

Annual Report and Accounts 2024/25

Highlights

We have been financially resilient over many years and our turnover and income have risen, bouncing back after Covid. Whilst the year 2025/2026 is set to be challenging, we look forward to the future with confidence. With the support of all our stakeholders we aim to continue to provide a high standard of support to the older people in our community. Highlights are as follows:

- Our trained Information and Advice advisors helped secure benefit support for the community, a major source of income for individuals and for the County overall. Almost £5 million was successfully claimed, a 35 per cent increase over the previous year.
- We are delighted to confirm that that we have received National Lottery Community Funds for a Bereavement service for all adults across the county of Northamptonshire. The funding is for three years and the new service will be underway in 2025/26.
- Our Age Well team is well established and continues to provide a model of innovative delivery across the county. They provide personalised support to people aged 65 plus who have one or more long-term health conditions and are at risk of isolation, frailty or hospitalisation.
- We continued to grow our retail division. Our turnover of donated goods grew to £751,000 and the number of our shops increased to nine.
- We have renewed our Brand Partner Agreement with the national charity Age UK for a further five years. This allows us to use the Age UK name and logo and provides a recognised and trusted platform to deliver our services across the county.
- Although there was an overall loss in 2024/25 this was due to the termination of our End-of-Life contract, the cutback in grants from the local authorities and a rise in costs overall. We have invested, and continue to invest, in substantial change in our Care Support at Home Service, our charged for services, retail and trading in order to increase enquiries and referrals and build a strong platform for growth in future.

Our Finances

	Financial year 2024/25	Previous financial year (2023/24)
Turnover	£4,816,593	£4,906,910
Overall profit/(loss)	(£173,886)	£382,002
Net assets	£4,665,008	£4,850,778

Our performance

	End of March 2025	End of March 2024
Referrals	13,921	14,575
New clients (starts)	9,596	8,549
Total clients	11,012	9,190

The number of our clients grew consistently over the year and at the end of March 2025 we had the highest number of clients in our history.



Registered charity 1059995