

# **Consolidated Financial Statements**

**For the Year Ended  
31 March 2019**



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

Charity Number: 1049527

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**Age UK North Tyneside**

**Board of Trustees Reporting incorporating the Strategic Report  
For the year ended 31 March 2019**

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<b>Company Registration Number:</b>	01763579 Registered in England and Wales	
<b>Charity Registration Number:</b>	1049527	
<b>Registered Office:</b>	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP	
<b>Board of Trustees:</b>	Mr R. Adams Mr R.D. Morton Mr J Booth Mr W Carr Ms J. Gillson Ms T.J. Harrison Mrs J.C. Pitkeathley Mr D.C. Sharp Mr C Swan	Chair Treasurer
<b>Executive Team:</b>	Ms A. Caldwell Ms D. McNally	Group Chief Executive Group Deputy Chief Executive
<b>Bankers:</b>	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX	
<b>Auditors:</b>	Haines Watts Floor 11 Cale Cross House 156 Pilgrim Street Newcastle upon Tyne NE1 6SU	
<b>Solicitors:</b>	Womble Bond Dickinson (UK) LLP St Ann's Wharf 112 Quayside Newcastle upon Tyne NE1 3DX	

**Board of Trustees Report Incorporating the Strategic Report  
For the year ended 31 March 2019**

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**OBJECTIVES AND ACTIVITIES**

The Trustees present their report and audited accounts for the year ended 31 March 2019. This is year four of our five year 2020 Strategy.

Our 2020 Strategy came into effect from 1 April 2015 following a transition year in 2014-2015 which included an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2020 Strategy is performance driven to achieve growth and long term sustainability of the organisation whilst ensuring a personalised customer focused service is maintained at all times. This includes Life Choices Plus Limited, our wholly owned subsidiary company, trading as "EveryDay" delivering professional care services to all age adults and becoming the specialist 'go to' agency for post dementia diagnosis support in the borough. Both providing vital services and helping to generate valuable unrestricted income to support the charity's wider work with older people in the community.

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

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

Our 2020 **six Strategic Aims** as follows:

**Aim 1: As experts in older peoples' issues: Provide accessible information, advice and guidance to:**

- Ensure people are aware of their rights and entitlements
- Empower people to make informed choices
- Help people to navigate systems to find the right services and products to meet their individual needs

**Aim 2: As a quality service provider: Expand the range and reach of professional care and support services to:**

- Enable people to maintain their independence for as long as possible
- Provide specialist dementia support services to individuals with dementia and their carers
- Support family carers so they enjoy a good quality of life

**Aim 3: As an established and respected local organisation: Engage more older people in preventative activities to:**

- Improve physical and mental wellbeing
- Address isolation and loneliness
- Build personal resilience and coping strategies

**Aim 4: As a campaigning and influencing organisation: Work to make North Tyneside a more age friendly place to live to:**

- Support older people to make a positive contribution to community life
- Promote the contribution and diversity of older voices to be valued and respected
- Promote the benefits of an age friendly borough to support older people to have a good quality of life



**Aim 5: As a local employer: Be recognised as an Employer of Choice to:**

- Offer staff quality training and development opportunities
- Offer flexible employment practices
- Attract and retain high calibre quality staff committed to upholding our values and beliefs
- Engage staff and promote a healthy lifestyle

**Aim 6: As an Age UK Brand Partner: Commit to the Age UK Shared Strategy and developing effective partnerships with a range of organisations to achieve our ambitions to:**

- Develop cost efficient, effective and sustainable services
- Strengthen our role in providing new / innovative solutions for older people
- Improve services for older people

## **PUBLIC BENEFIT STATEMENT**

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

## **ACHIEVEMENTS & PERFORMANCE**

### **Aim 1: Information & Advice**

**Strategic Aim: As experts in older peoples' issues: Provide accessible information, advice and guidance**

**We did this by:**

#### **Improving accessibility to our services across the Borough**

- Overall customer numbers increased by 12% on the previous year and exceeded target throughout the year, which demonstrates consistent and increasing demand for our services.
- The number of people accessing our website(s) increased throughout the year, we reported an average of 1,350 people accessing our website(s) each month.
- We provided Age UK clinics in 5 GP Surgeries in North Shields from January 2019, the aim was to increase our accessibility by providing information and advice through an appointments system in the GP surgeries. We plan to roll these out across the borough to further increase our accessibility over the coming years
- We restructured our staff and volunteer teams into the four "localities" of the borough North Shields, Wallsend, Whitley Bay and the North West. These teams focused on developing locality plans to compliment the work of north Tyneside Clinical Commissioning Group (CCG), GP's and North Tyneside Council, and to support the Primary Care Networks when they start up in July 2019.

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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**Continuing to provide an independent and sustainable information and advice service**

- We increased the capacity of the specialist Information & Advice Team by investing in a new full time post this year. This was possible after securing funding through two new funding streams, **Age UK's Later Life Goals and EON & First Utility**.
- **North Tyneside Council** continued to fund the Information & Advice service, although funding was reduced from that received in the previous year.
- A **Pay it Forward Scheme** was introduced this year after being piloted in the previous year. The scheme allows customers receiving a service to make a donation which helps pay for the next customer's service. £2,081 was donated during the year via this route.
- The staff and volunteer team secured **£1,178,488** in unclaimed benefits for older people in North Tyneside for the year smashing their target of £1,020,000. This represents an increase of 11% on the previous year's achievement
- Our Customer Services Team signposted 761 customers to different services outside of Age UK North Tyneside during the year, including Care & Connect, Carers Centre and many more.
- Our customers feedback for this service continued to be high, including the following comments:
  - *"Thank you very much for all your help filling out forms for blue badge and PIP. Without your help I wouldn't have got them".*
  - *"All the staff are great they are so helpful and kind. The staff member that supported me is an absolute treasure, an Angel, so kind I could never have managed to make my claim without them. They showed so much compassion patience and understanding, and made making the claim look so easy I just didn't have a clue I was even entitled to anything. I recommend Age UK North Tyneside to all of my friends and give them 10/10, amazing".*
  - *Customer was over the moon with the outcome of his AA application, he only popped in for general advice to help him in and out of his bath, he really didn't expect us to help as much as we have and didn't think he would be entitled to any benefits. He said that the extra money each week has changed his life. He is telling all of his friends to come to us to check their benefits, too.*

**Monitoring and responding to customer feedback**

- We engaged with 162 of our customers who attended 12 Customer Engagement Forums during the year. Feedback continued to be positive and was used to further improve our services and continue to tailor them to customer needs and expectations.
- Customer Satisfaction surveys were used across all service areas. Satisfaction rates continued to be high and were reported at 95%, which was the same reported in the previous year.
- Our EveryDay Supporting People to Live at Home Care at Home service is subject to annual contract monitoring by North Tyneside Council, this year we achieved an average score of 94.1% which was outstanding and a great achievement for the EveryDay Staff and Management Team.

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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**Improving and embedding Service Excellence**

- Our Customer Service Team annually sample a number of new customers to establish the level of customer service achieved by our services. We use the feedback to monitor the quality of the services we provide.
- This year the Customer Service Team sampled 113 new customers from a range of our services and reported an average score of 95%, again an outstanding measure of customer service with customers reporting that we have improved their life and made them better off, they find our staff both professional and caring, and applaud individual staff members kindness and professionalism.

**Improving Management and Co-ordination of Services**

- We received 137 Customer Compliments up to 31 March 2019 which is an increase of 54% on the previous year. Generally, feedback continues to be how satisfied customers are with the quality of service they receive and the support from staff and volunteers.
- We responded to 16 Customer Complaints which is the same reported in the previous year, this equates to 0.001% of our hours of service delivered to customers over the year. All complaints were handled in line with our Customer Compliment, Comments & Complaints Policy.
- Annually the Group Risk & Compliance Committee consider if the organisation's Quality Policy objectives have been achieved. The Committee reported that 12 out of 13 objectives were fully met, with one partially met, with further work required to evaluate the impact of the Charity's services
- Internal Manager and Team Leader Training programmes were successfully completed. When evaluated there is a direct link between the reduced number of complaints and the impact of this training, which was focused on improving the management and co-ordination of services.

**Aim 2: Care & Support**

**Strategic Aim: As a quality service provide: Expand the range and reach of professional care and support services**

**We did this by:**

**Expanding the Dementia Connections Service across North Tyneside and positioning to be self-sustaining**

- The Dementia Connections Service in 2018-2019 continued to be funded by the **Ballinger Charitable Trust**, which is the second year of three years funding. **North Tyneside Council and North Tyneside CCG** also provided funding to support the Senior Admiral Nurses and the Singing for the Brain Group.
- The number of customers using the dementia service increased by 51% during the year from 256 to 387. The service has huge demand which has to be managed by triaging individual cases.
- The four Admiral Nurses supported 101 customers, and for most of the year carried a waiting list of around 11 people.
- The four Dementia Connections Service Co-ordinators supported 286 customers, and carried a waiting list of 33 for most of the year.
- The Dementia Connections Service Co-ordinators supported 8 locality community groups; Memory Café at Killingworth, Memory Café and Singalong at Forrest Hall, Memory Café at Whitley Bay, Time Travellers at Wallsend, Peer Support, Craft Group and Singalong at North Shields.
- Discussions continue with North Tyneside CCG regarding future commissioning beyond 31 March 2020, and a decision is expected over the summer of 2019.

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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- Some of the customer feedback and comments for the Dementia Connections Service:
  - *"I enjoyed Singalong Memories from the minute I walked in the door."*
  - *"I can't say that there is any part of it that I do not enjoy, I like the group they are so friendly and welcoming".*
  - *"The people are so very lovely and I look forward to all the groups. It's a good break from home for us both."*
  - *"Everybody can just be themselves here and I just love coming. It's set up well. I've got to know people and it's good to have a laugh with people too".*
  - *"If I struggle with anything there's someone to help".*

**Expanding EveryDay Care services within North Tyneside**

- EveryDay delivered 72,662 hours of care and support over the year, which was a decrease on the previous year of 4.6% where 76,165 hours were delivered. Recruitment again proved to be the significant limiting factor in expanding the service.
- The key to achieving 2019-2020 targets will be the introduction of a new hybrid role attached to our six Extra Care Housing Schemes and working in the surrounding area of the community.
- We remain optimistic that the increase in hourly rate from 1 April 2019 will improve recruitment and retention.
- Customer's compliments over the year describe the care team as:
  - *"Wonderful caring carers, all amazing and my mother thinks the world of them"*
  - *"We would like to send out a massive thank you to G care worker and A care worker for the care and support they have given G and family. G looked forwards to the guys coming in and having a good chat with them. They never failed in leaving him with a smile on his face. The care and compassion they showed was second to none and they would like the guys acknowledged for their outstanding care."*
  - *"We would like to thank P care worker for being such a kind and caring carer, she said he is brilliant at his job and enjoys their chats and his care and support".*

**Expanding EveryDay Care service into Newcastle**

- We invested in a new Care at Home Manager to support the expansion in Newcastle, however recruitment for new care staff was slow which impacted on the pace of growth.
- At the 31 March 2019 we had 4 staff and were delivering 22 hours of service in Newcastle

**Maintaining contracts within Extra Care Housing in North Tyneside**

- We delivered 159,640 hours of care and support into six Extra Care Housing Schemes over the year, this represented an increase of 12.9% on the previous year
- We continued to work in partnership with Anchor Hanover Housing at Fontburn Court, Sandringham Court and Thomas Ferguson Court, with Riverside at Edith Moffat House and Weetslade Court and North Tyneside Council at Crossgates.
- Two siblings commented *"The care team are fabulous staff, with both my brother and I being so far from North Shields it was a great comfort to both of us that she was surrounded by such caring and professional individuals. The tenants of Thomas Ferguson are very fortunate to be in such a wonderful facility and my mother never failed to mention how well she was looked after. Once again thank you so much and please pass on my deepest gratitude to her carers".*



**Expanding the service delivered in Extra Care Housing to include wellbeing activities**

- We developed and co-ordinated a Wellbeing & Activity Programme influenced by our customers at the six Extra Care Housing Schemes
- There were 19,120 "individual participants" in these activities over the year, which equates to an average each month of 1,600 participants.
- The activities included reminiscence sessions, crafts, music &, movement, intergenerational sessions, singers & musicians, games and theme social gathering.
- A wife of a customer attending activities commented how happy she was living in the Extra Care Scheme and even more so now that we have introduced "exercise snacking". She said *"her husband mobility has improved and he is now much more mobile and chatty after the sessions. Mrs M said that staff do a great job supporting the customers and always have a smile on their faces"*.

**Developing and implementing a Rapid Response Team in North Tyneside**

- We developed this concept and presented it to various interested parties for funding, including North Tyneside CCG and North Tyneside Council. A review of the home from hospital pathway is under review and therefore we were unable to secure funding to provide the service
- We remain focused on our proposal being a solution to allow a faster and safer discharge from hospital to home where an individual needs care and support so will continue to promote the benefits when and raise its profile at every opportunity.

**Developing the Wellbeing Centre offer to increase customer numbers and attendances**

- In total 181 customers attended one of our three Wellbeing Centres, at Cedar Grove there were 4,200 attendances, at Rowan Croft 3,360 attendances and at Linskill Park 3,026 attendances. Attendances were significantly down on the previous year which triggered an internal review.
- The outcome of the review was the investment in a new Wellbeing Manager in January 2019 to drive a new refreshed wellbeing programme in all three Centres. The review put a stronger emphasis on partnership working with Health Professionals to monitor and improve customer wellbeing.
- During the year we worked with the following partners: Public Health, Age UK, Nurses, Paws Pets, Jo Jingles, Baby Kalma, Sport works and new activities introduced included Exercise Snacking, Music Therapy, Pet Therapy, Intergenerational work, visit from a miniature horse, Pop up Music Café, mini wellbeing checks, maintaining cognitive stimulation therapy (MCST).
- The following links provide an insight into the impact of these activities:

<https://www.everydayuk.org/miniature-horse-visits-wellbeing-centre/>

<https://www.everydayuk.org/animals-improve-wellbeing/>

<https://www.everydayuk.org/pets-mental-health-and-wellbeing/>

<https://www.everydayuk.org/hearing-dogs-for-deaf-people/>

<https://www.everydayuk.org/hit-the-right-note/>

<https://www.everydayuk.org/kalmababy-goes-viral/>

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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**Expanding EveryDay Living in Whitley Bay Area**

- EveryDay Living delivered 7,232 hours of housework, shopping and gardening services to 106 customers during the year, this is a 61% increase on the previous year when we delivered 4,488 hours
- We continued to work in partnership with James Gardening Services who provided the garden service.
- This service overall consistently scored 9 and above when customers were asked to rate the customer service on a scale of 1 to 10 with 10 being the highest score.
- Customer feedback, an evaluation carried out with a customer who scored the service 10/10 described the domestic service as *"Super" and "Excellent". He is very happy with his personal assistant and would absolutely recommend the service to others. Speaking about M the customer said "She's great, she does everything I need and is really nice"*.

**Expanding the Integrated Care Service across North Tyneside**

- We continued to work in partnership with TyneHealth to deliver the **Care Plus service**, funded by North Tyneside CCG. This service is a GP referred Community Service providing assessment and intervention to moderately and complex frail patients, who are at risk of repeat admissions to hospital, in a multi-disciplinary way.
- Overall the service supported over 500 individuals, with Age UK North Tyneside supporting 359 older people to set and achieve multiple goals with customers, such as referral into Dementia Services benefits check, blue badge application, information on Care Call, details on Befriending, advice on Power of Attorney and applying for Carers Allowance.
- Customer feedback and comments included *'Everybody there is brilliant. I am so grateful for all the help that I have had and the pressure has now been relieved a little bit on my daughter'. "I would recommend Age UK North Tyneside to anybody". "The Attendance Allowance that I now get is a great help towards my monthly expenses"*.
- We continued to deliver **Strength and Balance** classes as part of the **Community Falls Service**, funded by North Tyneside CCG. This service is a community based falls prevention strength and balance exercise programme for an ageing population across a variety of settings in North Tyneside, aimed at preventing falls and providing falls prevention awareness sessions. 443 customers attended our classes which remain in high demand and a waiting list is used to manage demand. We recruited and now employ our own Trainer which has allowed us to be more flexible to meet the demand for this service.
- Customer feedback and comments for this service included *"I thought the classes were really good and really enjoyed myself. It was nice getting out and meeting others too" "The classes were excellent and they made a vast difference to me". "I found the classes very good and helpful, and the tutor made sure you were doing things correctly". "The classes were pleasantly conducted with enough interaction. We were all made to feel like we were in the same boat and the tutor gave lots of good ideas"*
- **Escape Pain**, a partnership between Age UK North Tyneside and North Tyneside's Integrated Musculoskeletal Service provided by Northumbria NHS Foundation Trust; delivered a series of programmes to help older people manage their pain, better understand their condition and help them stay active. This was procured by Guy's & St Thomas' NHS Foundation Trust, Sport England, Arthritis Research UK and Health Innovation Network.
- **Home from Hospital** funded by the Big Lottery Fund, delivered consistently across the year and as it finished at the end of March 2019, the data showed that it had supported 333 older people (and often their spouses and or families as well) across the whole project timeline. This work is continuing into 2019 with the aim of embedding it locally with existing frameworks.
- **Person Centred Discharge** as a pilot scheme with Age UK nationally, faced many challenges especially around accessing hospital data and access to people in the hospital; as a result the learning on operational delivery and time for embedding partnership working were the key outcomes for this pilot.

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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- **Living with and Beyond Cancer**, in partnership with Macmillan Cancer, this year we have focussed on embedding ourselves within the NHS strategic pathway and rolling out the Holistic Needs Assessments in the community, in conjunction with the Band 7 Nurse promoting the service and referral process to the local GPs; resulting in a joined up approach with Primary and Secondary care.
- **Age UK Clinics** in GP surgeries started this year as a pilot across 5 practices in the North Shields area. This new way of offering information outreach on Age UK services within a primary care setting has been successful and subsequently funded by the CCG to extend the programme into next year.
- Customer comments/feedback included; *"mam said you're lovely & it's a good job that there is people like you", "thank you for all the help you have given me for John, you're probably one of the few that understands him, also for the help with my mam, both John's and my mam families really appreciate it. Good luck for the future. Thanks again"*.

**Aim Three: Community Presence**

**Strategic Aim: As an established and respected local organisation : To engage more older people in preventative activities**

**We did this by:**

**Continuing to deliver preventative health activities**

- We continued to support **14 different health groups** over the year and **North Tyneside CCG** continued to fund us to co-ordinate these activities
- 544 attendees were recorded for these activities which included tai chi, gardening, yoga, seated exercise, line dancing, gentle circuits and tea dances.
- During this year we carried out a review of these groups with the aim to consolidate and refresh groups and their activities in 2019-2020.
- Working in partnership with Newcastle United Foundation and Age UK Gateshead we secured funding from **Sports England** to develop our **Active Age programme** to support older people in the borough to stay active after a significant life event. At the end of March 2019 there were 61 older men participating in events such as Walking football skills and seated exercise sessions. Dr X stated *"If there were a magic pill, it would be called exercise"*

**Working to address social isolation and loneliness in North Tyneside**

- We continued to work with **3 minority groups**, the Transgender Hub and 2 Men's Groups at Wideopen and Wallsend over the year, 327 people engaged with these groups over the year.
- In partnership with Age UK Teesside we delivered an activity programme for **older offenders** in three prisons in the North East (HMP Northumberland, HMP Frankland and HMP Holme House). We delivered 3 weekly sessions in each prison which saw 5,238 older prisoners participate across the 3 prisons over the year. The trend shows numbers are increasing month on month. We were successful in securing funding for this work for a further 4 years from the 1st April 2019 until 31st March 2023 through **NHS England**
- We supported **16 social groups** over the year which were attended by 4,992 attendees, these groups included reading group, crochet and a cuppa, knit and natter, meals out with friends and cuppa clubs. 104 individuals attended these activities over the year



**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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- We were successful with a bid to the **Big Lottery Fund**, for our 'friendly faces in local places' project which will provide more socialising opportunities for older people from April 2019.
- In partnership with VODA, North Tyneside Citizens Advice and the North Tyneside Carers Centre; we were successful with a partnership bid to the **Big Lottery Fund** which will enable Age UK North Tyneside to increase the capacity of the **Befriending Service** support to older people from April 2019.
- We played a major part in delivering the **#endlonelinessinnorthtyneside campaign** promoting this through social media, our activities and events
- Our own campaign for winter focused on isolation and loneliness, we provided winter warmer packs, grit/salt for paths and free meals in Jarrett's for our socially isolated customers. 111 older people benefited from this work.
- The annual events that address social isolation and loneliness e.g. Age Takes Centre Stage, Christmas Carol service and Christmas Day Lunch continued to be delivered as successful events.
- Customer feedback and comments on these community based services included *"Nice to know that there's more people in the same position as yourself, you assume you're the only one"*, *"Nice to meet people, some great characters"*, *"I was nervous to come but so glad I decided to"*, *"Brings back memories, thoroughly enjoyed it"*, *"Absolutely brilliant"*.

**Developing Social Prescribing - an effective programme to improve health and wellbeing**

- Together with Tyneside and Northumberland Mind, we continued to provide an effective **Social Prescribing** programme to improve health and wellbeing for people in North Tyneside; 411 people were supported through the programme
- We proactively worked with North Tyneside Council to review the service during 2018-2019; which was used to inform the new Procurement Process. We were unsuccessful in the tender process in February 2019 and we are working with First Contact Clinical to transfer the service and customers to the new provider in May 2019.
- This service was supported by over 90 voluntary and community sector groups who offered a range of bespoke activities and therapies for customers; these providers included North Tyneside YMCA, Active North Tyneside, The Arts Centre and Cloud 9.
- Customer comments/feedback; *"The benefits I have felt are difficult to put into words"*, *"I have found the strength to give up drinking alcohol for almost six weeks now. I feel so much happier, empowered, mindful, useful and can't believe the transformation this journey has helped me find my true self again."*, *"My journey to self-love and realisation that "I am enough" is well underway and I can only see a positive future. My family are happy as well and have commented on the changes in me. Thank you so, so, so much for the strength I have found here."*

**Improving volunteer engagement**

- We held multiple volunteering events during the year to engage with our volunteers, including several open drop in sessions during volunteers' week in June, social gatherings in July and December, formal training/induction sessions and attendance to local volunteer fairs to recruit new people.

**Increasing Volunteer contribution**

- We could not provide a whole range of services without the valued work of our volunteers, who support many of our services including Befriending, Dementia, Care Plus, Information and Advice, Home from Hospital, health and social groups
- Our active number of volunteers increased over the year by 22 to 157 at the end March 2019; this equates to a volunteer financial contribution of £157,230 which represents a significant in kind contribution to the organisation.

**Aim Four: Age Friendly**

**Strategic Aim: As a campaigning and influencing organisation: Work to make North Tyneside a more age friendly place to live**

**We did this by:**

**Strengthening the voice of older people**

- We set up newly formed **locality teams** who will focus on public consultations with older people as part of the development of the 2025 strategy during 2019-2020.

**Proactively supporting and raising awareness of key campaigns and issues affecting older people** including:

**Transport**

- We conducted a borough wide Transport Survey in conjunction with NEXUS. The findings of this survey were positive and did not identify any major issues other than traveling after 4pm in particular on the Metro. It is clear that transport to and from hospital remains an issue for the more frail older people and we will be taking this forward into 2019-2020 with support from Age UK nationally who are focusing on this as part of their campaigns plan
- The Journey through Tyne project carried out in conjunction with Norham High School focused on the changes in transport systems and the local community over the past 50 years. This work will contribute towards the creation of an interactive journey app.

**Fear of Crime**

- We set up Cuppa with a Copper Clubs in both North Shields and Wallsend, which provided older people the opportunity to chat over a cup of tea/coffee with a Policeman/woman about their fears of crime.
- We supported a Scamnesty Event in October in partnership with North Tyneside Safe and Healthy Homes Team, Trading Standards, SHARK and the Police. Those who attended the event were able to talk to us all, seek advice and ask questions about keeping them and their property safe. They also learned helpful hints and tips about how to identify and protect themselves from all types of fraud and how to identify reliable and trustworthy tradespeople.
- We proactively promoted scam awareness across social media and distributed scam information guides in with the winter warmer packs which were given to over 250 older people
- In partnership with North Tyneside Council and Northumbria Police we hosted a scamnesty event in December which created some good networking opportunities
- We developed relationships with Nationwide Building Society, Halifax Building Society and Santander to jointly promote this campaign
- We supported the 'Safeguarding Week' which is a North Tyneside Council Campaign.
- We organised Crime and Safety Events during November & December with the local Community Police
- We promoted over 500 Cold Caller Cards across North Tyneside to encourage people to be savvy when it comes to cold callers reporting any concerns they might have to ourselves.



### Loneliness & Isolation

This proved to be the most effective campaign of the year. A wide range of promotion and publicity was carried out during the year and in particular on the run up to Christmas to raise the awareness of loneliness and isolation including:

- Utilising various social media platforms to drive messages about the campaign including messages from our Trustees
- Press release in the local media raising awareness of the work we were doing and how people could contact us
- Worked in partnership with SIGN Network and other key partners including Health, North Tyneside Council and other Voluntary Sector organisations to combat loneliness in North Tyneside as part of the #endlonelinessinnorthtyneside
- A Thunderclap to promote Giving Tuesday to get partners and staff to send out the same message on the same day to get end loneliness in North Tyneside as a trending tweet.
- Production of leaflets to raise awareness and inform people how they could support the campaign. These were circulated widely
- Appointment of a new Information & Advice Officer to address loneliness and isolation through funding secured through Later Life Goals, which allowed us provide a service into older people's homes who were house bound.
- Donations in the form of products, hosting of fundraising events and cash from various companies to help raise funds for the campaign including Whitley Bay Play House, Netwiring, Direct Taxis, DXC, KalmaBaby and the Shiremoor House Farm
- The Stay Safe at Christmas Event in Wallsend led to the receipt of 60 food hampers from the Police Cadets, Wallsend & Killingworth forces /staff and these were circulated by our staff to lonely and isolated older people across the borough focusing on the hard to reach areas
- A local Brownie Unit wrote out individual Christmas Cards for every one of our Wellbeing Centre customers
- Wallsend Police Force provided 'shoe box' gifts to our Cedar Grove customers
- We delivered groceries to the Bay Food Bank and some hampers to Meadow Well Connected
- Promotion of Welfare Benefits in February 2019 for older people in the local media to help people to maximise their income
- Setting up of 'Meals out with Friends' which was launched in January 2019 in conjunction with 'Blue Monday'. This was a six week programme with the intention of friendships being made and continuing after the event
- Setting of Busy Buddies Group in January 2019 to support people to form friendships and get out and about together
- Supported the Save the free TV Licence campaign and promoted the petition for older people to sign. We now know that Age UK national have reached the 100,000 signature which means it has to be discussed in parliament.
- Supported the 'Access to Cash Review' and were part of the Government Consultation event representing older people to explore the need or not for cash.

This campaign reached over 1.4 million people via social media and we now have over 280 customers on our newly formed campaigns mailing list.

Campaigns for 2019-2020 will be identified through the newly formed Locality Teams following public and customer consultation and engagement.

**Aim Five: Employer of Choice**

**Strategic Aim: As a local organisation: To be recognised as an Employer of Choice.**

**We did this by:**

**Recruiting new staff to facilitate growth**

- We recruited 78 new staff during the year, compared to 114 in the previous year. This highlights the recruitment challenges within social care.
- We continued to try to address the recruitment crisis in care by raising awareness of the challenges with North Tyneside Council and other key partners, and participating in key events to identify potential solutions and longer term strategies
- We continued to benchmark ourselves against other similar providers to remain competitive as an employer in the market, our Board agreed to a total pay award of 6.4% to provide the most competitive hourly rate to care staff.

**Improving staff retention**

- EveryDay's Staff turnover decreased from the previous year of 42% to 35% at the end of March.
- The Charity's Staff turnover decreased from the previous year of 42% to 11% at the end of March.

**Improving level of staff training, development and wellbeing**

- We achieved 75% of our mandatory Training Plan for the year compared to 67% in 2018. Training included Health & Safety, Moving & Handling, Medication, Safeguarding, Equality & Diversity, First Aid, Fire Safety, Dignity in Care, Food Safety, Infection Control, Mental Capacity and End of Life.
- We supported staff identified as "talent" with Personal Development Plans to support their career ambitions through our Care Career Escalator.
- We achieved the Better Health at Work Silver Award in November 2018 and are now working towards the Gold Award

**Maximising efficiencies by introducing new ways of working to maximise the investment in technology**

- Our Charity Log system and the Mobile App remained the focus for further development this year. We have linked the two together so the system can alert us when a carer either does not turn up or is running late, which will improve communication between customers and head office.
- Two way instant communication is also available via the system and the app, to further improve communications.

**Improving Leadership and Management**

- A new Internal Manager Training programme was developed and delivered during the year. We have 10 Managers who all completed the programme successfully
- Our Group Chief Executive, Alma Caldwell, announced her plans to retire on 31 March 2019, which triggered the Chief Executive's Succession Plan. The final phase was completed in February 2019 which allowed a smooth transition and the appointment of our new Group Chief Executive, Dawn McNally.

**Aim Six: Brand Partners / Partnerships**

**Strategic Aim: As an Age UK Brand Partner: To commit to the Age UK Shared Strategy and developing effective partnerships with a range of organisations to achieve our ambitions.**

**We did this by:**

**Influencing key decision makers:**

- We successfully influenced the continued funding for Strength & Balance Courses, a new contract was secured for 18 months from November 2018 to deliver 30 courses per year. This supports older people at risk of falling
- Our Chief Executive led on the development and setting up of the North Tyneside Mental Wellbeing in Later Life Board to ensure older peoples mental health remained a focus for all key partners.
- We continue to work with North Tyneside CCG to ensure we can continue to provide a community based post diagnosis dementia support service from 1 April 2020 when funding from the Ballinger Charitable Trust expires.
- We successfully influenced the regional older offenders' strategy, as well as securing a new contract for 4 years from April 2019 to deliver purposeful social activities across three north east prisons.
- Working with TyneHealth we demonstrated the value of the Care Plus service and its uniqueness in comparison to mainstream services.

**Improving external communication**

- 16 articles have appeared in the local press and local magazines promoting Welfare Benefits, Sport England, our work with the Malhotra Group, the North Tyneside Council Chairman's Commendation Awards, Volunteering, Age Takes Centre Stage, our intergenerational projects within our Extra Care Homes, Kalmababy, Giving Tuesday, donation of Christmas Hampers, and our work with PAW (dogs visiting schemes/centres)
- Our Twitter reach over the year was 10,016,236 for the Charity and 2,280,356 for EveryDay.
- Rusby Media were commissioned to support with publicity, to date they have supported with the article on Rachel Watson's dementia nomination/dementia services, the article around Allan the volunteer and the Firewalk /fundraising #endloneliness and the article around the Christmas hamper donation #endloneliness. Future support includes Music in Hospitals Concerts – wellbeing services and the Virtual Dementia Tour Enhanced training for EveryDay teams/dementia care offer.

**Maximising efficiencies through increased use of technology to achieve 'paperless office'**

- New Trustee, Staff & Volunteer portals were launched ahead of time
- We saw the introduction of our new 'Call Round' Mobile app for care staff to receive their rotas of work



### Seeking Age UK collaboration opportunities

- We continued to work in partnership with Age UK Gateshead, Age UK Sunderland and Age UK Northumberland on **Living With and Beyond Cancer**
- We also continued to work in partnership with Age UK Teesside on the **Older Offenders Contract** Across North East Prisons
- Age UK North Tyneside, Gateshead and Northumberland continued to work as equal shareholders in leading and managing **Age UK North of Tyne & Gateshead Enterprises Limited**.
- Our Group Chief Executive continued to represent the **North East on the Age England Association Executive Committee** which has been working closely with Age UK on many issues but particularly on the longer term sustainability and strategy for Age UK's across the country
- The **BIG Conversation** discussions commenced across the country during March and April 2019. This is engagement mechanism through which Age UK Brand Partners are influencing the future of the Age UK network

## ORGANISATION FINANCIAL REVIEW

### Overview

We had a challenging year reporting an operating deficit (before gains/losses on the pension scheme) of £45k compared to an operating surplus of £34k in 2018.

### Incoming resources

Total incoming resources for 2018-2019 were £4.8 million compared to £5 million in 2017 -2018. The decrease was mainly attributable to a decrease in turnover in EveryDay Professional Care at Home services. Our charitable income generation target for the year was £179k and we ended the year achieving £103k. This reflects strong competition in the sector for charitable trust income.

### Assets

The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 17 to the accounts.

### Investments

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

Age UK North Tyneside hold all shares in Life Choices Plus Limited and one third of the shares Age UK North of Tyne & Gateshead Enterprises Limited. (See note 15).

### Pension

Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 11 and 23). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March is £122k with a reduction in the liability over the year of £114k. In order to address the deficit the charity is required to make additional payments of £5k, over 99 months.

## Reserves

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

The annual review in March 2019 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

- The operating deficit of £45k was recognised for the year, gains and losses on pension scheme, revaluation of fixed assets and investments netted a surplus of £114k which returned a surplus for the year of £68k. This was made up of a £33k surplus on the unrestricted fund, a £53k deficit on the restricted fund, and a £88k surplus on the designated funds.
- Unrestricted Fund –in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £473k. Bank Balances at 31 March 2019, less deferred income, are reported at £521k which exceeds the target by £48k.
- Designated fund – The charity has two designated funds; the property fund and the defined benefit pension fund, further details can be found in note 21
- Restricted Fund – the fund balances are not available for general charity use, but are only expendable in accordance with the objects declared by the donors. Further details of restricted funds can be found in note 21.

## Trading subsidiary and associated companies

The organisation has two wholly owned subsidiary companies Age UK North Tyneside Trading Limited and Life Choices Plus Limited, trading as EveryDay and an associated company Age UK North of Tyne & Gateshead where the charity owns 33.33% of the shares.

Age UK North Tyneside Trading Ltd closed on 5 March 2019 and transferred £3k in funds to Age UK North Tyneside.

Life Choices Plus Limited made a charitable donation at the end of the year of £100k (2018-£77,533). Age UK North of Tyne & Gateshead made a donation of £8k (2018 - £0) each to Age UK North Tyneside and Age UK Gateshead and £7k, to Age UK Northumberland who joined the trading company in July 2018.

## PLANS FOR THE FUTURE PERIOD

### Future direction, challenges, priorities and threats

2019-2020 is the final year of the 2020 strategy and therefore the development of a new 2025 strategy will be a key focus over the year. We plan to engage with all stakeholders and present initial feedback at our Annual General Meeting in October 2019.

Our longer term sustainability remains a key focus, the year ending 31 March 2019 was the third year the organisation has accrued a small deficit/surplus and next year is expected to deliver the same.



**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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We continue to work to deliver on the final year of the 2020 strategy, the following are highlighted as the key developments for the next financial year:

- Aim One- the **locality plans** will be implemented to further increase the accessibility of our service across the borough, as will expansion of Age UK surgeries in GP surgeries in the Wallsend as well as the North Shields localities.
- Aim Three- Following the success in securing funding from the Big Lottery and North Tyneside Council we will increase the capacity of our **Befriending Service**
- Aim Four –to support the **strengthening the voice of older people**, particularly in engaging around the new 2025 strategy, we will be investing in a **Community Engagement Officer** post.
- Aim Five- we are introducing new **staff recognition awards** each quarter and remain confident that increase to hourly rates of pay above and beyond inflation will help improve recruitment and retention
- Aim Six- The Age UK BIG Conversation will be the focus of all brand partners as we work together to deliver the long term sustainability of the Age UK network.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing documents**

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

### **Organisational structure**

The charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Head of Finance, Head of Corporate Support, Head of Professional Care and Head of Charity Services.

### **Employment policies**

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

### **Pay policy for senior staff**

The Board does not differentiate its pay and conditions of service for senior staff from other employees. It used the Social Care Salary Survey Report 2018, the Local Authority NJC Scales applied from 1 April 2018, and the NHS Salary scale to compare salaries.

### **Board of Trustees/Company Directors**

The body responsible for the governance of the charity is the Board of Trustees who are also Directors under company law. The Board meets at least six times a year and holds Joint Board Meetings with its wholly owned subsidiary company, Life Choices Plus twice each year in March and November. Trustees are elected for a recurring three year term (maximum nine years agreed from April 2015) and the Chair for a maximum of two three year terms. The Board can comprise of up to 15 members including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

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

**Board of Trustees Report Incorporating the Strategic Report (Continued)**  
**For the year ended 31 March 2019**

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The Board has three Sub Committees:

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

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

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

## **PRINCIPAL RISKS AND UNCERTAINTIES**

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

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

### **Risk**

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

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

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

**Board of Trustees Report Incorporating the Strategic Report (*Continued*)**  
**For the year ended 31 March 2019**

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Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

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

#### **AUDITOR**

Haines Watts (HW) were re-elected as auditor for the ensuing year at the Annual General Meeting in accordance with section 487 of the Companies Act 2006.

Approved by the board on 21 August 2019 and signed on their behalf by:



**Richard Adams**  
**Chair**



**Independent Auditors' Report to the members of Age UK North Tyneside  
For the year ended 31 March 2019**

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**Opinion**

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2019, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

**Other information**

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

**Independent Auditors' Report to the members of Age UK North Tyneside (Continued)**  
**For the year ended 31 March 2019**

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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.

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

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

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

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

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

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

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

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 14, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Independent Auditors' Report to the members of Age UK North Tyneside (Continued)**  
**For the year ended 31 March 2019**

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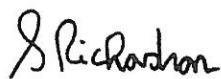
**Auditor's responsibilities for the audit of the financial statements**

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.

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

**Use of this report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Steven Richardson FCA (Senior Statutory Auditor)**  
**For and on behalf of Haines Watts**

23/9/19.....

**Statutory Auditors**

Floor 11, Cale Cross House  
156 Pilgrim Street  
Newcastle upon Tyne  
NE1 6SU

**Age UK North Tyneside**  
**(A company limited by guarantee)**

**Consolidated Statement of Financial Activities**  
**For the year ended 31 March 2019**

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2019 £	Total 2018 £
<b>Income from:</b>						
Donations and legacies	4	24,018	-	-	24,018	84,523
Charitable activities	5	1,146,001	228,866	-	1,374,867	1,245,193
Other trading activities	6	3,434,285	-	-	3,434,285	3,699,790
Investments	7	556	-	-	556	49
Share in joint venture	14	-	-	-	-	105
Other		1,018	-	-	1,018	17,281
<b>Total income</b>		<b>4,605,878</b>	<b>228,866</b>		<b>4,834,744</b>	<b>5,046,941</b>
<b>Expenditure on:</b>						
Cost of raising funds:						
Trading activities		3,026,764	-	-	3,026,764	3,156,501
Charitable activities	9	1,546,252	281,646	25,373	1,853,271	1,856,346
Other expenditure	10	-	-	-	-	73,800
<b>Total expenditure</b>		<b>4,573,016</b>	<b>281,646</b>	<b>25,373</b>	<b>4,880,035</b>	<b>5,086,647</b>
<b>Net income/expenditure</b>		<b>32,862</b>	<b>( 52,780 )</b>	<b>( 25,373 )</b>	<b>( 45,291 )</b>	<b>( 39,706 )</b>
<b>Other recognised gains/(losses)</b>						
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	114,000	114,000	88,000
<b>Net movement in funds</b>		<b>32,862</b>	<b>( 52,780 )</b>	<b>88,627</b>	<b>68,709</b>	<b>48,294</b>
<b>Reconciliation of funds</b>						
Total funds brought forward		695,181	75,676	733,808	1,504,665	1,456,371
<b>Total funds carried forward</b>		<b>728,043</b>	<b>22,896</b>	<b>822,435</b>	<b>1,573,374</b>	<b>1,504,665</b>

There were no unrecognised gains or losses other than the surplus/deficit for the year. The accompanying accounting policies and notes form an integral part of these financial statements.



Age UK North Tyneside  
(A company limited by guarantee)

Consolidated Balance Sheet  
As at 31 March 2019

	Notes	£	2019 £	£	2018 £
<b>Fixed assets</b>					
Tangible assets	13		838,033		1,233,824
Investments	14		373,452		115
			<u>1,211,495</u>		<u>1,233,939</u>
<b>Current assets</b>					
Stocks	15	8,657		7,965	
Debtors	16	284,471		409,553	
Cash at bank and in hand		584,864		464,865	
		<u>877,992</u>		<u>882,383</u>	
<b>Creditors: amounts falling due within one year</b>	17	( 292,011 )		( 263,555 )	
<b>Net current assets</b>			<u>585,981</u>		<u>618,828</u>
<b>Total assets less current liabilities</b>			<u>1,797,476</u>		<u>1,852,767</u>
<b>Creditors: amounts falling due in more than one year</b>	18	( 102,102 )		( 112,102 )	
<b>Net assets excluding pension liability</b>			<u>1,695,374</u>		<u>1,740,665</u>
Defined benefit pension scheme liability	23	( 122,000 )		( 236,000 )	
			<u>1,573,374</u>		<u>1,504,665</u>
<b>The funds of the charity:</b>					
Restricted income funds	20		22,896		75,676
Unrestricted income funds					
General fund	21		447,226		414,172
Life Choices Plus	21		280,817		281,009
Designated fund	21		822,435		733,808
<b>Total unrestricted funds</b>			<u>1,550,478</u>		<u>1,428,989</u>
<b>Total funds</b>			<u>1,573,374</u>		<u>1,504,665</u>

These financial statements were approved by the Board of Trustees on ..... 2019 and are signed on their behalf by:

R Adams  
Chair

R Merton  
Treasurer

**Company Registration Number: 01763579**

The notes on pages XX to XX form part of these financial statements.

**Age UK North Tyneside**  
(A company limited by guarantee)

**Charity Balance Sheet**  
**As at 31 March 2019**

	Notes	£	2019 £	As restated 2018 £
<b>Fixed assets</b>				
Tangible assets	13		814,788	1,204,377
Investments	14		373,365	18
			<u>1,188,153</u>	<u>1,204,395</u>
<b>Current assets</b>				
Stocks	15	2,177		2,385
Debtors	16	214,104		309,123
Cash at bank and in hand		267,908		78,222
		<u>484,190</u>		<u>389,730</u>
<b>Creditors: amounts falling due within one year</b>	17	( 155,982 )		( 103,193 )
<b>Net current assets</b>			<u>328,208</u>	<u>286,537</u>
<b>Total assets less current liabilities</b>			<u>1,516,361</u>	<u>1,490,932</u>
<b>Creditors: amounts falling due in more than one year</b>	18	( 102,102 )		( 112,102 )
<b>Net assets excluding pension liability</b>			<u>1,414,259</u>	<u>1,378,830</u>
Defined benefit pension scheme liability	23	( 122,000 )		( 236,000 )
<b>Net assets including pension liability</b>			<u>1,292,259</u>	<u>1,142,830</u>
<b>The funds of the charity:</b>				
Restricted income funds	20		22,896	75,676
Unrestricted income funds				
General fund	21		446,929	333,346
Designated fund	21		822,434	733,808
<b>Total unrestricted funds</b>			<u>1,269,363</u>	<u>1,067,154</u>
<b>Total charity funds</b>			<u>1,292,259</u>	<u>1,142,830</u>

These financial statements were approved by the Board of Trustees on ..... 2019 and are signed on their behalf by:

.....  
R Adams  
Chair

.....  
R Morton  
Treasurer

**Company Registration Number: 01763579**

The notes on pages XX to XX form part of these financial statements.

Age UK North Tyneside  
(A company limited by guarantee)

Cash flow statement  
For the year ended 31 March 2019

	Notes	2019 £	2018 £
<b>Cash flows from operating activities</b>			
<i>Net cash (used in)/provided by operating activities</i>	27	169,975	41,600
<b>Cash flows from investing activities</b>			
Interest received		556	49
Purchase of tangible fixed assets		( 41,133 )	( 8,068 )
Proceeds from disposal of fixed asset investments		600	-
<i>Net cash provided by investing activities</i>		( 39,977 )	( 8,019 )
<b>Cash flows from financing activities</b>			
Repayment of borrowings		( 10,000 )	( 10,000 )
<i>Net cash used in financing activities</i>		( 10,000 )	( 10,000 )
<b>Change in cash and cash equivalents</b>		119,988	23,581
Cash and cash equivalents at the beginning of the year		464,865	441,284
<b>Cash and cash equivalents at the end of the year</b>		<u>584,863</u>	<u>464,865</u>
<b>Breakdown of cash and cash equivalents</b>			
Cash at bank and in hand		<u>584,863</u>	<u>464,865</u>

Notes to the financial statements  
for the year ended 31 March 2019

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**1. Accounting policies**

**1.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin and published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

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

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

**1.2 Preparation of the accounts on a going concern basis**

The trustees have prepared budgets and forecasts which give them adequate comfort that the charitable company and other group companies are a going concern. Therefore the trustees are of the view that the charitable group has sufficient resources for at least the next 12 months (from the date of approving the financial statements). As a result the charitable group's financial statements have been prepared on a going concern basis.

**1.3 Basis of consolidation**

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertakings, Age UK North Tyneside Trading Limited and Life Choices Plus Limited, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

**1.4 Fund structure**

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

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

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

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

Notes to the financial statements (*Continued*)  
for the year ended 31 March 2019

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**1.5 Fixed assets**

All fixed assets are initially recorded at cost. Items under £500 in value are generally not capitalised. A policy of revaluation has been applied to fixed assets so that they are held at a market value, which is deemed to be their fair value.

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

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

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

Long leasehold	100 years or lease term if less
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The carrying value of tangible fixed assets are reviewed for impairment if events or changes in circumstances indicate the carrying value may not be recoverable.

**1.6 Stocks**

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

**1.7 Debtors**

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

**1.8 Investments**

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

**1.9 Cash at bank and in hand**

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

**1.10 Creditors and provisions**

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



Notes to the financial statements (*Continued*)  
for the year ended 31 March 2019

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**1.11 Financial instruments**

The charitable group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Assets held under finance leases, which are leases where substantially all of the risk and rewards of ownership of the asset have passed to the company and hire purchase contracts are capitalised in the balance sheet and are depreciated over their useful lives. The capital element of the future obligations under the leases and hire purchase contracts are included in liabilities in the balance sheet. The interest element of the rental obligations is charged to the income and expenditure account over the period of the lease and hire purchase contracts and represents a constant proportion of the balance of capital repayments outstanding.

**1.12 Corporation tax**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. The group companies relieve their tax liability by making Gift Aid payments to the parent charity within nine months of the year end.

**1.13 Pensions**

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

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

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

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

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

**1.14 Income**

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

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

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

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

Notes to the financial statements (*Continued*)  
for the year ended 31 March 2019

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**1.14 Income (*Continued*)**

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

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

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

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

**1.15 Expenditure**

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

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

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

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

**1.16 Allocation of support costs**

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

**1.17 Operating leases**

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

**1.18 Joint venture**

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



Notes to the financial statements (Continued)  
for the year ended 31 March 2019

2. Company structure

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

3. Comparative Statement of Financial Activities

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2018 £
<b>Income from:</b>					
Donations and legacies	4	84,513	10	-	84,523
Charitable activities	5	909,400	335,793	-	1,245,193
Other trading activities	6	3,699,790	-	-	3,699,790
Investments	7	49	-	-	49
Share in joint venture	14	105	-	-	105
Other		17,281	-	-	17,281
<b>Total income</b>		<b>4,711,138</b>	<b>335,803</b>	<b>-</b>	<b>5,046,941</b>
<b>Expenditure on:</b>					
Cost of raising funds:					
Donations & legacies		-	-	-	-
Trading activities		3,156,501	-	-	3,156,501
Investment management costs		-	-	-	-
Charitable activities	9	1,533,596	298,249	24,501	1,856,346
Impairment of fixed asset	10	-	-	73,800	73,800
<b>Total expenditure</b>		<b>4,690,097</b>	<b>298,249</b>	<b>98,301</b>	<b>5,086,647</b>
<b>Net income/expenditure</b>		<b>21,041</b>	<b>37,554</b>	<b>( 98,301 )</b>	<b>( 39,706 )</b>
Transfer between funds	21	( 6,259 )	-	6,259	-
<b>Other recognised gains/(losses)</b>					
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	88,000	88,000
<b>Net movement in funds</b>		<b>14,782</b>	<b>37,554</b>	<b>( 4,042 )</b>	<b>48,294</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		680,399	38,122	737,850	1,456,371
<b>Total funds carried forward</b>		<b>695,181</b>	<b>75,676</b>	<b>733,808</b>	<b>1,504,665</b>

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

4. Donations

	Unrestricted funds	Restricted funds	Designated funds	Total 2019	Total 2018
	£	£	£	£	£
Donations	22,748	-	-	22,748	32,856
Legacy	1,071	-	-	1,071	51,667
Sponsorship	199	-	-	199	-
	<u>24,018</u>	<u>-</u>	<u>-</u>	<u>24,018</u>	<u>84,523</u>

5. Charitable activities income analysis

	Unrestricted funds	Restricted funds	Designated funds	Total 2019	Total 2018
	£	£	£	£	£
Charitable trusts grants	262,711	228,866	-	491,577	494,969
Contracts/SLA income	690,437	-	-	690,437	612,199
Direct payments	2,370	-	-	2,370	-
Private individuals	152,393	-	-	152,393	138,025
Income from transport	38,091	-	-	38,091	-
	<u>1,146,001</u>	<u>228,866</u>	<u>-</u>	<u>1,374,867</u>	<u>1,245,193</u>

6. Other trading activities

	Unrestricted funds	Restricted funds	Designated funds	Total 2019	Total 2018
	£	£	£	£	£
Income from EveryDay					
- Professional care and support	3,364,204	-	-	3,364,204	3,479,414
Catering income	32,783	-	-	32,783	63,206
Rental income from assets	15,351	-	-	15,351	20,326
Income from Training & Support Services	13,516	-	-	13,516	128,192
Age UK Retail Taper	-	-	-	-	8,489
Net interest in results of joint venture	8,164	-	-	8,164	-
Sale of sundry items	267	-	-	267	163
	<u>3,434,285</u>	<u>-</u>	<u>-</u>	<u>3,434,285</u>	<u>3,699,790</u>

**Age UK North Tyneside**  
**(A company limited by guarantee)**

**Notes to the financial statements (Continued)**  
**for the year ended 31 March 2019**

**7. Investment income**

	Unrestricted funds	Restricted funds	Designated funds	Total 2019	Total 2018
	£	£	£	£	£
Bank interest	556	-	-	556	49

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

The charity has a wholly owned subsidiaries which are registered in England and Wales; Life Choices Plus Limited which provides home care and catering services to adults of all ages.

**Life Choices Plus Limited**

Life Choices Plus Limited will donate £100,390 (2018 - £77,533) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

**Profit & loss account**

	2019 £	2018 £
Turnover	3,368,067	3,543,179
Cost of sales and administration expenses	( 3,268,259 )	( 3,472,379 )
Net profit	99,808	70,800

**A summary of the Balance Sheet is shown below:**

Fixed assets	23,242	29,446
Current assets	497,427	668,951
Current liabilities	( 239,852 )	( 339,855 )
<b>Net assets</b>	<b>280,817</b>	<b>358,542</b>

**Age UK North Tyneside**  
**(A company limited by guarantee)**

**Notes to the financial statements (Continued)**  
**for the year ended 31 March 2019**

**8. Net income from trading activity of subsidiary companies and associate company (Continued)**

**Age UK North of Tyne and Gateshead Enterprises Limited**

Age UK North of Tyne and Gateshead Enterprises Limited donated £23,779 (2018 - £nil) of its profit in the year. Age UK Gateshead and Age UK North Tyneside were paid £8,164 each and Age UK Northumberland were paid £7,116 as they joined the company in July 2018. A summary of the trading results is shown below. Financial statements will be filed with the Registrar of Companies.

<b>Profit &amp; loss account</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Turnover	109,207	113,815
Cost of sales and administration expenses	( 85,428 )	( 114,425 )
Net loss/profit	<u>23,779</u>	<u>( 610 )</u>

**A summary of the Balance Sheet is shown below:**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Fixed assets	3,720	4,376
Current assets	23,423	19,085
Current liabilities	( 2,829 )	( 22,937 )
Provision for liabilities	( 209 )	( 209 )
<b>Net assets</b>	<u>24,105</u>	<u>315</u>



Notes to the financial statements (Continued)  
for the year ended 31 March 2019

9. Expenditure on charitable activities

9.1 Direct costs

	Unrestricted funds £	Restricted funds £	Designated fund £	Total 2019 £	Total 2018 £
Staff & volunteer costs	1,054,519	259,560	-	1,314,079	1,228,457
Premises costs	120,780	-	-	120,780	111,267
Overhead costs	126,706	4,349	-	131,055	136,349
Motor vehicle costs	50,132	-	-	50,132	52,250
Depreciation	27,635	25	25,373	53,033	55,859
Marketing & promotion	5,663	4,773	-	10,436	17,252
Food & provisions	15,401	872	-	16,273	5,227
Audit fees	5,940	-	-	5,940	( 480 )
Legal & professional fees	17,188	3,500	-	20,688	20,818
Project & development work	122,210	8,567	-	130,777	124,872
Sundry purchases for re-sale	78	-	-	78	-
Management charge	-	-	-	-	104,475
Service charge	-	-	-	-	-
	<u>1,546,252</u>	<u>281,646</u>	<u>25,373</u>	<u>1,853,271</u>	<u>1,856,346</u>

9.2 Support costs

	2019 £	2018 £
Executive team	152,284	154,467
Finance	146,619	149,971
HR	36,717	37,231
Training	49,154	60,619
Marketing & communications	24,079	30,022
Quality & performance	30,023	29,285
Governance	44,776	39,569
	<u>483,652</u>	<u>501,164</u>

9.3 Governance

	2019 £	2018 £
Staff costs and related costs	34,474	37,210
Insurance	1,200	1,100
Legal & professional fees	7,718	( 278 )
Other costs	1,384	1,537
	<u>44,776</u>	<u>39,569</u>

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

**10. Net income/expenditure for the year**

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

	2019	2018
	£	£
Depreciation – owned assets	61,526	148,424
Impairment of tangible fixed assets	-	73,800
Operating lease costs	19,272	29,461
Loss disposal of tangible fixed asset	1,451	-
	<u>          </u>	<u>          </u>

**11. Auditors remuneration**

The auditor's remuneration amounts to an audit fee of £9,600 (2018 - £9,600).

**12. Analysis of staff costs, Trustee remuneration and expenses, and the cost of Key Management Personnel**

Total salary costs analysed by:

	2019	2018
	£	£
Wages and salaries	3,640,828	3,660,822
National insurance contributions	244,417	225,766
Pension contributions	87,773	109,723
	<u>          </u>	<u>          </u>
	3,973,018	3,996,311

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

	2019	2018
	No.	No.
£60,001 - £70,000	1	1
	<u>          </u>	<u>          </u>

The charity reimbursed one trustee travel expenses amounting to £137 (2018 - £121).

No trustee received any remuneration (2018 - £nil).

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive, Group Deputy Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £265,946 (2018 - £267,608).

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

	2019	2018
	No.	No.
Executive team	2	2
Leadership team	4	4
Managers	13	11
Co-ordinators	17	18
Officers	21	9
Assistants	209	232
	<u>          </u>	<u>          </u>
	266	276

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

13. Tangible fixed assets  
Group

	Land & buildings freehold £	Fixtures, fittings & equipment £	Motor Vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2018	1,663,837	482,580	43,473	2,189,890
Additions	-	7,941	33,192	41,133
Disposals	-	( 1,313 )	( 11,800 )	( 13,113 )
Transfer	( 377,118 )	-	-	( 377,118 )
At 31 March 2019	1,286,719	489,208	64,865	1,840,792
<b>Depreciation</b>				
At 1 April 2018	509,254	420,947	25,865	956,066
Charge for the year	14,848	37,800	8,878	61,526
Disposals	-	( 559 )	( 10,503 )	( 11,062 )
Transfer	( 3,771 )	-	-	( 3,771 )
At 31 March 2019	520,331	458,188	24,240	1,002,759
<b>Net book value</b>				
At 31 March 2018	1,154,583	61,633	17,608	1,233,824
At 31 March 2019	766,388	31,020	40,625	838,033

Charity

	Land & buildings freehold £	Fixtures, fittings & equipment £	Motor vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2018	1,663,837	385,305	11,800	2,060,942
Additions	-	5,650	33,192	38,842
Disposals	-	( 1,313 )	( 11,800 )	( 13,113 )
Transfer	( 377,118 )	-	-	( 377,118 )
At 31 March 2019	1,286,719	389,642	33,192	1,709,553
<b>Depreciation</b>				
At 1 April 2018	509,254	336,972	10,339	856,565
Charge for the year	14,848	33,344	4,841	53,033
Disposals	-	( 559 )	( 10,503 )	( 11,062 )
Transfer	( 3,771 )	-	-	( 3,771 )
At 31 March 2019	520,331	369,757	4,677	894,765
<b>Net book value</b>				
At 31 March 2018	1,154,583	48,333	1,461	1,204,377
At 31 March 2019	766,388	19,885	28,515	814,788

Notes to the financial statements *(Continued)*  
for the year ended 31 March 2019

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**13. Tangible fixed assets *(Continued)***

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

	£
<b>Cost</b>	
At 1 April 2018 and 31 March 2019	1,235,652
<b>Depreciation</b>	
At 1 April 2018	326,044
Charge for the year	12,357
At 31 March 2019	338,401
<b>Net book value</b>	
At 31 March 2018	909,608
At 31 March 2019	897,251

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



**Age UK North Tyneside**  
**(A company limited by guarantee)**

**Notes to the financial statements (Continued)**  
**for the year ended 31 March 2019**

**14. Investments**

	Group 2019 £	Group 2018 £	Charity 2019 £	Charity 2018 £
<b>Investment in wholly owned subsidiary companies</b>				
Age UK North Tyneside Trading Limited	-	-	6	6
Life Choices Plus Limited	-	-	2	2
	<u>-</u>	<u>-</u>	<u>8</u>	<u>8</u>
<b>Investment in joint venture</b>				
Age UK North of Tyne & Gateshead Enterprises Limited	115	115	10	10
<b>Investment property</b>	373,347	-	373,347	-
<b>Total investments</b>	<u>373,462</u>	<u>115</u>	<u>373,365</u>	<u>18</u>

**Investment in trading joint venture**

At the year end the charity held a one third share of the joint venture company, whose results and net assets were as follows:

	£
Results for the year to 31 March 2019	14,599
Net assets at 31 March 2019	<u>14,915</u>
Share of net assets	<u>4,972</u>

**15. Stocks**

	Group 2019 £	Group 2018 £	Charity 2019 £	Charity 2018 £
Consumables	8,657	7,965	2,177	2,385

**16. Debtors**

	Group 2019 £	Group 2018 £	Charity 2019 £	Charity 2018 £
Trade debtors	108,630	186,500	74,108	47,024
Other debtors	396	681	-	-
Prepayments	28,706	33,805	19,011	14,028
Accrued income	146,739	188,567	17,353	67,280
Amounts owed by subsidiary undertaking	-	-	103,632	180,791
	<u>284,471</u>	<u>409,553</u>	<u>214,104</u>	<u>309,123</u>

**Age UK North Tyneside**  
**(A company limited by guarantee)**

**Notes to the financial statements (Continued)**  
**for the year ended 31 March 2019**

**17. Creditors: amounts falling due within one year**

	<b>Group 2019</b>	<b>Group 2018</b>	<b>Charity 2019</b>	<b>Charity 2018</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Trade creditors	38,704	50,730	20,855	28,208
Other creditors	24,429	17,414	14,124	8,411
Other taxes and Social Security	51,578	45,568	19,671	17,377
Accruals	103,866	131,401	27,901	30,755
Deferred income	63,431	8,442	63,431	8,442
Mortgage loan (note 17)	10,000	10,000	10,000	10,000
	<u>292,008</u>	<u>263,555</u>	<u>155,982</u>	<u>103,193</u>

**Deferred income**

Deferred income comprises grants relating to future periods.

	<b>£</b>
At 1 April 2018	8,442
Additions during the year	( 8,442 )
Amounts released to income	63,431
	<u>63,431</u>
At 31 March 2019	<u>63,431</u>

**18. Creditors: amounts falling due after one year**

	<b>Group 2019</b>	<b>Group 2018</b>	<b>Charity 2019</b>	<b>Charity 2018</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Mortgage loan	102,102	112,102	102,102	112,102
	<u>102,102</u>	<u>112,102</u>	<u>102,102</u>	<u>112,102</u>

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

**19. Financial instruments**

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

Loan payable falling due:

	<b>Group 2019 £</b>	<b>Group 2018 £</b>	<b>Charity 2019 £</b>	<b>Charity 2018 £</b>
Within 1 year	10,000	10,000	10,000	10,000
More than 1 year, less than 5 years	40,000	40,000	40,000	40,000
More than 5 years	62,102	72,102	62,102	72,102
	<u>112,102</u>	<u>122,102</u>	<u>112,102</u>	<u>122,102</u>

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

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

20. Restricted funds

*For the year ended 31 March 2019*

	Balance at 1 April 2018 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2019 £
Big Lottery – Home from Hospital	38,771	24,475	63,245	-	-
Department of Health – Time Banking	3,540	4,705	8,245	-	-
Ballinger Trust - Dementia services	16,332	189,187	182,623	-	22,896
NHS England - Other Prisoners	17,033	-	17,033	-	-
Later Life Goals	-	10,500	( 10,500 )	-	-
	<u>75,676</u>	<u>228,867</u>	<u>281,646</u>	<u>-</u>	<u>22,896</u>

*For the year ended 31 March 2018*

	Balance at 1 April 2017 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2018 £
Big Lottery – Home from Hospital	37,315	44,202	( 42,746 )	-	38,771
Department of Health – Time Banking	807	17,527	( 14,794 )	-	3,540
Ballinger Trust - Dementia services	-	189,187	( 172,855 )	-	16,332
NHS England - Other Prisoners	-	84,887	( 67,854 )	-	17,033
	<u>38,122</u>	<u>335,803</u>	<u>( 298,249 )</u>	<u>-</u>	<u>75,676</u>

Big Lottery - Home from Hospital - final year of 3 year funding ending July 2018.

Department of Health – Time Banking - final year of 3 years funding.

Ballinger Trust Dementia Services - this is the second year of three years funding for the Dementia Services.

NHS England - Older Prisoner's – Contract ended in March 2019, however, a new funded contract will commence in April 2019.

Age UK Later Life Goals – this is the first year of two years funding with the project delivery commencing in October 2018 and running until September 2020.



Notes to the financial statements (Continued)  
for the year ended 31 March 2019

21. Unrestricted funds

*For the year ended 31 March 2019*

	Balance at 1 April 2018 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2019 £
<b>Unrestricted funds</b>					
General fund	414,172	1,237,212	( 1,204,158 )	-	447,226
Life Choices Plus Limited	281,009	3,368,666	( 3,368,858 )	-	280,817
	<u>695,181</u>	<u>4,605,878</u>	<u>( 4,573,016 )</u>	<u>-</u>	<u>728,043</u>
<b>Designated funds</b>					
Property fund	969,808	-	( 25,373 )	-	944,435
Final salary pension scheme liability	( 236,000 )	-	-	114,000	( 122,000 )
	<u>733,808</u>	<u>-</u>	<u>( 25,373 )</u>	<u>114,000</u>	<u>822,435</u>
<b>Total unrestricted funds</b>	<u>1,428,989</u>	<u>4,605,878</u>	<u>( 4,598,389 )</u>	<u>114,000</u>	<u>1,550,478</u>

*For the year ended 31 March 2018*

	Balance at 1 April 2017 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2018 £
<b>Unrestricted funds</b>					
General fund	392,657	1,168,006	( 1,140,232 )	( 6,259 )	414,172
Life Choices Plus Limited	287,742	3,543,132	( 3,549,865 )	-	281,009
	<u>680,399</u>	<u>4,711,138</u>	<u>( 4,690,097 )</u>	<u>( 6,259 )</u>	<u>695,181</u>
<b>Designated funds</b>					
Property fund	1,061,850	-	( 98,301 )	6,259	969,808
Final salary pension scheme liability	( 324,000 )	-	-	88,000	( 236,000 )
	<u>737,850</u>	<u>-</u>	<u>( 98,301 )</u>	<u>94,259</u>	<u>733,808</u>
<b>Total unrestricted funds</b>	<u>1,418,249</u>	<u>4,711,138</u>	<u>( 4,788,398 )</u>	<u>88,000</u>	<u>1,428,989</u>

**Unrestricted funds**

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2020.

**Designated funds**

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

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

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

22. Analysis of net assets between funds

*For the year ended 31 March 2019*

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
<b>Unrestricted funds</b>					
General fund	131,716	315,510	-	-	447,226
Life Choices Plus Limited	23,242	257,575	-	-	280,817
Designated fund	1,056,537	( 10,000 )	( 102,102 )	( 122,000 )	822,435
	<u>1,211,495</u>	<u>563,085</u>	<u>( 102,102 )</u>	<u>( 122,000 )</u>	<u>1,550,478</u>
<b>Restricted funds</b>	-	22,896	-	-	22,896
	<u>1,211,495</u>	<u>585,981</u>	<u>( 102,102 )</u>	<u>( 122,000 )</u>	<u>1,573,374</u>

*For the year ended 31 March 2018*

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
<b>Unrestricted funds</b>					
General fund	112,581	301,591	-	-	414,172
Life Choices Plus Limited	29,448	251,561	-	-	281,009
Designated fund	1,091,910	( 10,000 )	( 112,102 )	( 236,000 )	733,808
	<u>1,233,939</u>	<u>543,152</u>	<u>( 112,102 )</u>	<u>( 236,000 )</u>	<u>1,428,989</u>
<b>Restricted funds</b>	-	75,676	-	-	75,676
	<u>1,233,939</u>	<u>618,828</u>	<u>( 112,102 )</u>	<u>( 236,000 )</u>	<u>1,504,665</u>

23. Pension

**Defined contribution scheme**

The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £87,773 (2018 - £49,519).

The defined contribution liability is allocated to unrestricted funds.

Notes to the financial statements (*Continued*)  
for the year ended 31 March 2019

23. Pension (*Continued*)

**Defined benefit scheme**

The group operates a defined benefit scheme in the UK. A full actuarial valuation of the Age Concern Retirement Benefits Scheme was carried out as at 1 April 2013 and the results of this valuation have been updated to 31 March 2016 by a qualified independent actuary.

The disclosures below is provided in respect of Age UK Retirement Benefits Scheme ("the Scheme").

A full actuarial valuation of the Scheme was carried out as at 31 March 2016 and the results of this valuation have been updated to 31 March 2019 by a qualified actuary. As required by FRS 102 the defined benefit liabilities have been measured using the projected unit method. The scheme is closed to new entrants and further benefit accrual.

**The total costs recognised in the period:**

	2019 £'000	2018 £'000
Current service cost	10	7
Past service costs	8	-
Other finance costs	6	7
	<hr/>	<hr/>
Pension expense recognised as an expense	24	14
Amount recognised as other comprehensive income	78	20
	<hr/>	<hr/>
Total cost recognised	102	34
	<hr/>	<hr/>

**The amounts recognised in the balance sheet are as follows:**

	2019 £'000	2018 £'000
Fair value of scheme liabilities	( 2,420 )	( 2,383 )
Fair value of scheme assets	2,298	2,147
	<hr/>	<hr/>
Deficit in the scheme	( 122 )	( 236 )
	<hr/>	<hr/>

**Change in the present value of the defined benefit obligation**

	2019 £'000	2018 £'000
Opening defined benefit obligation	2,383	2,410
Interest cost	61	59
Actuarial (gain)/loss arising on the scheme liabilities	65	( 11 )
Benefits paid (including expenses)	( 89 )	( 75 )
	<hr/>	<hr/>
Liabilities in scheme at end of the year	2,420	2,383
	<hr/>	<hr/>

Notes to the financial statements (Continued)  
for the year ended 31 March 2019

23. Pension (Continued)

Change in the fair value of scheme assets

	2019 £'000	2018 £'000
Opening fair value of scheme assets	2,147	2,086
Expected return on scheme assets	55	52
Actuarial (losses)/gains	143	9
Employer contributions	60	82
Benefits paid (including expenses)	( 107 )	( 82 )
Total market value of assets	2,298	2,147

Major categories of scheme assets as a percentage of total assets

	2019 %	2018 %
Equities	20.6	22.7
Diversified growth	18.3	20.3
Gifts and bonds	53.6	49.2
Property	7.3	7.4
Cash	0.2	0.4

The return on plan assets was as follows:

	2019 £'000	2018 £'000
The actual return on scheme assets for the year was	198	61

Principal actuarial assumptions at the balance sheet date

	As at 31 March 2019 %	As at 31 March 2018 %
Discount rate	2.4	2.60
Rate of increase in payment of pre 2006 pensions	3.4	3.30
Rate of increase in payment of post 2006 pension	2.5	2.50
Inflation assumption (RPI)	3.4	3.30
Inflation assumption (CPI)	2.4	2.30

The assumed life expectations on retirement at age 65

	As at 31 March 2019 years	As at 31 March 2018 years
Retiring today – males	86.3	86.8
Retiring today – females	88.2	88.7
Retiring in 20 years – males	87.3	87.8
Retiring in 20 years – females	89.4	89.9



Notes to the financial statements (Continued)  
for the year ended 31 March 2019

**24. Commitments under operating leases**

At 31 March 2019 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2019 £	Group 2018 £	Charity 2019 £	Charity 2018 £
Within 1 year	118,541	116,428	94,004	94,004
More than 1 year, less than 5 years	84,289	97,423	75,533	94,004
	<u>202,830</u>	<u>213,851</u>	<u>169,537</u>	<u>188,008</u>

**25. Related party transactions**

During the year the charity received a £8,164 (2018 - £nil) donation from Age UK North of Tyne & Gateshead Enterprises Limited, a company which is 33.33% owned by the charity. At the year end £8,316 (2018 - £16,740) was due to the charity. Amounts totalling £10,451 (2018 - £16,740) were received in respect of management fees and service charges from Age UK North of Tyne & Gateshead Enterprises Limited.

No further transactions have been undertaken which would require disclosure.

**26. Controlling party**

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

**27. Notes to cashflow**

Reconciliation of net income/(expenditure) to net cashflow from operating activities

	2019 £	2018 £
<b>Net income/(expenditure) for the reporting period</b>	( 45,290 )	( 39,706 )
Adjustments for:		
Investment income	( 556 )	( 49 )
Depreciation	61,526	148,424
Loss on disposal of tangible fixed asset	1,451	-
(Increase)/decrease in stock	( 692 )	515
Decrease/(increase) in debtors	125,085	86,168
Increase/(decrease) in creditors	28,454	( 153,752 )
<b>Net cash (used in)/provided by operating activities</b>	<u>169,975</u>	<u>41,600</u>

