help you make changes. It is an honourable thing Age NI do and the energy given and interest taken in me has been appreciated'.</i> <i>'Age NI have been very kind, very brave, and very helpful people to speak to and I couldn't be without them'.</i> <i>'The service has actually turned my life around 180 degrees. I was in a bad situation and almost giving up hope on being able to stay at home. It has given me hope and confidence. Support at the right time'.</i>
Memory Link Service *	100% reported they are more socially active. 100% reported improved safety.
Living Well Moyle service *	100% reported improved mental wellbeing. 100% said they feel less lonely. 100% reported increased social contact. 100% reported more choice and control. A few quotes from Living Well Moyle service users: <i>'Lifted my mood every time we chatted'.</i> <i>'A really good service who helps people like me so much'.</i>

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	<i>'I always speak very highly about this service. You are my go to person'.</i>
Care Services *	100% reported improved physical health/wellbeing. 100% reported they feel less lonely. 97% reported improved mental wellbeing. 95% reported improved daily living.
Check in and Chat	A quote from a Check in and Chat service user: <i>'I really look forward to my phone call. It is so good to have someone to talk to. After the call, it lifts me, we have a good friendly chat and it keeps me connected'.</i>
Day Centre	A few quotes from Day Centre service users: <i>'It gives me the chance to be with others and I have something to look forward to each week'.</i> <i>'The service has been so beneficial for me and enabled me to gain friendships with the staff and others'.</i> <i>Just being able to come here has improved my life. My family all work and I spend a lot of time on my own'.</i>
Meadowbank Residential Home	The following feedback was provided from a quality report written for Meadowbank, which is a synopsis of the views of residents in response to the question What makes you happy about living in Meadowbank and is there anything we could do to make the home a better place to live? <i>It's good if you have a poor memory, having common difficulties – the assistance is excellent in every way. If they can't do it themselves, they'll find someone who can help you. If you have special capabilities you can do some work here as long as it's safe. No matter what you do you are constantly looked after and monitored, which is a good thing for health and safety reasons. It's very clean, well maintained and on a daily basis I want for nothing. I like my privacy – privacy is held up. There's no intrusions, they knock on the door – excuse me – thank you. If I needed anything they would do it immediately. The staff are all excellent, very attentive. They do their job expertly – they're cautious, friendly and accommodating in all aspects of their work.</i> <i>Feedback from an external stakeholder (dentist) on their opinion of Meadowbank:</i> <i>Meadowbank is an exceptional home. They are very organised and friendly and you can see they are very involved with the residents. It leaves it easier for us. We have a room allocated to ourselves so confidentiality is never an issue. The oral hygiene in this home is above standard, it is pleasant to come here, nothing is a problem and [the manager] is fantastic, all the staff are good. You couldn't fault it, they are so caring for the clients and communication between the staff and the client and the staff and us is excellent.</i>

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	Findings from a RQIA report in relation to Quality of Life for Residents: <i>Residents were seen to be comfortable, content and at ease in their environment and interactions with staff. Two residents made the following comments; "It's a peaceful happy home" and "We all get on well here. It feels like a big family". Review of the record of activities and general observations of care practices confirmed that residents' social care needs were facilitated on a person centred basis. The genre of music and television played was in keeping with residents' age group and tastes.</i>
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* Evaluated via bespoke, retrospective evaluations where impacts are self-reported. Data above combines snapshot evaluation responses and service specific evaluations.

The above quality report was presented to the Board of Trustees, which recorded the Lived Experience in Meadowbank Residential Home.

This feedback provides evidence of the impact of Meadowbank Residential Care to the family/friends of the residents. It confirms the commitment of Meadowbank's dedicated Manager and well-led team of staff who support residents to live as independently as possible.

Informally, relatives have the opportunity to speak to management and staff at any time. Formally, relatives have the opportunity to share their views on care through reviews with the manager and social worker. Relatives are also invited to share their views through the quality survey which is distributed on a yearly basis.

Staff regularly receive compliments from families about the care their relatives are receiving. Also, families send cards to the home highlighting the excellent care that residents receive, and we've provided several quotes below, which evidence that the key elements of care are delivered in Meadowbank Residential Care – Care is safe, effective and compassionate.

'We want to thank Meadowbank Home for their wonderful hospitality. My aunt always enjoys her day – congrats to the home'.

'Meadowbank we will be eternally grateful for your kindness and care'.

'Thank you all for the great care you gave granny/mum. We will miss you all'.

'Meadowbank has outshone my expectations – I love the care that is given – I think I will move in with Mum for a week's holiday'.

'My aunt has no relatives who can care for her in the area as most of us live at a distance, so it is great peace of mind that she is happy there'.

'My mum is happy, content, and safe, in a familiar well run place which feels like home. This is all I want for her. Thank you!'

'We thank you both so much for all that you and all the staff did for dad over the past two years. We know he was very content and comfortable. We thank you too for all the support that you gave us. We always felt part of the family'.

Meadowbank Resident – Mrs B

Circumstance:

Mrs B was a patient in hospital who was admitted with a suspected overdose and thoughts of life not worth living. The home was contacted as an emergency admission for respite care.

Impact/change Meadowbank Residential Care has had on Mrs B:

Initially when she came into the home she was extremely anxious and nervous. She slowly got to know the staff and became comfortable with her surroundings. After slow tentative steps she became less nervous and her anxiety did decrease. She has become very settled in Meadowbank over time. She engages with the staff and has become very settled.

Assurance to family/friends of Mrs B:

This seems to be the ideal setting for Mrs A as she has now more interactions with others and has a purpose to her day and no longer feels in a hopeless situation in life.

Meadowbank Resident - Mr C:

Circumstance:

Mr C came from hospital. He had been living on his own and unable to manage his diabetes. District nurses were calling to his home to give him insulin and he was often not there. He was also out walking in the late hours of the day and he had no immediate family or social contacts. He was socially isolated and the social workers were concerned for his safety, his physical and mental wellbeing. The social workers requested a short respite period as a stepping stone back to his house.

Impact/change Meadowbank Residential Care has had on Mr C:

Since he came into the home he has settled well. Mr C has made friends with other residents – he interacts and gets on well with staff. Social workers have reviewed his placement and with his agreement they collectively have decided that Meadowbank is the best place for him to stay.

Assurance to family/friends of Mr C:

Mr C is living in a more contented and happy way. Physically he is stronger as his diabetes is well managed and under control which in turn has an enormous impact on his wellbeing.

Meadowbank Resident – Mrs D:

Circumstance:

Mrs D came from home as an emergency admission. She was deemed as a high risk admission as she was often out of her home walking at all times of the day and night. Her family were increasingly concerned for her wellbeing and safety.

Impact/change Meadowbank Residential Care has had on Mrs D:

Since she has come into the home she is so settled, she has put on weight and has formed great friendship with a circle of ladies in the home. She goes out with her family and goes out for meaningful walks.

Assurance to family/friends of Mrs D:

The family didn't realise that Mrs D was so far advanced in her dementia journey as they had thought when she was living at home. They are so grateful that she has a home now here in Meadowbank.

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The following Case Study is from the **‘Move More Live More’ project**. (This project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: an increased risk of falls).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of **‘The Advancement of Health or the Saving of Lives’**, for a group of its beneficiaries – a local community group for older women who meet weekly for social support.

Group E

Group E is a group of older ladies with mixed ability, due to a lack of education/work experience, suffered from various health issues, and many reported they didn't have enough money to meet their needs.

Circumstances:

The Move More Live More Co-ordinator and the Group leader discussed the benefits of a Health and Wellbeing programme for the ladies, to provide hints/tips to improve their health and wellbeing. Due to the mixed ability of the group, the Co-ordinator was required to tailor the sessions and the delivery methods to enable each person to engage and ultimately to benefit from the sessions, stressing the importance of keeping moving.

This approach worked well, as a few of the ladies asked if the exercises could be written, so they could try them at home. The Co-ordinator helped the ladies to access the exercises online and identified them in the guidance booklet. Additionally the Co-ordinator signposted the group to the Age NI Advice & Advocacy team especially for the free benefits check and to the Consumer Council, which had services and tools on how to save money.

Outcomes:

- The Co-ordinator provided the group with Age NI's 'More Money in your Pocket' booklets.
- The group enjoyed the programme, it was evident there was increased concentration and with encouragement from the Co-ordinator, the women have kept focused.
- Feedback from individual ladies in the group include:
 1. As the exercises were written down, she could try them at home, and said *'I've started off just doing a couple a day as struggling to do them, but I have found that persevering with them that I am able to do a few more now and they are helping me to feel less stiff in my joints, so thank you'*.
 2. *'I have started to do the strength and balance exercises at home each day. Every time I'm making the dinner, I just do them'*.

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The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of '**The Advancement of Health or The Saving of Lives**'. This example shows how Age NI provided emotional support to a 73 year old lady caring for her husband with dementia. It also shows how a beneficiary has been supported within Age NI, firstly as a 'My Life My Wellbeing' service user and then referred to the 'Carer Support Programme'.

Lady F

Lady F currently lives alone and has various health conditions. Lady F was referred to the Carer Support Programme, as she was caring for her husband who was living with dementia, who then resided in a care home following a fall.

Circumstances:

- Lady F was referred to this programme from the 'My Life My Wellbeing' service, due to the challenges she was experiencing whilst caring for her husband and managing her own health conditions.
- Lady F was finding life difficult, she felt lonely and guilty for not being able to take her husband home after his fall. This increased her anxiety and increased symptoms of her own health condition, making everyday tasks very challenging.
- Lady F was initially hesitant to engage with the programme, so a trusting relationship was developed.
- Lady F's husband passed away in the initial time of the programme, which had a major impact on Lady F's emotional wellbeing. She struggled with everyday tasks, loss of motivation, low mood and felt high levels of loneliness and isolation, including finding her home difficult to manage.

Outcomes:

- The programme Co-ordinator discussed with Lady F support which could be explored e.g. The Social Worker to carry out a review of her care package, arranged for the pharmacy to organise her medication.
- The Co-ordinator discussed with Lady F ways to engage in various activities each day, and to reach out to a few friends, to create a support network.
- Lady F's assessment was completed. Consent was received for social prescribing - she was referred to counselling services to support her emotional wellbeing and various organisations to assist with housing, transport, digital inclusion and safety.
- Lady F enjoys her visits with the Co-ordinator and feels safe that someone is checking in on her, which gives her a sense of belonging and has increased her confidence. She has been motivated to speak to her GP, she has addressed support to maintain her garden and home chores, which she reported has changed her life and increased her ability to sustain herself and remain independent in her home.
- **Overall, there is an improvement in Lady F's wellbeing and a better support network has been put in place.**

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

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

Plans for Future Periods

Age NI's new strategy was launched on 1 April 2022, and we're pleased to report on how we've delivered against our strategy within this financial year.

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

In the next financial year, we'll seek to continue to deliver our services/projects aligned to the Objectives, with a clear focus on where we'll be in 2025, as detailed in our strategy and below:

Pillar	Objective
People	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.
Places	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.
Policy	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.
Progressive Organisation	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement

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STRUCTURE, GOVERNANCE AND MANAGEMENT

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

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs **121 competent staff (31 March 2023) who are fully committed to the mission and values of Age NI.**

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

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

Board of Trustees

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

Recruitment of Trustees

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

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

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

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

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

Within this financial year, we delivered a recruitment process and appointed two Trustees with specific skills and expertise to the Board and Committee structure.

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Boardroom Apprentice

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer.

The following Case Study was provided by our Boardroom Apprentice within this financial year, on their experience within the Boardroom Apprentice programme and with Age NI:

'Boardroom apprentice is a pioneering scheme which offers people of all ages, backgrounds, localities, and abilities the opportunity to develop the skills and confidence to sit on the board of a public sector entity or charity. The scheme pairs participants with a host board for one year and with the support of a 'board buddy', immerses them in the full board member experience. Apprentices receive board papers and gain practical experience by attending board meetings and committee meetings. A key part of being a Boardroom Apprentice is being inquisitive and apprentices can direct questions to their board buddy, who acts as a source of continued support throughout the programme.'

As well as gaining practical experience with a host board, I also attended eight learning days along with the other apprentices. The learning days covered subjects ranging from fiduciary responsibilities of board members and financial skills to responding to different communication styles. We applied the practical and classroom skills we gained over the course of the year by working on a case study in small groups and presenting our findings to a panel at the end of our learning days.

Upon hearing about Boardroom Apprentice and the experience of others who completed it, I was intrigued to learn more about the scheme. Everyone who had previously been on the programme only had positive things to say about it. I was initially quite apprehensive and didn't think I would be a suitable candidate but after researching the programme, I realised it was open and welcoming, with the aim of bringing different insights to boards. At times I felt out of my depth, but I kept in mind the Boardroom Apprentice mantra, 'Get comfortable, being uncomfortable'.

When applying for Boardroom Apprentice, I was able to pick 3 potential host boards and was delighted when I was paired with my first choice, Age NI. My day job is an accountant but during school/university I worked part time as a care assistant in a nursing home. I thoroughly enjoyed my time in this role, having learned a lot of life skills as well as experiencing a sense of fulfilment. I had hoped to find a way to blend this experience with my accounting career and becoming involved with Age NI was the perfect way to do it. Ageing is a gift we should all be grateful to receive, but it does come with some issues; declining health, money worries, loneliness, to name a few. Having an organisation like Age NI to support the aged and their family is crucial for our society.

Everyone on the Age NI board and committees were extremely welcoming and their passion and commitment to the cause was evident at every meeting. My board buddy set aside time ahead of meetings to go through board and committee papers with me and answer any questions I had. This was an invaluable part of the experience as it ensured I was up to date on longstanding matters. Moreover, my buddy acting as a sounding board gave me the confidence to participate freely in the meetings. Seeing the accomplishments of the board over the past year at the December board meeting

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was a particular highlight and demonstrated the vast impact that Age NI has on Northern Ireland as a whole'.

Constituted Committees

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

Age NI Subsidiary

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The Board of Trustees changed the status of Age NI Enterprises Ltd from a non-trading company to a dormant company on 31 March 2023. This decision was due to the retirement of Directors and filing dormant accounts, following the legal transfer of the assets and liabilities from Age NI Enterprises Ltd to Age NI in 2020.

Age NI manages the shop portfolio and online retail service, in addition to offering beneficiaries the option of purchasing Age NI Personal Alarms and Independent Living Products to improve safety and promote wellbeing services.

Board Structure of Age NI Enterprises Ltd

The Board of Age NI Enterprises Ltd operated as a formal board throughout this financial year, carrying out the duties delegated to it from the Board of Trustees. Age NI Enterprises Ltd met quarterly and encompassed a combination of Trustee and Non-Trustee Non-Executive Directors. The Age NI Enterprises Ltd Chair was Mrs Diane Creevy. The other Directors within this period were Mr Trevor Dillon (part), Ms Kathy Graham (part), Mr Paul Moorhead, Ms Aislinn McBride, Mr Neil Hutcheson (part), Mr Sam Curry (part), Mr Damian McAteer (part) and Dr Aileen Joanne McDowell.

Age NI Enterprises Ltd Board meetings were attended by the Director of Marketing and Business Development, as the operational lead for this Board. The meetings were also attended by the Social Enterprises Manager, who provided an overview of the performance of the charity shops and products, and potential Social Enterprise opportunities and the Finance Director, who provided an overview of the financial performance of the retail portfolio.

Reporting to the Board of Trustees

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk Committee, Finance & Resources Committee, Nominations & Remunerations Committee and the Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required. The Board of Trustees also received Minutes and updates from a Non-Executive Director, on behalf of the Age NI Enterprises Ltd Chair, on the quarterly Age NI Enterprises Ltd Board meetings and received presentation of recommendations, for decision, if applicable. The Minutes of these Board meetings were provided, for information.

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Audit & Risk Committee

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

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

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk Committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
 - Ensures Risk Management is embedded across the whole charity.
 - Monitors the Corporate Risk Register and ensures it is kept up to date.
 - Reviews the risk management process to ensure it is adequate and operating effectively.
 - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
 - Receives updates on any safeguarding issues.
 - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk Committee.
- **Audit.** The committee:
 - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
 - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources Committee.
 - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
 - Scrutinises and advises the Board on the contents of the draft audit report.
 - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
 - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
 - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
 - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
 - Determines the frequency of tendering for external auditing services.
 - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.
- **Internal Controls.** The committee:
 - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.

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- Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
 - Reviews the operation of internal and external audit and the adequacy of the level of assurance gained from the activities of both.
 - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
 - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
 - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.
- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit, and the Governance Secretary on behalf of the Governance Group.
 - **The Terms of Reference** is reviewed annually.

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

During this period, the committee was chaired by Dr Roisin McLaughlin (until end of September 2022) and Edward Smyth (from October 2022). The Trustees and Directors on this committee within this period were Dr Roisin McLaughlin (part), Mrs Teresa Dunlop, Mr Edward Smyth and Mrs Sarah Brady (part). The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

Governance Group

The Governance group was established to prepare and develop key governance documents, on behalf of the Board of Trustees, in alignment with the annual governance/legal requirements. During this period, the group consisted of two Trustees, Dr Roisin McLaughlin (part) and Mr Edward Smyth, and the Governance Secretary. The Group provided updates and papers to Audit & Risk Committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

Finance & Resources Committee

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

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

- **Financial Performance and Reporting.** The committee:
 - Considers the charity's financial plans.
 - Reviews and endorses the quarterly management accounts and financial performance of the charity against the financial plans for approval by the Board.
 - Keeps under review and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
 - Exercises general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the charity's financial policies and procedures, delegations and mandates.
 - Monitors and reviews the charity's budgets for approval by the Board.
 - Monitors and reviews periodic financial reports to ensure that expenditure is not exceeded.
 - Monitors and reviews the charity's financial performance and invite managers or papers on particular matters to Finance & Resources Committee meetings to assist in these discussions.
 - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the major financial risks faced by the charity.
 - Reviews the internal financial controls and financial management systems for all major or high-risk projects.
 - Is responsible for reviewing any representation letter(s) requested by the auditor before they are signed on behalf of the Board.
 - Investigates on behalf of the Board any matter that may put the charity at financial risk.
- **Investments.** The committee:
 - Monitors and reviews the charity's arrangements in relation to investments including its Investment Policy, ensuring these arrangements are aligned with the charity's long-term strategic objectives.
 - Makes recommendations to the Board in relation to the appointment, re-appointment and removal of the charity's investment advisors and managers.
 - Meets with the investment advisors and managers as appropriate.
 - Reviews the charity's arrangements in relation to reserves, including its Reserves Policy. This is reviewed in line with reviewing accounts annually.
- **Business Cases.** The committee considers the business case for major new initiatives and how to meet the financing requirements of these initiatives.
- **Updates** were received from:
 - The Finance Director on Age NI Enterprises Ltd, to monitor its financial performance and to ensure the arrangements are aligned with the charity's long-term objectives.
 - Director of Marketing and Business Development to monitor the income generation performance of the charity.
 - Head of People and Development, when required, to monitor the performance of People and Development activities which have financial implications for the charity, including pension and salary provisions for staff in line with legal requirements.
- **The Terms of Reference** is reviewed annually.

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During this period, the committee was chaired by Mr Trevor Dillon, Treasurer (until September 2022, when the Treasurer and Committee Chair was succeeded by Mr Patrick Mullan). The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

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

Nominations and Remunerations Committee

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

Specific responsibilities include, but are not limited to:

- **Age NI Trustees (and Age NI Enterprises Ltd Non-Executive Directors).** The committee:
 - Regularly reviews the structure, size and composition of the current position of the Board and makes recommendations of any changes to the Board.
 - Gives full consideration to succession planning for Trustees and senior executives in the course of its work and what skills and expertise are required for the future.
 - Is responsible for identifying and nominating for the approval of the Board, candidates to fill Board vacancies as and when they arise.
 - Ensures that on appointment to the Board, Trustees (and Age NI Enterprises Ltd Non-Executive Directors) receive a formal letter of appointment to the Board.
- **Age NI Staff members.** The committee:
 - Reports on the role of the Chief Executive, his/her subordinates and other key staff.
 - Considers and provides recommendations to the Board on the appropriate salary and pension banding of staff.
 - Monitors the leadership needs of the organisation, with a view to ensuring the continued ability of the organisation to compete effectively in the sector.

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

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

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Dr David Law, Mr David Trelford and Ms Hilary McDowell (part). The committee meets twice a year or

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more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

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

Age NI Consultative Forum

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

The Consultative Forum comprises 28 individual older people from across Northern Ireland.

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

Risk Management

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

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

The Business Continuity Plans and Corporate Risk Register are in place to support risk management. These registers are reviewed by the Senior Management Team at their monthly meetings. The Operational Leadership Team is responsible for developing and keeping under review Departmental Risk Registers. During this financial year due to the pandemic, the workplace preparedness and recovery plan was also provided to the Audit & Risk Committee, for information and assurance.

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Decision Making within Age NI

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

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

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

Within this financial year, Age NI Board had three sub-committees and a subsidiary non-trading company.

Each committee/Board considers particular issues in greater detail and advises the Board. Prior to each Board meeting, each committee provides Minutes and relevant papers, for information. The committee Chair will provide a verbal update of its previous meeting including recommendations, if appropriate and an Age NI Enterprises Ltd Non-Executive Director provides, on behalf of the Chair (as the Chair isn't a Trustee of the charity) an update at the quarterly Board of Trustees meeting, to ensure that all Trustees are fully briefed on the work, discussions and recommendations from each meeting.

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

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FINANCIAL REVIEW

Incoming Resources

Total incoming resources for the year ended 31 March 2023 were £4,927,983 (2022: £4,830,712). This includes donations and legacies of £254,866 (2022: £651,643) and income from charitable activities of £3,987,287 (2022: £3,598,857).

Charitable Activities

The financial statements comply with the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

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

Total resources expended for the year ended 31 March 2023 were £4,763,314 (2022: £4,503,068). This includes expenditure on raising funds of £525,499 (2022: £552,549) and expenditure on charitable activities of £4,237,815 (2022: £3,950,519).

Our total net incomings for the period, before other recognised gains and losses, was £164,669 (2022: Incoming £327,644). After gains from investment assets, the incoming resource was £126,527 (2022: Incoming £364,161).

The balances on restricted funds and unrestricted funds at the year-end were £574,645 (2022: £492,776) and £2,525,498 (2022: £2,480,840) respectively.

Investments

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

Our portfolio of shareholdings, held as a long-term core investment and managed by Evelyn Partners (previously Smith & Williamson), had an decrease in valuation at 31 March 2023 of £705,892 from £744,034 at 31 March 2022. The unrealised capital loss in the investment portfolio for the year ended 31 March 2023 was £38,142 (2022: gain of £36,517).

Investment Performance

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

At the year-end 31 March 2023, the Charity held cash reserves of £2,169,569 (2022: £2,622,682).

The investment portfolio as at 31 March 2023 was £705,892 (2022: 744,034).

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Reserves Policy

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

For 2022/23 these general reserves amounted to £2,525,498 (2022: £2,480,840). Excluding tangible fixed assets these general reserves amounted to £2,414,813. This represents 131.7% of the six month target based on 2022/23 annual pro-rata expenditure.

Funds held within designated funds are £73,462 (2022: £62,628). This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations.

Principal Funding Sources

The principal funding sources of Age NI include:

Trust Income that helps fund:

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

Trustees' responsibilities in relation to the financial statements

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

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- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

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

Statement as to disclosure to our auditors

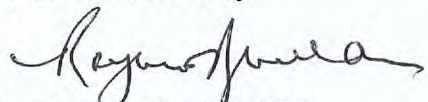
Each of the persons who is a Trustee at the date of approval of this report confirms that:

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

Small company provisions

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

The Trustees' annual report was approved on 27 September 2023 and signed on behalf of the board of Trustees by:

 27/9/23

Dr Raymond Mullan OBE
Trustee

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Independent Auditor's Report To the Trustees of Age NI

Opinion

We have audited the financial statements of Age NI (the 'charitable company') for the year ended 31st March 2023 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion:

- The financial statements give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

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

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

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

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

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

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

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

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

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

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

Use of our report

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



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

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

Date *27 September 2023*

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

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

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Income and endowments from					
Donations and legacies	2	254,866	-	254,866	651,643
Charitable activities	3	2,808,538	1,178,749	3,987,287	3,598,857
Other trading activities	4	638,991	-	638,991	552,497
Investment income	5	46,839	-	46,839	27,715
Total income and endowments		3,749,234	1,178,749	4,927,983	4,830,712
Expenditure					
Expenditure on raising funds:					
Costs of other trading activities	6	(525,499)	-	(525,499)	(552,549)
Expenditure on charitable activities	7,8	(3,140,935)	(1,096,880)	(4,237,815)	(3,950,519)
Total expenditure		(3,666,434)	(1,096,880)	(4,763,314)	(4,503,068)
Net (losses)/gains on investment	9	(38,142)	-	(38,142)	36,517
Net (expenditure)/income and net movement in funds		44,658	81,869	126,527	364,161
Reconciliation of funds					
Total funds brought forward		2,480,840	492,776	2,973,616	2,609,455
Total funds carried forward		2,525,498	574,645	3,100,143	2,973,616

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

The Statement of Financial Activities (incorporating the income and expenditure accounts) for the prior year ended 31 March 2022 is included in note 22 to the accounts.

The notes on pages 63 to 74 form part of these financial statements

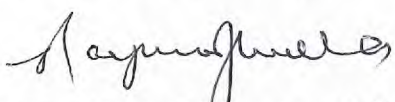
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Statement of Financial Position

		2023	2022
		£	£
Fixed assets	Note		
Tangible fixed assets	13	110,685	110,980
Investments	14	705,892	744,034
		816,557	855,014
Current assets			
Debtors	15	570,720	321,372
Investments	16	3	3
Cash at bank and in hand		2,169,569	2,622,682
		2,740,292	2,944,057
Creditors: amounts falling due within one year	17	(456,726)	(825,455)
Net current assets		2,283,566	2,118,602
Total assets less current (liabilities)/assets		3,100,123	2,973,616
Net assets		3,100,123	2,973,616
Funds			
Restricted funds	21	574,645	492,776
Unrestricted income funds	21	2,525,498	2,480,840
Total funds		3,100,143	2,973,616

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27 September 2023, and are signed on their behalf by:


Dr Raymond Mullan OBE
Trustee 27/9/23

The notes on pages 63 to 74 form part of these financial statements

AGE NI
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Statement of Cash Flows

	2023	2022
	£	£
Cashflows from operating activities		
Net (expenditure)/income		
Cash generated from operations	126,527	364,161
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	39,425	47,963
Net (losses)/gains on investments	38,142	(36,517)
Other interest receivable and similar income	(46,839)	(27,715)
<i>Changes in:</i>		
Stocks	-	3,184
Trade and other debtors	(249,347)	268,655
Trade and other creditors	(368,730)	207,046
Cash generated from operations	(460,822)	826,777
Interest received	46,839	27,715
Net cash used in operating activities	(413,983)	854,492
Cash flows from investing activities		
Purchase of tangible assets	(40,669)	(12,080)
Purchase of other investments	-	-
Proceeds from sale of other investments	1,539	20
Net cash used in investing activities	(12,060)	(12,060)
Increase/(decrease) in cash and cash equivalents in the year	(453,113)	842,431
Cash and cash equivalents at the beginning of the year	2,622,682	1,780,251
Cash and cash equivalents at the end of the year	2,169,569	2,622,682

The notes on pages 63 to 74 form part of these financial statements

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2023

1. Accounting Policies

Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard which applies in the UK (FRS102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the Companies Act 2006.

Going concern

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

Fund accounting

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

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

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

Income recognition

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

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

Resources expended

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

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

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Accounting Policies (continued)

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

Tangible assets

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

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

Depreciation

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

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

Investments

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

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

Investments in associates

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

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

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

Investments in joint ventures

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

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

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

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Accounting Policies (continued)

Impairment of fixed assets

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

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

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

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

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

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

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

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

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

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

Limited by guarantee

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

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2. Donations and legacies

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
Legacies	254,866	254,866	651,643	651,643

3. Charitable activities

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	868,973	-	868,973
IDC & Daycare	578,102	-	578,102
Day Care	718,558	-	718,558
First Connect/Advice/Advocacy	-	115,000	115,000
Service income	2,657	-	2,657
Other charitable activities	145,185	1,063,749	1,208,934
	2,808,538	1,178,749	3,987,287

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	329,403	-	329,403
Meadowbank	850,030	-	850,030
IDC & Daycare	539,525	-	539,525
Day Care	668,505	-	668,505
First Connect/Advice/Advocacy	-	178,257	178,257
Service income	2,816	-	2,816
Other charitable activities	190,049	674,611	864,661
	2,745,988	852,868	3,598,857

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4. Other trading activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Fundraising	337,056	337,056	286,707	286,708
Commercial income	301,935	301,935	265,789	265,789
	638,991	638,991	552,496	552,497

5. Investment income

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £	Total Funds 2022 £
Bank interest receivable	24,378	24,378	2,181	2,181
Dividend income	22,461	22,461	5,534	25,534
	46,839	46,839	27,715	27,715

6. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Wages & salaries	306,658	306,658	323,648	323,648
Retail	4,175	4,175	9,636	9,636
Operational expenses	71,279	71,279	47,460	47,460
Transport	32	32	264	264
Accommodation	82,642	82,642	99,699	99,699
Other	4,129	4,129	14,577	14,577
Depreciation	11,397	11,397	11,506	11,506
Other support costs	45,187	45,187	45,759	45,759
	525,499	525,499	552,549	552,549

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7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total Funds 2022 £
Delivering flagship services	3,553,847	403,433	3,957,280	3,587,419
Lading authoritative expert on ageing	66,673	18,668	85,341	107,302
Mobilisation of a strong & vibrant age sector	74,951	29,393	104,344	175,233
Governance costs	-	90,850	90,850	80,565
	3,695,471	542,344	4,237,815	3,950,519

8. Analysis of support costs

8.

	Analysis of support costs £	Total 2023 £	Total 2022 £
Staff costs	272,087	272,087	286,775
Governance costs	87,497	87,497	80,565
Operational	65,703	65,703	31,156
Transport	1,924	1,924	1,571
Accommodation	195,726	195,726	192,645
Other	(65,949)	(65,949)	(44,751)
Depreciation	13,281	13,281	21,264
Retail	-	-	286,775
	570,269	570,269	569,225

**9. Net (losses)/gains on
investments**

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
Gains/(losses) on listed investments	(38,142)	(38,142)	36,517	36,517

10. Net (expenditure)/income

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

	2023 £	2022 £
Depreciation of tangible fixed assets	39,425	46,887

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11. Staff costs

	2023	2022
	£	£
Wages and salaries	2,855,386	2,724,997
Social security costs	212,781	205,818
Pension costs	124,856	120,180
	3,193,023	3,050,995

The average head count of employees during the year was 146 (2022: 144).

Included within staff costs is £27,509 of redundancy costs (2022: £nil). Redundancy payments are charged to the Statement of Financial Activities in the period to which they relate.

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

	2023	2022
£70,000 to £79,999	1	1

12. Trustee remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). They were reimbursed travel expenses during the year totalling £189 (2022: £127). No charity trustee received payment for professional or other services supplies to the charity (2022: £nil).

The total employee benefits of the key management personnel of the charity total £283,459 (2022: £290,304).

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13. Tangible fixed assets

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2022	89,995	208,813	83,324	143,133	59,391	584,656
Adjustments	-	-	-	-	-	-
Additions	-	8,352	-	30,257	2,060	40,669
Disposals	-	(47,859)	-	(9,375)	(45,448)	(102,682)
At 31 Mar 2023	89,995	167,341	83,324	164,015	17,968	522,643
Depreciation						
At 1 Apr 2022	50,492	180,920	83,324	108,801	50,138	473,675
Adjustments	(354)	(66)	-	-	419	-
Charge for year	2,259	9,441	-	25,891	1,835	39,425
Disposals	-	(46,821)	-	(8,873)	(45,448)	(101,143)
At 31 Mar 2023	52,397	143,474	83,324	125,818	6,945	411,958
Carrying amount						
At 31 Mar 2023	37,598	23,867	-	38,196	11,023	110,685
At 31 Mar 2022	39,857	27,893	-	34,332	8,900	110,980

14. Fixed Asset Investments

	Listed investments £
Cost or valuation	
At 1 April 2022	744,034
Additions at cost	14,437
Disposals at market value	(15,544)
Fair value movements	(37,036)
Other movements	-
At 31 March 2023	705,892
Impairment	
At 1 April 2022 and 31 March 2023	
Carrying amount	
At 31 March 2023	705,892
At 31 March 2022	744,034

All investments shown above are held at valuation.

Financial assets held at fair value.

Listed investments were valued by Evelyn Partners (Previously Cunningham Coates, Belfast).

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15. Debtors

	2023	2022
	£	£
Trade debtors	116,138	104,786
Other debtors	454,582	216,586
	<u>570,720</u>	<u>321,372</u>

16. Investments

	2023	2022
	£	£
Shares	3	3

17. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	37,294	48,782
Accruals and deferred income	319,032	659,422
Social security and other taxes	48,343	50,726
Other creditors	52,057	66,525
	<u>456,726</u>	<u>825,455</u>

18. Deferred income

	2023	2022
	£	£
Amounts deferred in year	220,141	573,767

19. Related party transactions

There were no related party transactions in the year.

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20. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
	£	£	£	£	£	
Revenue Fund	2,418,212	3,749,234	(3,666,434)	(10,834)	(38,142)	2,452,036
Designated funds	62,628	-	-	10,834	-	73,462
	2,480,840	3,749,234	(3,666,434)	-	(38,142)	2,525,498

21. Restricted funds

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
	£	£	£	£	£	
Innovation/Database Development	44,176	-	35,941	-	-	8,236
Living Well – South Eastern Trust	1,561	33,752	35,313	-	-	-
Shared Lives Service	-	34,691	29,391	-	-	5,300
Age UK Cost of Living	-	2,621	2,621	-	-	-
Day Care Restricted	13,769	6,275	1,767	-	-	18,276
My Life My Way	15,020	-	60	-	-	14,960
My Life My Wellbeing	-	52,688	52,688	-	-	-
Move More Live More	-	118,948	117,871	-	-	1,077
Carer Wellbeing Service	-	37,378	30,326	-	-	7,051
My Life My Support	-	1,725	1,725	-	-	-
Ulster Garden Villages – My Home Life	2,000	-	-	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	71,414	443,577	421,348	-	-	93,644
MCI (Staying Sharp)	7,752	25,000	14,515	-	-	18,238
Age UK – Keeping Well at Home	9,080	-	5,577	-	-	3,503
Age UK – Net Fund	100	-	100	-	-	-
Age UK COVID Appeal Fund	27,455	-	3,919	-	-	23,536
Age UK – Support & Recovery Fund	21,266	-	21,266	-	-	-
Health & Wellbeing	50,000	216	8,833	-	-	41,383
<i>Total carried to next page</i>	292,770	755,145	783,261	-	-	266,381

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21. Restricted funds (continued)

	At 1 Apr 2022	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2023
<i>Total carried from prev page</i>	292,770	755,145	783,261	-	-	266,381
Impact Reporting	17,581	-	16,692	-	-	889
Dept. of Communities	71,666	750	(377)	-	-	72,793
Support & recovery Fund						
Good Vibrations	-	139,050	28,738	-	-	110,312
Homes for Health	-	2,500	2,500	-	-	-
Ageing						
Employment & Skills Initiative	-	32,470	15,187	-	-	17,283
Dementia MCST Programme Funder	763	18,509	19,272	-	-	-
Age UK						
Project ReGain	-	103,000	90,706	-	-	12,294
First Connect	63,548	115,300	116,398	-	-	62,450
Lisburn & Castlereagh Age Sector	2,567	-	375	-	-	2,192
CHIC (First Connect North Belfast)	7,915	4,848	12,763	-	-	-
Armed Forces Belfast	3,546	-	-	-	-	3,546
Enrich	27,211	-	6,908	-	-	20,302
Ulster Orchestra	-	975	-	-	-	975
Pensioner's Parliament	246	-	-	-	-	246
Residents Comfort	4,963	4,477	4,455	-	-	4,984
	492,776	1,178,749	1,096,880	-	-	574,645

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22. Statement of Financial Activities for Year Ended 31 March 2022

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
Income and endowments from				
Donations and legacies	651,643	-	651,643	217,778
Charitable activities	2,745,988	852,869	3,598,857	4,693,299
Other trading activities	552,497	-	552,497	583,081
Investment income	27,715	-	27,715	22,299
Total income and endowments	3,977,843	852,869	4,830,712	5,516,457
Expenditure				
Expenditure on raising funds:				
Costs of other trading activities	(552,549)	-	(552,549)	(563,124)
Expenditure on charitable activities	(2,971,907)	(978,612)	(3,950,519)	(4,167,768)
Total expenditure	(3,524,456)	(978,612)	(4,503,068)	(4,730,892)
Net (losses)/gains on investment	36,517	-	36,517	143,968
Net (expenditure)/income and net movement in funds	489,904	(125,743)	364,161	929,532
Reconciliation of funds				
Total funds brought forward	1,990,936	618,519	2,609,455	1,668,976
Transfer from Age NI Enterprises	-	-	-	10,943
Total funds carried forward	2,480,840	492,776	2,973,616	2,609,455