

COMPANY REGISTRATION NUMBER: NI071940
CHARITY REGISTRATION NUMBER: 104640

AGE NI

Company Limited by Guarantee

Report and Financial Statements

31 March 2021

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Year ended 31 March 2021

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A Foreword from our Chair and Chief Executive

It is with pleasure that we are presenting the Trustees' Annual Report for 2020/21.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This was a challenging year due to COVID, which tested our business continuity arrangements. We are however delighted to report with support from COVID recovery funds that we have emerged into another financial year in a solid financial position to continue to deliver for our beneficiaries.

On page 12 of the report, we have provided our areas of service delivery and highlighted those services which were required to be delivered differently due to regulations, whilst delivering for our beneficiaries. We are extremely proud that we continued to provide Care and Wellbeing services to support our clients and extend our reach to other older people in Northern Ireland, conscious of the many difficulties they faced during various lockdowns.

The technology of Zoom was escalated very quickly, as part of our service delivery, at the start of the pandemic to benefit older people who were online to connect with their friends and family, which meant the older people who weren't online were at a disadvantage. We were innovative in the additional projects we created (pages 7 -11 of the report) through external funding and various partnerships. We launched the *'Move with Mary' exercise programme* with Lady Mary Peters aimed specifically at keeping older people moving during the extended lockdown. The videos were available on DVD for those offline and on various online platforms, for those with access to the internet. *'Good Vibrations'* followed from 'Move with Mary' as Age NI's winter response to COVID-19, which was created to help redress the mental and physical de-conditioning older people were experiencing as a result of the COVID pandemic. For those online, we used zoom to offer live webinar classes, online reminiscence sessions and towards the end of the financial year the Good Vibrations wellbeing pilot was launched which combined a Garmin device and an online daily diary. Again, conscious of reaching older people offline, a series of 3 monthly newsletters were distributed with weekly and daily newspapers across Northern Ireland and we partnered with Downtown Radio to promote wellbeing messages and to promote Age NI Advice line.

We had over **122,000** engagements with older people through our services and support networks and we provided opportunities **for 717 volunteer roles** to be delivered throughout the charity in a year when volunteering was crucial in enabling us to make a positive impact on the individual lives of thousands of our beneficiaries, which are evidenced by the case studies and feedback from service users within the report.

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

Yours sincerely

Dr Raymond Mullan OBE
Age NI Chair

Linda Robinson BEM
Age NI Chief Executive



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

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

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

The Trustees

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Trevor Dillon	Treasurer
Mrs Teresa Dunlop	Co-opted Trustee
Ms Kathy Graham	Trustee
Dr David W.S. Law	Trustee
Mrs Aislinn McBride	Trustee (Appointed 1 October 2020)
Ms Siobhan McIntyre	Co-opted Trustee (Appointed 30 October 2020)
Dr Roisin McLaughlin	Trustee
Mr Paul Moorhead	Trustee (Appointed 1 October 2020)
Mr Patrick Mullan	Trustee (Appointed 1 October 2020)
Mr Ken Simpson	Trustee
Mr Edward Smyth	Co-opted Trustee (Appointed 6 October 2020)
Mr David Trelford	Consultative Forum Trustee
Mrs Una Macauley	Trustee (Resigned 13 August 2020)

Auditor	Moore (NI) LLP Donegall House Donegall Square N Belfast BT1 5GB
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Investment Bankers	Smith & Williamson 32–38 Linenhall Street Belfast BT2 8BG
Solicitors	Edwards & Co. Solicitors 28 Hill Street Belfast BT1 2LA
	J Blair Employment Law Solicitors 106 Malone Avenue Belfast BT9 6ES
	Cleaver Fulton Rankin 50 Bedford Street Belfast BT2 7FW
Bankers	Danske Bank Donegall Square West Belfast BT1 6JS

BACKGROUND TO AGE NI

Purpose of Age NI

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

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

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

Our vision is a world where everyone can love later life and our mission is to help people enjoy a better later life by ensuring that their voice is heard and their rights are upheld.

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

Context of Ageing in Northern Ireland

Our ageing population represents many opportunities and challenges for our society as well as for our health, social care, welfare and housing systems. Like the rest of the UK, Northern Ireland is experiencing demographic shifts in terms of ageing and life expectancy. The current demographic shows there are 303,000 people over 65 and 38,700 people over 85 in Northern Ireland. Figures indicate there are 80,000 people over 65 living alone and more than 15,000 carers over the age of 70 providing a minimum of 35 hours unpaid care every week. By 2028,

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there will be more older people over 65 years than young people under 15 years, with the number of 65 year olds estimated to increase to 600,000 by 2030.

Evidence suggests that although life expectancy is increasing, healthy life expectancy is not increasing at the same rate. People are spending longer living with conditions which reduce their quality of life. There are 20,000 people living with dementia in Northern Ireland and the numbers of people with dementia are expected to rise to around 60,000 people by 2051. We also know that disability and ill-health increase with age.

COVID-19 exposed and amplified health inequalities that exist in society, with deaths due to the virus higher in areas of deprivation and death rates of people over 75 years nine times that for all ages. Reports, early on in the pandemic, raised fears and concerns about whether older people might be discriminated against when it came to making tough medical decisions or getting access to healthcare and other services.

Prior to the pandemic, many older people were living fulfilling lives, actively contributing to the economy and society, supporting their families, neighbours and communities through volunteering, caring for others, providing childcare and working beyond the traditional retirement age. With COVID-19, and the consequent restrictions on volunteering and civic duties, some older people lost a sense of purpose, along with important community and social connections.

Older people also bore the brunt of other impacts of the pandemic, including grief, loss and increased levels of anxiety, distress, isolation and loneliness. Everyday care and support systems that older people depended on were changed, disrupted or stopped overnight. Family carers, many of whom were older people themselves, stepped in or increased the level of caring they provided for relatives, some while continuing their own paid work. The protection and welfare of older people living in care homes was of profound concern over this period, due to the significant numbers of residents who died due to the virus and the restrictions on families and friends visiting loved ones in care homes.

COVID-19 placed a spotlight on older people, but their views were rarely sought and their diversity of needs, circumstances and interests not always evident. Protecting the rights of older people and ensuring their views are respected and listened to continue to be at the heart of Age NI and the work we do.

Our priorities are clear - elimination of pensioner poverty; a modern and responsive health and social care system with a focus on prevention, rights, entitlements and fairness; and the fair and equal treatment of older people.

Age NI's Business Continuity approach to COVID-19

At the start of this financial year, we were in lockdown and our business continuity plans were tailored to respond to the challenges which were fast-changing in the last month of the previous financial year, as we knew they would be tested, as would they be for every organisation and sector globally. The safety and protection of our beneficiaries within our services and the continuity of our support for older people were of the utmost importance and focus during this challenging year, as we sought to be there to help our beneficiaries in various ways and to ensure our staff and volunteers continued to deliver their roles in a safe way.

Two of our purposes were directly linked to our approach in the pandemic:

- ***The Prevention and Relief of Poverty and Relief of Those in Need by Reason of Age***
- ***The Advancement of Health or the Saving of Lives***

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Business Continuity Actions by the Senior Management Team at the beginning of the pandemic/start of the financial year	Result
Evaluated the structure of the organisation, considered which services could continue as normal and those which could no longer be delivered in the same way.	<p>All our service users/beneficiaries were engaged with during various lockdowns and services delivered sometimes in a different way. (Detail on page 12).</p> <p>We continued to deliver safe, effective and compassionate care to the residents and service users within our care, complying with Public Health Agency and Department of Health guidance.</p> <p>During the year we recorded and effectively managed the low number of COVID cases identified, ensuring the protection and wellbeing of service users and staff.</p>
Identified what we could do to respond to the increased levels of need and demand for our support arising from COVID-19.	<p>We developed a service in response to the increased need for additional support for our beneficiaries, to address and reduce social isolation and loneliness, providing a reassuring voice in response to the anxieties arising from the pandemic environment.</p> <p>We developed (with the support of The Commissioner for Older People) and consistently delivered the successful 'Check in and Chat' service. This service provided a friendly voice for older people, answered basic queries and signposted them to services and support.</p> <p>During the financial year, the volunteer roles increased dramatically, with 394 trained volunteer roles within this one service. It shows the importance of social interaction and the compassion of the population of Northern Ireland wanting to help one of the most vulnerable groups during this environment in terms of infection and impact – the older people in Northern Ireland. <i>95% of the Check in and Chat service users reported feeling less lonely and 71% reported improved physical wellbeing/health.</i></p>
Wellbeing of staff, including care staff, and volunteers during the pandemic, for example, on government guidance, changes to delivery and priorities, social isolation and working remotely.	<p>During the pandemic, it was evident that people are the world's greatest asset, to society but particularly in the workplace, helping organisations to 'weather the storm' and to be more resilient and innovative as we emerge from the pandemic. This meant that the protection and wellbeing of staff and volunteers was of paramount importance, enabling them and in turn, our beneficiaries, to flourish.</p> <p>The CEO communicated with staff daily by email at the beginning of this financial year, to ensure they were kept informed in the first lockdown and when settled in their working patterns, the communication was provided weekly.</p>

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	<p>The Senior Managers provided support to their teams initially daily with regular catch-up and support meetings on Microsoft Teams.</p> <p>The CEO held informal staff team meetings throughout the pandemic, which also enabled staff members to hear from other teams.</p> <p>Staff were able to access a trained mental health nurse, Age NI Head of Wellbeing Services, to offer confidential support.</p> <p>Staff had access to Health Shield, a leading provider of health care cash plans and employee wellbeing support.</p> <p>Age NI's People & Development team instigated an employee engagement platform (Ex2), to encourage the wellbeing of staff. It includes challenges which equate to rewards when complete and development opportunities. This platform encourages engagement between staff and management and is aimed to help employees to be happier and more engaged at work.</p> <p>IIP in its report, following Age NI achieving Gold accreditation stated <i>'There was a focus on improving levels of engagement which included an Ex2 survey and the establishment of an Engagement Group to develop a follow up action plan. People now feel their opinions are welcomed and that actions are taken to address the issues they raise'</i>.</p> <p>The Age NI Health and Wellbeing Group's work and awareness was extremely important during this year, to support staff in a difficult year of lockdowns and remote working. Examples of its work included, but is not limited to, distribution of the Staff Wellbeing Questionnaire to all employees to seek feedback on their wellbeing and to provide information on additional help, which was then considered by the Management team; emails sent to staff on Healthy Eating and Stress Awareness giving information on symptoms of stress and where to get help and Wellbeing sessions delivered virtually e.g. "Looking after yourself during and post COVID-19," which covered the impact of a sedentary lifestyle, the impact of COVID-19 on mental wellbeing and how to identify and manage stress. The Buddy system was also relaunched for all staff to help those feeling isolated and in need of support.</p>
Board and Committee meetings, Board inductions and Blue Sky/Away Days continued to be held in accordance with the constitution	Effective governance of the organisation continued. All meetings were moved to Zoom and were well attended, with protocol established to maximise engagement and for decision making and accountability to continue. Trustee Inductions, an Age NI Enterprises Ltd Blue Sky Day and a Board of

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	Trustees Away Day were held to discuss the journey ahead and the next strategy. The Board received weekly updates from the Chief Executive, to keep them abreast of the operational environment during the first lockdown.
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In addition to the areas identified above, at the beginning of the pandemic, Age NI focused on securing available COVID recovery funds and furloughed staff who were no longer able to deliver their role, in particular Fundraising and Age NI Enterprises Ltd staff as the charity shops were closed.

The following overview shows how Age NI provided additional support to improve the lives of older people in particular groups within society, made possible by additional funding.

1. **Move with Mary**

At the beginning of the financial year, Northern Ireland was experiencing its first lockdown. As older people were identified as a vulnerable group in terms of infection and impact, with many shielding, and outside exercise limited, it was important to incorporate physical exercise into routines for wellbeing, to address isolation and loneliness at home.



Age NI and Lady Mary Peters launched an exercise programme aimed specifically at keeping older people moving during the extended Covid-19 lockdown. The programme was funded by the Public Health Agency (PHA) in partnership with Age Friendly Network NI, NI Frailty Network, PHA and supported by Mary Peters Trust.

Move with Mary was a series of five exercise videos released online in June 2020, which caters for every level of capability, ranging from simple seated stretches, to balance, strength and gentle aerobic exercises suited to older people.

The launch came at a pivotal time, as health experts have warned of the dangers to older people from a lack of regular movement and as UK research* reveals that 40% of older people are worried about the effects of the lockdown on their mental health and physical wellbeing.

Linda Robinson, Chief Executive of Age NI explained, *“The British Geriatrics Society has warned that “lockdown and social distancing measures have led to dangerously low levels of physical activity in older people, which, if not addressed as a matter of urgency, will prove to be detrimental to their physical and mental health”.*

*Source: ONS Office for National Statistics. 2020. Table 4a. *Coronavirus and the social impacts on Great Britain: 14 May 2020* [online]. Available at <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/datasets/coronavirusandthesocialimpactsongreatbritaindata> [accessed on 14th May 2020]

An example of the importance of older people adding exercise to their daily routine has been provided by one of Age NI's volunteers, following her second knee replacement operation.

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An active Age NI volunteer, Blue Badge Tour Guide, former yoga teacher, trainer and all-round multi-tasker, the lady suddenly realised that she hadn't the strength to lift a kettle. It was a real shock.

The volunteer said 'During my post-op rehabilitation, I concentrated really hard on exercising my knees and legs as I had been instructed by my doctors and physios, but in the meantime, I totally forgot about working my whole upper body. The result was that I practically lost the strength in my arms altogether. I just couldn't believe it happened so quickly! This was a real wake-up call for me, so I quickly began to focus more attention on working all my major muscle groups, to keep my whole body strong and active: nothing too strenuous, but I just focused on making it a regular part of my routine. This has made a real difference and thankfully, the improvement was noticeable very quickly'.

Although the volunteer was shielding, she is back to walking six miles a day and she regularly practices yoga.

This inspiring volunteer's advice to older people is **'REMEMBER TO EXERCISE YOUR WHOLE BODY'**.

2. Good Vibrations – Age NI's winter response to COVID-19

Good Vibrations was the next phase, following 'Move with Mary' in the next significant lockdown. With funding from both the Public Health Agency (NI) and the Department for Communities' (DfC) Warm Well & Connected programme, Age NI created Good Vibrations to help redress the mental and physical de-conditioning older people were experiencing as a result of the COVID pandemic.

The aims were aligned to the PHA Take Five steps to wellbeing (Connect, Take Notice, Keep Learning, Stay Active, Give) and Department for Communities KPIs of keeping older people connected, keeping them active and giving them advice on health, nutrition and mental wellbeing to support them through the ongoing winter lockdown.

From January 2021, a series of 3 newsletters was produced and each was distributed through 42 paid weekly and daily newspapers across Northern Ireland (265,000 copies), as well as direct to our service users and vulnerable older pharmacy customers, through the Ulster Chemists Association (UCA). These newsletters contained inspiring content on wellbeing, reminiscence, physical activity and mindfulness, as well as signposting to vital regional services from a wide network of stakeholders and partners supporting carers, the bereaved and those in need of Age NI's services.

Mindful of the need to use other non-digital channels to reach older offline audiences, we also partnered with Downtown Radio and Downtown Country as sponsor of the Big T show, to promote wellbeing messages and create awareness of Age NI's Advice Line number and website.

We used Zoom to offer live webinar classes to our Day Centres service users with a fitness expert, Ryan Cunningham, who delivered 10 weekly live sessions of seated exercises; and we created online Reminiscence sessions (Life Stories with Geraldine), interacting with our service users to keep memories of favourite music, films, dances and stories alive and well during long periods of isolation

In February 2021, **280** participants were recruited for a Good Vibrations wellbeing pilot programme which combined the use of an online daily diary focused around the Take Five steps to wellbeing, together with use of a Garmin physical activity device. The programme had to be delivered entirely online due to heightened lockdown

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restrictions. Digital and video content was created on the topics of Nutrition (Eat Well with Jane), Physical activity (Get Fit with Ryan), Mindfulness (Take Notice with Frank) and reinforcing previous content from Move with Mary (a strength and balance video exercise series led by Lady Mary Peters).



Twice weekly motivational emails, an online Facebook community and weekly Zoom webinars with a series of expert guests were used to keep the group connected, motivated and inspired to look after their wellbeing over 12 weeks.

3. Additional funding which enabled Age NI to improve the lives of many of our beneficiaries in Northern Ireland during the COVID environment include, but are not limited to:

Age UK: UK appeals and fundraising enabled Age NI to provide additional support to our beneficiaries, including older people with dementia and family carers. Examples of this support were provided through our care and wellbeing services, by telephone, on the doorsteps and by enhancing opportunities to connect and engage with family, friends and others through the use of technology.

Through this funding Age NI was able to improve the physical and mental wellbeing of older people, reduce isolation and loneliness when face-to-face or social gatherings were not possible or restricted. We are delighted to outline overleaf what we achieved through Age UK funding:

Aims	Achievements
Enhance wellbeing of older people in our care and wellbeing	Through Age NI care and wellbeing services, older people had access to a range of opportunities and wellbeing resources to help them stay well and connected during the pandemic. Resources were printed and shared with service users, including Move with Mary videos, Keeping Well at Home booklets and Good Vibrations wellbeing resources. Older people in our services were also able to join in on activities taking place online through the Good Vibrations wellbeing programme.(detailed above).
Supporting creative reminiscence	Delivered in Meadowbank Residential Home through activities such as gardening, singing, art, as well as facilitating spiritual observation and connections with a local school.
Enhancing support to people with dementia and respite for families	In addition to respite, telephone support, shopping and medication collection, My Life My Choice home care service in Belfast used technology to connect people with dementia to the things they enjoy. Through the use of tablets, older people were able to look back on old films, sing along with music from a different era, look at old photographs of Belfast and take part in quizzes etc, enhancing conversations and interactions between service users and staff. Staff reported observing a reduction in isolation and an increase in the confidence of service users, with service users being <i>“more willing to initiate and engage in conversation”</i> .
Expanding our Check in and Chat service	Through our Check in and Chat service, we were able to reach and support hundreds of older people who were isolated or lonely. Check in and Chat involves a trained volunteer making a weekly call to provide reassurance and a friendly voice, with an opportunity to refer into other Age NI services, such as advice and wellbeing, to get additional help and support if that is needed.

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The following Case Study is an example of the impact the funding made on a group of beneficiaries at our Meadowbank Residential Home.

Meadowbank received three large screen televisions at the end of 2020.

These have been such a valuable asset for the residents in so many ways. All the residents who are living with a dementia related illness have benefited greatly.

On a communal level the staff have been able to access concerts via YouTube. The residents of the home have always been used to visiting musicians and because of lockdown these activities have ceased. The staff take requests from the residents and the musical selections are based on their own interests. It now feels like the residents have their own tailor-made playlists and one resident remarked that *'it was like being at a concert.'* Residents sing, whistle, watch and get up to dance when the music is on. It feels much more like an occasion for the residents than simply putting on a cd especially for those residents who don't want to participate physically but simply want to enjoy listening and watching.

Another aspect of the residents daily and weekly routine is attending to spirituality. Because of the lockdown monthly religious services have ceased and visiting clergy and ministers has been reduced to window or garden visits. Spirituality in dementia care is very important especially for those residents who based their entire lives around prayer, church, and worship. Now that Meadowbank has these televisions, we have been able to live stream services from local churches and places of worship. We have been able to bring the residents together for communal prayer and worship as well as access religious programmes and services that interest them. One resident told members of staff *'I was at Mass today'*. This is very important for the residents.

Meadowbank has always had a strong link with schools in the local area and intergenerational work has been very beneficial for both the children and the residents. During lockdown one school in particular has sent letters and pictures to the residents and in return the residents have replied. The children from this school usually come to Meadowbank for a Christmas play and carol service and because of the pandemic this didn't happen. Instead, the school recorded their play and put it on YouTube. The residents were then able to see the children's performance on the large screen television and it felt as if they were in the room with the residents.

Through these examples it can be seen what access to technology and in particular the large smart televisions can do for the residents of the home. It has been used effectively and in a meaningful way for the residents and almost certainly has contributed to their wellbeing and pleasure.

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Covenant Fund Trust: Is a dedicated fund which supports veterans across the UK, and enabled Age NI to support veterans within Northern Ireland.

This is an example of how Age NI has delivered a bespoke programme for a specific group of beneficiaries, by acknowledging the challenges within the pandemic and considering how Age NI could provide equipment and extend its services to a specific community to tackle loneliness and isolation. Age NI was able to work with veteran organisations to identify older people within this group to benefit from our 'Check in and Chat' bespoke model to suit the needs of this client group and to enable them to connect with each other.

The ongoing COVID-19 pandemic brought additional challenges for older people who were shielding or feeling isolated by the current continuation of restrictions. Within the veteran's community, Age NI established several new channels to support volunteers to connect with older ex-service personnel.

Channel to engage with NI Veterans	How Age NI delivered for this group of beneficiaries
Two bespoke veteran hubs established in Northern Ireland (Derry/Londonderry and the Greater Belfast area)	Support was given to enable weekly zoom calls to be provided to the veteran community within each hub, which benefited over 100 veterans.
Increased virtual contact to 30 older veterans who were identified as requiring equipment to enable zoom calls:	Provided several tablets to enable additional positive outcomes for both the veteran and the volunteer, and enabled group sessions to be held for the members to join for friendship and to keep connected during the pandemic.
Information materials:	Activity packs included service magazines (Army/Navy/RAF), general reading material and the Age NI Good Vibrations health and wellbeing magazines to circa 100 veterans. A number of veterans were also provided with DAB radios to enable them to listen music, keep updated with news, listen to local bulletins regarding restrictions and to create company and sound within the home, which can reduce loneliness.
Access to Age NI Advice & Advocacy Service:	Age NI Advice and Advocacy Service is a regional, confidential telephone information and advice service, delivered by trusted Age NI advisers Monday – Friday 9.00am-5.00pm. This enabled the veteran community within NI to make informed choices about their health and wellbeing, finances etc.

The outcomes from this project have been achieved through the provisions of practical support, alongside the volunteer call and access to IT solutions, which enabled contact and a visual presence on screen to continue beyond the lockdowns. The activity packs were developed in line with the PHA 'Take 5 campaign' to help the off-line veteran community to recover from the challenges of the pandemic.

The services Age NI directly delivered within this financial year were affected by COVID-19 and the associated regulations, advice and guidance produced by the Northern Ireland Executive, Department of Health and Public Health Agency.

The following table includes an explanation of the services we delivered and those which were delivered differently. We're delighted to report that we continued to deliver quality services to our beneficiaries, despite a challenging year.

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Service	Description
Advice & Advocacy	The Age NI Advice & Advocacy specialist advisors provide free and confidential advice, information or practical support on a wide range of issues including welfare benefits, community care, housing and health. Our advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to. Every year our Advice Service deals with thousands of calls from older people in need.
Care Services	<p>Age NI Care Services includes:</p> <ul style="list-style-type: none">• Day Centre Care: Age NI Day Centres provide an opportunity for activity and friendship for older people. Day Centres for older people (without dementia) include:<ul style="list-style-type: none">➤ Ballynahinch Day Centre➤ Skainos Day Centre, Belfast➤ Dungannon Day Centre➤ Anna House Day Centre, Dunmurry➤ Portaferry Day Centre➤ Aghalee Day Centre, Craigavon <p>Age NI Day Centres which specialise in supporting older people with dementia are:</p> <ul style="list-style-type: none">➤ Ballyclare Day Centre➤ Castlewellan Day Centre➤ Dungannon Day Centre➤ Laurelhill Day Centre, Lisburn➤ Anna House Day Centre, Dunmurry <p>During the first lockdown Day Care services were not able to operate in the same way but we delivered support through regular phone conversations with service users and families, collecting shopping and prescriptions, reducing isolation and loneliness and providing care in a different way.</p> <p>In late Summer, when restrictions were eased, Day Centres were adapted for a safe environment to exist, which enabled the service users to return on a phased approach, due to social distancing. The Day Centres continued to remain open. There were however service users who were reluctant to resume attendance and they are still being supported, as they were in the first lockdown.</p> <ul style="list-style-type: none">• Domiciliary and Home Care (My Life My Choice): Age NI provides vital Home Care services to support hundreds of individuals in Northern Ireland who wish to stay in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home. <p>Dementia Care Home Support Staff deliver a range of services which include:</p> <ul style="list-style-type: none">➤ Respite/short breaks for families and carers➤ Personal Care➤ Support with activities of daily living

- Social inclusion
- Administration of medications
- Night sitting

The flexibility of this service allows the changing needs of a person to be met within the care plan. This person-centred approach enables the individual to enjoy the comfort and reassurance that as their needs change, so will the level of care provided. During this financial year, due to COVID, measures were in place to ensure staff and service users were kept safe.

My Life My Choice: My Life My Choice is an Age NI care service providing tailored person-centred support to people who have been diagnosed with dementia, their families and carers in Belfast. This service provided 1:1 support during COVID, (as it wasn't possible to deliver group support which will resume when it's a safe environment to do so), in line with individual needs and preferences. As part of the care service, the service-user can:

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

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

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

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

Due to the impact of COVID and visiting regulations, we were required to make appropriate adjustments whilst considering the wellbeing of our residents. In the first lockdown at the beginning of the financial year there weren't any visits permitted, due to restrictions. We, however, facilitated garden visits promptly when regulations allowed, to enable the residents to see their families face-to-face. Our dedicated Meadowbank staff facilitated virtual meetings with families throughout the pandemic, to ensure the residents and families remained connected.

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'Check in and Chat' telephone service (during COVID-19 and continues to be delivered, as the need and success of the service has been significant)

Age NI with the support of the Commissioner for Older People for Northern Ireland launched the 'Check in and chat' free telephone service, available to everyone over 60 in Northern Ireland who felt isolated or lonely during the COVID outbreak.

The Check in and Chat telephone service produced a significant increase in trained volunteers, who were carefully matched with a service user. This service was particularly helpful to those who were shielding, as they were separated from their families and friends and didn't have anyone to share their concerns with, or to simply have a chat.

First Connect

The First Connect Service provides emotional and practical support at difficult times to older people by supporting them to be independent, to improve their quality of life, to reduce social isolation, to increase confidence; to improve access to local services and to help them feel safer and more secure in their home. Building trust and confidence with older people, through a number of interactions is key to the success of First Connect, allowing more complex or hidden issues to be identified. This approach enables older people to take more control of their own lives and enjoy better emotional and physical well-being. Volunteers have been recruited to the First Connect service, further enhancing the emotional and practical support provided to older people at a difficult time in their lives.

A First Connect Wellbeing Group was established involving service users who have been supported by First Connect, to support their mental and physical wellbeing, and who want to stay connected. This became even more important during the COVID period. The Group focused on mental and physical health and smaller groups were also formed involving people with similar interests or concerns e.g. to build confidence in those who were bereaved and a fitness group to support physical wellbeing.. Fun groups included yoga, reading, singing, relaxation and quizzes. Funding was received from Age UK and Causeway Coast & Glens Borough Council to furnish clients with tablets to enable the service users to connect and participate in Zoom calls, reducing loneliness and isolation. The groups benefited from the support of two Occupational Therapy final year students as they led group work on sleep management, exercise and goal setting. This engagement in addition to the purpose of the placement with the group is an example of effective intergenerational work.

Living Well Moyle

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

During the pandemic we changed support from face-to-face to telephone service and virtual platforms. We increased our cohort of volunteers during that time, and we were able to provide more telephone calls to those who needed it. Within the financial year, some of the Living Well Moyle clients joined the First Connect

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	<p>Wellbeing group and availed of the tablets, to remain connected during the pandemic, which was beneficial to their wellbeing due to rural isolation.</p>
Locality Community Navigators	<p>The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies in a partnership approach. The objective is to work alongside the existing organisations to identify and respond to local needs, build capacity and sustainability through community development approaches. They also keep the Northern Health and Social Care Trust older people's directories updated. Within this financial year there was an increase in referrals of 72%.</p>
Memory Link	<p>The Memory Link Service provides information and support for older people who require a memory assessment. The service is run in partnership with the Northern Health and Social Care Trust. Older people attending a memory assessment are supported by a Memory Link Worker ahead of their assessment to discuss the upcoming assessment and to ensure they have all the information they need. Following the assessment and diagnosis of dementia, the Memory Link Worker contacts the older person again to develop a support plan and signpost the person to appropriate services.</p> <p>During COVID-19, the Memory Link Worker continued to provide information and post diagnosis support by telephone.</p>
Staying Sharp	<p>Staying Sharp is a three year service, which commenced in March 2020 to support people living with mild cognitive impairment in face-to-face and group settings. Due to the pandemic the service was paused in June 2020, but recommenced in January 2021. Staying Sharp is a bespoke service where our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms. This led to Age NI setting up this service in the Ballymena and the surrounding area. It is led by a part-time co-ordinator and currently has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.</p>

OUR OBJECTIVES AND ACTIVITIES

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

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

- **Enough Money.** People in later life have enough income to live comfortably and are able to participate in society.
- **Staying Well, Feeling Good.** People in later life experience the best possible health, well-being and independence.
- **Equal and Engaged Citizens.** People in later life are valued as equal citizens and have opportunities to actively engage in society.
- **Progressive Organisation.** Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

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How We Assess and Measure our Success

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

The top 8 KPIs are listed below:

(The Target figures were set pre-COVID and the Actual figures reflect an environment when we were working within COVID restrictions).

Indicator	Target 20/21	Actual 20/21
1. Benefit Maximisation	£1,000,000	£1,051,124
2. No of Advice Client Contacts	10,000	12,193
3. Composite Service Volume (Number of engagements across all Age NI Services)	110,000	122,974
4. Legacy Income	£200,000	£217,778
5. Older People's voices were heard by decision makers (through policy and engagement activities)	500	2,681
6. Income Unrestricted funds	£3,770,705	£4,049,936
7. Expenditure Unrestricted funds	£3,699,204	£3,537,178
8. Reserves	£1,394,769 4 months 15 days	£1,990,936 6 months 29 days

Age NI Volunteers

Age NI and the older people in Northern Ireland benefited from 578 volunteers being utilised throughout the charity, providing 721 volunteer opportunities as some volunteers performed more than one role. Due to restrictions, the majority of volunteers were making calls to the lonely and/or isolated service users through the newly launched Check in and Chat service (details on page 14).

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. They carry out many roles, including supporting people with dementia in our Day Centres, helping people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the shops.

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

Age NI Service	No of volunteer roles
Fundraising	54
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	67
Check in and Chat	394
Day Centres	44
First Connect	63
Living Well Moyle	20
Drivers	10
Staying Sharp	5
Retail/Shops	64
Total number of volunteer roles	721

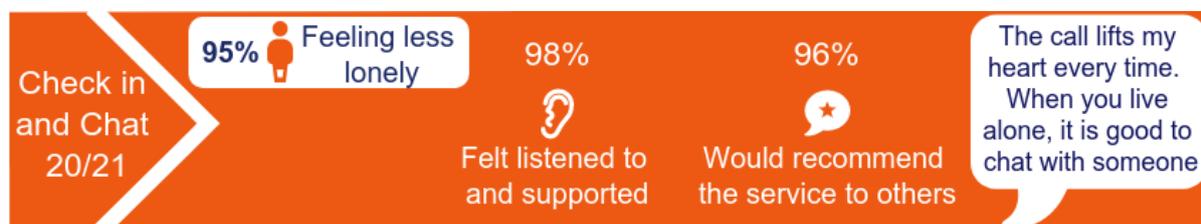
Main Volunteer activities/events from this financial year included:

- We welcomed volunteers from a number of companies and public bodies, who volunteered for the Check in and Chat service including:
 - AIB
 - Commissioner for Older People (COPNI)
 - Co-Ownership Housing
 - HSBC
 - Lloyds
 - NI Water
 - Power NI
 - PricewaterhouseCoopers (PwC)
 - Ulster Bank
- Partnership Agreements were established with The Gaelic Players Association and JTI staff for volunteering activities.

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

- **96%** enjoyed their volunteer role
- **94%** would recommend this role to others
- **92%** feel valued
- **95%** feel they give back to the community

The following graphic shows the impact of volunteer support on older people, through Check in and Chat:



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Volunteer news/events

- We celebrated Volunteers' Week from 1-7 June 2020. All volunteers received a letter from the Chief Executive and a certificate of appreciation, to show the value placed on each Age NI volunteer.
- Volunteers were offered the opportunity to volunteer for the Check in and Chat service during COVID, to help meet the increased need for support.
- Volunteering enquiries remained consistent and we recorded over 1,000 volunteer enquiries throughout the financial year.

Volunteering has been especially beneficial twofold during this financial year, as on occasions the volunteers may have been the only constant communication during this time for the beneficiary, to maintain social interaction and to reduce isolation and loneliness. Volunteering has been rewarding for the volunteers as noted above [92% feel valued](#) and [95% feel they give back to the community](#).

• Strategy for Delivery

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

- We encourage an effective and motivated staff and volunteer base who are committed to our culture and values – they are passionate and determined about making later life better; act with integrity and show pride in everything they do; work together as one team, believing in the potential of people; and set the standard of success to follow.
- We are outcome focused, enabling us to tell older people, our supporters, funders and our partners the story and impact of our work.
- We have a rights-based approach, empowering older people to know and to claim their rights, and ensure that those who are responsible for upholding people's rights are held to account.
- We build stronger age sector partnerships, improving relationships with our Age Sector Networks and the local groups they support. Working together in partnership, we can achieve even more for older people throughout Northern Ireland.

How Our Activities Deliver Public Benefit

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

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

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

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

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Within this financial year, we can confirm the impact made on our beneficiaries in relation to 'The Prevention and Relief of Poverty and the Relief of Those in Need by Reason of Age'.
(Feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported).

- **Advice & Advocacy:** 70% of respondents said they feel better off financially, 85% said they have more choice and control and 81% said they have more home comfort.
- **Memory Link:** 74% said they were supported to access entitlements (benefits etc.)
- **Local Community Navigators:** 59% said they have more money and 21% said they are out and about more.

The following Case Study confirms the direct impact the Age NI Advice & Advocacy Service has had on two beneficiaries, an older couple; to further this purpose for the public benefit.

Couple A

By way of background, **Age NI Advice & Advocacy service was contacted about an older couple who are both 78.** They have a small farm holding and no family. They moved to Northern Ireland from the Republic 33 years ago. Their income was the farm and on most years was below the lower earnings income level and therefore no national insurance contributions were paid. It transpired that they did not qualify for a state pension from either jurisdiction. They have failing health, and both had been awarded high rate Attendance Allowance. The man in the couple has had a recent terminal diagnosis from a lung condition. He has become very concerned about his finances. He had a utility bill which was £638 for the quarter. His quarterly bills are usually around £300 and he disputed this with the company but did not have it resolved. The couple are living on their overdraft and the Client wanted to know if there was any help available to them.

A member of the Age NI Advice & Advocacy Team took the following actions:

- Advised the couple to apply for Pension Credit because the couple's farmland adjoins their home, its value will be disregarded.
- When the application was submitted, we then contacted Pension Credit and explained the level of need and the terminal diagnosis. The claim fast tracked to decision within one week.

Outcomes for the beneficiaries, following Age NI actions:

- The couple was **awarded £398.90 per week with a 3 month back payment of £4,786.80.**
- We contacted the Payments and Resolutions Team in the utility company and when we explained the circumstances to them, they quickly decided to **hold the disputed amount on his account.**

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Quotations provided to our Advice & Advocacy team, in relation to providing this public benefit include:

- **'I struggle asking for help but adviser was so friendly and welcoming and gave me time to settle - it made contact so easy and not stressful'.**
- **'I was struggling to pay for services and now I am able'.**
- **'I was financially struggling but with advice I accessed the benefit system. Now able to manage financially'.**
- **'Adviser always friendly and helpful. The help received will benefit myself and my wife greatly. Adviser listened, cared and understood my situation'.**
- **'Life is less demanding now that I can employ the support I need'.**
- **'I wasn't aware of certain benefits until speaking to advice, now benefit situation is all worked out'. *(Provided by Living Well Moyle service user)***

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2. *The Advancement of Human Rights*

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

During this financial year, our activities on the Advancement of Human Rights focused on promoting the rights of older people during the pandemic and ensuring the voices of older people were heard. The following examples provide evidence of the work undertaken by the Chief Executive, the Policy and Engagement team and the Consultative Forum:

From the early days and throughout the pandemic, **Age NI's Policy and Engagement team** focused on Older People's rights and worked with age sector organisations across the UK, including Age UK and COPNI (Commissioner for Older People NI), and linked with the NIHRC (Northern Ireland Human Rights Commission), Carers NI and others to promote the rights and interests of older people.

Age NI's Chief Executive signed a joint statement in response to media reports of governments across the world developing ethical guidelines to help doctors prioritise patients for hospital admission and treatment. In anticipation of the likelihood of our own governments across the UK having to do similar work, we wanted to highlight and stress that it's vital that they all continue to uphold fundamental human rights principles (weekly). A **second joint statement** followed shortly after in **response to very concerning reports of the treatment and care of older people in some parts of the UK.**

In addition, we held meetings with NIHRC, COPNI to discuss pandemic issues which impacted significantly on older people and the care home sector.

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

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Age NI's Consultative Forum was established in 2010 and its purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. (Further information is provided on Page 39).

During this financial period, the Consultative Forum met on Zoom and their agenda items at these meetings provide evidence that Age NI, through different strands of the organisation are addressing and seeking to fulfil the Advancement of Human Rights, for the benefit of our beneficiaries. The agenda changed during the year, which reflected on a workstream of engagements on policy, campaign and strategic developments over a wide range of issues and initiatives, to address the ever-changing environment.

Areas of work undertaken with stakeholders	Examples of work undertaken to promote 'The Advancement of Human Rights'
Themes and topics discussed at Consultative Forum meetings	<ul style="list-style-type: none">• COVID-19 - impacts• Responding to grief, loss and bereavement• Active Ageing Strategy – Positive Ageing Month Expert Panel Discussion• Current affairs in BBC Spotlight audience
Engaged on strategic and policy development with key departments and statutory agencies	<ul style="list-style-type: none">• Strategy for Sport & Physical Activity – DfC (Department for Communities)• Frailty Network NI with PHA (Public Health Agency)• Older People's Housing Strategy – NIHE (Northern Ireland Housing Executive)• Mental Health Strategy – DoH (Department of Health)• Anti-Poverty Strategy - DfC• Bill of Rights – NIA Ad Hoc Committee
Active in the planning, coproduction and codesign of campaigns and initiatives with Age NI and other organisations	<ul style="list-style-type: none">• Lived Experience – voices of older people on the COVID-19 Pandemic 2020• All Party Group on Ageing and Older People – three meetings• Age NI's Pensioners' Parliament• Age NI's Information Ambassadors in the virtual world• Access for All safe reopening plans with National Museums NI• Research - intergenerational usage of ICT/Technology – Age NI• Addressing digital inclusion - DfC• Flu vaccination programme promotion - PHA• Older persons, transport and COVID-19 survey - NI Consumer Council• Pension Credit uptake campaign - DfC• Census 2021 promotion – NISRA (Northern Ireland Statistics and Research Agency)

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'Lived Experience' was an important piece of work in 2020 to collate the voices of older people on the COVID-19 Pandemic and is an example of how Age NI has considered 'The Advancement of Human Rights' in our current and future work.

In Northern Ireland, the statistics have painted a stark picture of how older people have borne the brunt of the impact of the COVID-19 pandemic:

People aged over 65 make up 90% of all the deaths attributed to COVID-19. At its peak 50% of deaths due to COVID-19 were people living in care homes.

The Consultative Forum shared their own and others' lived experience to help Age NI to share and focus on the main concerns and priorities for older people during this challenging time and environment. Together with what we heard during phone calls and video calls, the evidence has informed this Lived Experience publication.

Lived Experience reflects key concerns and experience through the following 4 key themes:

1. **Support, Health and Care.** We heard most about Health and Care, Food and Essentials and Community Support.
2. **Communication and Connection.** We heard most about Digital Exclusion, Physical Connection, Public Messages and Barriers.
3. **Loneliness and Isolation.** We heard most about Frailty and Vulnerability, Family Connections and Mental Health and Wellbeing.
4. **Loss, Bereavement and Grief.** We heard most about Advanced Care Planning, Memorial and Care Homes.

Age NI created action points in these 4 areas which developed into Age NI Active in Crisis response, driven by the pillars of **Protect, Respect and Don't Forget**:



Age NI's Rapid Response

- Our domiciliary and residential care services continued to deliver person-centred, safe care to the people we support.
- Our wellbeing and day care services changed how they worked, with older people being contacted regularly by phone to ensure they had all they needed.
- In the early weeks of the pandemic, our regional staff team were deployed to our advice line to deal with the four-fold increase in calls and to provide vital practical and emotional support.
- We established a new 'Check-in and Chat service' for older people who were isolated and lonely.
- We enlisted the support of over 170 new volunteers to provide regular reassuring phone calls and contact.

Keeping Well at Home

- To support as many older people as possible who were **shielding**, Age NI worked with the Frailty Network NI, Public Health Agency, Age Sector Networks and Age Friendly Network NI to deliver vital resources and communications to help older people keep well at home during lockdown. The aim was to give older people

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the evidence and guidance to help them maintain their physical and mental wellbeing during lockdown and to know where there is support, if they need it.

- Lady Mary Peters led the **'Move with Mary' video series** (detailed on Page 7), which captured the headlines of major media outlets and the hearts of thousands of older people inspired by Lady Mary's rally to keep moving, connected and safe despite lockdown.
- To reach the **older people who weren't online**, we undertook a four week 'Keeping Well at Home' press campaign to support the Move with Mary video release and the launch of a 'Keeping Well at Home' booklet, which contained expert advice and real life stories around exercise, nutrition and mental wellbeing.

Age NI Community Appeal

To provide additional community support, Age NI launched a public appeal to fund more services and activities across Northern Ireland. The public response to the Age NI COVID-19 fundraising appeal was swift and generous, which in return, enabled Age NI to provide grants to support older people through local Age Sector Networks and communities with their COVID-19 response.

The Age Sector Networks response was creative and practical, as these grants provided:

- Wellbeing activity and entertainment packs
- Information leaflets and newsletters
- IT equipment Emergency funds
- Doorstep lockdown social activities
- Pre-prepared meals and food parcels
- Extended phone support services
- PPE, prescription and medication delivery

Quotes from service users included:

'I have hope again'. (Age NI service user)

'The service really worked for me as I know that someone is there for me. Makes me feel less lonely'. (Age NI service user)

'It has been a very overwhelming time and we are thankful for the funds in this crisis'.
(Age Sector Network Manager)

In February 2021, Age NI developed, distributed and promoted a Lived Experience Survey which asked older people to identify issues that matter most within the following themes: Support, Health and Social Care, Communication and Connection. The findings from the Survey will inform the Agenda and Questions for Ministers at the Pensioners' Parliament being held later in the year.

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3. *The Advancement of Education*

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

Age at Work

One of the highlights for Age NI within this financial year was the successful delivery of Year 2 of the Age at Work programme, which supports older people to remain in or return to work to help them have enough income, stay connected and have a fuller working life.

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

The key outputs of Year 2 of the programme in Northern Ireland were provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- 257 older workers and 39 businesses have been engaged.
- 100% are more aware of issues they should consider and have increased their awareness significantly around retirement options, and access to information about finances and careers.
- 100% feel both more confident to make decisions about their future and feel the programme has increased their sense of control and choice, strong indicators of growth in resilience.
- 39 employers have been engaged (which together employ 128,901 staff), with 34 using the Age NI Toolkit, and 20 completing the Business Age Audit, 16 of these are members of the Age Inclusive Learning Network, with a further 14 steering BITC NI's approach through the Age Leadership Group. A third have changed policies and practices as a result.

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The following impacts evidence the success of the programme for our beneficiaries for the '**Advancement of Education**' purpose as it shows how the programme has increased the participants confidence and their awareness of options:

CONFIDENCE	
<i>More confident to make decisions about my future</i>	90%
<i>Increased my sense of choice and control</i>	90%
<i>I feel confident when in the workplace/looking for work*</i>	↑12%
<i>I feel confident in my future (at work)*</i>	↑52%
AWARENESS OF OPTIONS	
<i>More aware of the issues I should be considering at my age</i>	100%
<i>I am aware of my employment rights*</i>	↑9%
<i>I am aware of my retirement options*</i>	↑57%
<i>I have access to information to increase my financial awareness/stability*</i>	↑100%

*Percentage change between commencing the programme and completing the programme.

Lady B

Background

Lady B heard about the mid career review on social media, Business in the Community and Age NI's websites. Lady B decided that she would like to take part for a number of reasons: She was approaching 60, had been in her current post for 18 years and was facing redundancy due to loss of funding, and wanted to know what her options were at this stage of her life.

Actions

Lady B really benefited from her one to one sessions as it helped her to focus on the actions she needed to take to enhance her opportunities to get a job. She also received support with completing application forms, which included support with writing a new cv and cover letter, and a mock interview. Lady B said the support was invaluable as these were things she hadn't done for 18 years.

Lady B found the group sessions really useful. It helped to reduce her feelings of isolation regarding her situation. It was also good to hear and share experiences with each other. She said it definitely increased her confidence, that she could be successful in getting through this 'crisis' (as she saw it)

Outcomes

Lady B said "On a personal note, thank you [Age NI Life and Work Coordinator], although I haven't got a new job yet I'm looking at setting up my own training company. I don't believe I would have had the confidence to look into this without your support and mentoring. Thank you".

The results of this Case Study evidence the impact of 'Age at Work' for this beneficiary; reduced isolation, increased and built her confidence and self-esteem, therefore fulfilling the purpose of '**The Advancement of Education**'.

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

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

- **97%** of Local Community Navigators clients reported they have more awareness - resources.
- **100%** of Memory Link clients reported they have more awareness – of useful information.
- **88%** of Check in and Chat clients got information they could use.

Quotations provided from various services:

- **First Connect service users** *'Didn't realise that there was so much out there' and 'Connecting me to a service that I needed. I wished to stay active during lockdown [FC staff member] sourced me an activity pack from the Council full of info, exercises, a Mary Peters DVD and other equipment'.*
- **Living Well Moyle service user** *'I learned about so much support that was available. I wouldn't have known about all the other services, had I not been involved with this one'.*

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4. *The Advancement of Health or the Saving of Lives*

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

The following table shows the impact of our services for this purpose:

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service	93% of service users reported they are less stressed or worried 89% reported improved mobility 63% reported improved physical health
First Connect Service *	68% of service users reported improved daily living 64% reported improved physical health/wellbeing
Memory Link Service	89% of respondents reported improved safety 80% reported they are more socially active
Living Well Moyle service *	100% of service users reported improved mental wellbeing 93% reported improved physical health/wellbeing 93% reported improved daily living
My Life My Choice	A quote from a My Life My Choice service user <i>'Amazing staff, very supportive, great for reassuring me, encourages me to get out and make decisions which at times I find hard, but the girls are always very supportive'</i> .
Day Centre	A quote from a Day Centre service user <i>'My mother attends Age NI and she is so well looked after and since they closed [Day centre manager] has kept in touch every week and we really appreciate that and her kindness. Mum loves to hear that her friends are thinking of her'</i> .
Meadowbank Residential Home	Findings from RQIA <i>"Residents described living in the home as being a good experience and in positive terms. Residents unable to voice their opinions were seen to be relaxed and comfortable in their surroundings and in their interactions with staff. We found the atmosphere in the home was warm and calm with staff assisting in a respectful manner. Care practices throughout this inspection found that care was delivered in a person centred manner"</i> .

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

(Please note due to COVID-19, we suspended use of validated measurement scales during this financial year. When face-to-face support resumes, so too will our use of validated measurement scales).

The Case Study overleaf is from the **Belfast 'Check in and Chat' telephone service**. (Check in and Chat was launched in March 2020 and has continued during the pandemic, as a free service providing a friendly voice to reassure older people, answer basic questions and to link them into local services and support).

This particular Case Study provides evidence of how Age NI has provided services to satisfy the purpose of **'The Advancement of Health or the Saving of Lives'**, for one of its beneficiaries – a 73 year old lady who is lonely and lives alone, doesn't have family or siblings and was shielding because of her health condition.

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Lady C

Lady C is aged 73, she lives alone, has no family and no siblings. A referral was made from NIHE.

Circumstances:

- Lady C is very lonely.
- She is shielding due to her long-term lung condition Chronic Obstructive Pulmonary Disease (COPD). She also has arthritis and is waiting on a hip replacement.

Actions taken:

- Lady C's assessment was carried out.
- Her neighbours got her shopping and she got her medication delivered from her chemist.
- A Helpline number for an Arthritis support service was given as she is in a lot of pain.

Outcomes:

- Lady C was matched with a volunteer and they both get on very well. They talk about numerous things like childhood memories, the lady's love of animals particularly birds and cats and their interest in making soups. The calls continue each week.
- Lady C said **"Sometimes I don't hear from people it is lovely to have a chat and I look forward to it each week"**

The results of this Case Study evidence the impact of Age NI services for this beneficiary; reduced isolation, increased social contact, building her confidence and self-esteem, therefore fulfilling the purpose of ***'The Advancement of Health or the Saving of Lives'***.

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The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of '**The Advancement of Health or The Saving of Lives**'. This example shows how Age NI services are connected, as this gentleman was referred to the **First Connect Service** from the **Check-in and Chat service** and how Age NI supported him, who lived alone during lockdown and is now looking forward to the future.

Gentleman D

Gentleman D was referred to the First Connect Service in April 2020 from Age NI's Check in and Chat service (CHIC). Following this gentleman's volunteer phone calls with CHIC it was identified that some additional support would be beneficial and with his consent a referral was made to First Connect.

Circumstances:

- Gentleman D lives alone in a rental property and due to COVID he is very isolated.
- He receives weekly telephone calls from his Age NI volunteer and weekly support from the First Connect Co-Ordinator.
- Gentleman D is involved with an Age NI virtual group set up by some of the First Connect Co-ordinators. They meet online every Wednesday and their activities include exercises, mindfulness techniques and various other activities with supports provided.
- When restrictions were amended, Gentleman D started to attend a local group which he really enjoyed, and adhering to COVID precautions he enjoyed meeting new people and being outdoors.
- He started weekly walks in the park with the support of a Red Cross volunteer.
- Gentleman D has recently agreed to take part in a 4 week wellbeing programme which is being delivered by two final year Occupational Therapy students from the Ulster University who were in placement within our Wellbeing team. This 4 week programme will entail 1:1 support over the phone and group sessions. The timetable of support include in-chair yoga, mindfulness, visualisation exercises and tai-chi.

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Outcomes:

Gentleman D has reported that he feels less lonely. He really enjoys both Age NI's virtual groups and support from the First Connect Co-Ordinator and the Age NI Volunteer.

Gentleman D enjoys his walks with support from the Red Cross volunteer.

Gentleman D has reported an improvement in his mental wellbeing and mood due to the exercise and support provided. He has really enjoyed the 4 week Occupational Therapy programme especially during lockdown.

Gentleman D reported that he's now looking forward to the future and being able to rejoin the face-to-face groups that he had previously attended.

The results of this Case Study evidence the impact of Age NI Services for this beneficiary; reduced isolation, promoted independence, increased social contact, confidence and self-esteem, therefore fulfilling the purpose of **'The Advancement of Health or the Saving of Lives'**.

Committee for Health – Inquiry Report on the impact of COVID-19 in Care Homes

In July 2020, the Health Committee conducted an inquiry to produce recommendations to help mitigate and manage the impact of a potential second surge of the virus in care homes.

The committee invited Age NI, to be part of a targeted group of key stakeholders, to contribute to the areas of focus identified through its review. The contributions consisted of written and oral evidence, informal engagement (with family members of Care Home residents) and the Committee's online survey.

Age NI provided comment on the following areas:

- Visiting
- Testing
- Discharge policy
- Access to PPE
- Funding
- Staff Terms and Conditions
- Staff Levels and Issues
- Access to Health and Social Care
- Regulation
- Pandemic Preparedness

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

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

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STRUCTURE, GOVERNANCE AND MANAGEMENT

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

Age NI was incorporated on 4 March 2009, was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. It commenced activities on 1 April 2009 and employs 125 competent staff (31 March 2021) who are fully committed to the mission and values of Age NI.

The Objects of Age NI are listed on Page 3 of this report.

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

Board of Trustees

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

Recruitment of Trustees

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

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

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side. The inductions were delivered on Zoom this year, due to the pandemic.

Within this financial year, the Board of Trustees appointed three Trustees and two Co-opted Trustees to Age NI Board and three Non-Executive Directors to Age NI Enterprises Ltd Board.

The Chair held 1:1 virtual meetings with Trustees to discuss their term, contribution and performance on the Board and within the committee structure. The Chair provided the Board with a report of the conclusion of the 1:1 meetings and refreshed the committee membership within this financial year.

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Boardroom Apprentice

Within this financial year, Age NI was a Host Board within the Boardroom Apprentice programme and gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer. The Boardroom Apprentice was supported by the CEO and Governance Secretary, in a joint Board Buddy role to help the Boardroom Apprentice prepare for the meetings. This programme was beneficial twofold, as the Apprentice was able to share their skills, knowledge and experience with the existing Board and the Apprentice gained knowledge, training and support to equip them with the experience, knowledge and skills to become a future board member in the public and/or third sector.

The Boardroom Apprentice provided the following Case Study, on her experience with the Boardroom Apprentice programme and with Age NI:

'The applications for Boardroom Apprentice 2020 opened during our first COVID lockdown in May. Even at this early stage, we had started to see the impact that COVID-19 had on our daily lives.

My desire to be successful with my application to the Boardroom Apprentice programme and to be placed with Age NI grew from my knowledge that there were groups of society that could be seen as forgotten about, and I wanted to be part of a board who provided support to those individuals. I, personally, am able to provide support to my older loved ones but there are a number of older people in Northern Ireland who do not have that eco-system around them. Age NI is providing these people with their own eco-system where they can go to for advice and care and wellbeing services, which is life changing.

The Age NI Board has been extremely welcoming and supportive, especially both my board buddies, the Chief Executive and the Governance Secretary, both of whom were on hand to answer any questions I might have and spent time with me going through the papers to make sure I felt prepared in advance of Board meetings.

During the programme, we had eight learning days, with topics ranging from the governance aspects of a Board, to the financials, to how to communicate with our fellow board members. Even with the difficulties that were faced during 2020 and 2021 with lockdowns, the Boardroom Apprentice founder ensured our experience was impacted as little as possible and all learning days went ahead as planned albeit virtually. During these learnings days I felt even more proud to be placed with the Age NI Board, as they were regularly used in our training days as an example of a "best in class" Board.

The Boardroom Apprentice programme has helped me expand my current skillset and increase my knowledge of governance, interacting with the community, interacting with stakeholders, strategic planning - which will not only be transferable to boards I may be involved in, but these skills I can also bring back to my professional career.

During the past year I have met a wide range of people from many backgrounds and it is clear that this programme is helping to ensure that Boards in Northern Ireland are filled with people of varying backgrounds and skills to diversify a board even further than it may already be'.

Constituted Committees

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

Age NI Subsidiary

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The principal activity of Age NI Enterprises Ltd within this financial period was the retailing of donated goods and giftware through its charity shops, which included

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Ballymena, Bangor, Carrickfergus, College Street Belfast, Newtownards and Coleraine; other activities were selling Age NI Personal Alarms and Independent Living Products. Due to the pandemic, unfortunately the charity shops were closed for most of the year and the Age NI Enterprises Ltd staff were furloughed. Enquiries and Sales of Age NI Personal Alarms and Independent Living Products continued, as this area of the business was able to be delivered by telephone.

Board Structure of Age NI Enterprises Ltd

Within this financial year, the Age NI Board made the decision to transfer the assets and liabilities of Age NI Enterprises Ltd to Age NI, which resulted in a restructure and a change of status of Age NI Enterprises Ltd to a non-trading company. The Board of Age NI Enterprises Ltd continues to operate as a formal board, carrying out the duties delegated to it from the Board of Trustees. Age NI Enterprises Ltd is a subsidiary of Age NI, which meets quarterly and currently encompasses eight Non-Executive Directors, three of which are also Age NI Trustees. The Age NI Enterprises Ltd Chair in this financial year was Mr Neil Hutcheson and towards the end of the financial year, Mrs Diane Creevy was appointed as Chair. The other Directors within this period were Mr Ken Simpson, Mr Trevor Dillon, Ms Kathy Graham, Mr Sam Curry, Mr Damian Mc ateer, Dr Aileen Joanne McDowell and Mr David Lennox. In addition to the quarterly Board meetings, Age NI Enterprises Ltd Board and the Senior Management Team who attend these meetings also attended a Blue Sky Thinking Strategy day, to assess and consider potential opportunities within the commercial arena.

Age NI Enterprises Ltd Board meetings were attended by the Commercial Director until the restructure, who gave an overview of the performance of the charity shops and products, the Finance Director provided an overview of the financial performance of the commercial company and the Chief Executive also attended, as the operational lead.

Reporting to the Board of Trustees

The Age NI Board of Trustees receive reports from formally constituted committees, namely the Audit & Risk committee, Finance & Resources committee, Nominations & Remunerations committee and Consultative Forum at each Board meeting to enable the Board to make informed decisions, when required. The Board of Trustees also received Minutes and updates from a Non-Executive Director, on behalf of the Age NI Enterprises Ltd Chair, on the quarterly Age NI Enterprises Ltd Board meetings. The Minutes of these Board meetings were provided for information as the Age NI Enterprises Ltd Board of Directors made their own decisions in accordance with its Articles pre-transfer and post transfer the recommendations are presented to the Age NI Board, for decision.

Audit & Risk Committee

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

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

- **Risk Management.** We can confirm that any major risks which may arise are firstly highlighted within the Corporate Risk Register, are reviewed by the Audit & Risk committee and recommendations of systems/procedures are established and utilised through the Senior Management Team. The committee:
 - Ensures Risk Management is embedded across the whole charity.
 - Monitors the Corporate Risk Register and ensures it is kept up to date.
 - Reviews the risk management process to ensure it is adequate and operating effectively.
 - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies.
 - Receives updates on any safeguarding issues.
 - Encourages a culture within the charity whereby each individual feels that he or she has a part to play in guarding the probity of the charity, and is able to take any concerns or worries to an appropriate member of the management team or in exceptional circumstances directly to the chair of the Audit & Risk committee.

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- **Audit.** The committee:
 - Advises the Board of Trustees on the minimum and optimum level of external and internal audit arrangements.
 - Ensures the annual financial statements are true and fair, conform to accounting standards and accounting policies are appropriate and applied consistently. This assurance is additionally provided by the Finance & Resources committee.
 - Reviews the performance reported in the Trustees' Annual Report and ensures it is a true reflection of the charity's performance.
 - Scrutinises and advises the Board on the contents of the draft audit report.
 - Is responsible for reviewing the management letter and management responses to the auditor's findings and recommendations (post audit report).
 - Discusses with the external auditors any problems or reservations arising from the draft external audit report and draft management letter, reporting relevant issues back to the board, and advising the board accordingly.
 - Reviews the performance of the charity's auditors and advises the Board on any changes that ought to be made to their terms of engagement.
 - Manages the selection of auditors, reviewing their services to the charity and recommending their appointment to the Board and will ensure the auditor is providing an adequate level of advice to the charity.
 - Determines the frequency of tendering for external auditing services.
 - Reviews the Annual Quality Report and has access to a selection of Regulation 29 Monthly Monitoring Reports for each service.

- **Internal Controls.** The committee:
 - Considers all aspects of internal control, including the independent review of systems and controls, the nature and scope of any internal audit work and the monitoring of implementation of recommendations raised through this work.
 - Considers the appropriateness of executive action following internal control or audit reviews and advises senior management on any additional or alternative steps to be taken.
 - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures.
 - Where appropriate, ensures there is co-ordination and good working relationships between internal audit, external audit and any other review bodies that have been set up.
 - Regularly reviews the charity's finance risk register and receives regular reports from management providing information on the major financial risks faced by the charity.

- **Receives updates** from the GDPR officer, Head of People & Development, the Finance Director in relation to Insurance and Audit and the Governance Secretary on behalf of the Governance Group.

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

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

During this period, the committee was chaired by Mrs Una Macauley and currently by Dr Roisin McLaughlin. The Trustees and Directors on this committee within this period were Mrs Una Macauley, Dr Roisin McLaughlin, Mrs Teresa Dunlop, Mr Edward Smyth and Ms Siobhan McIntyre. The committee meets quarterly in advance of the Board meetings; it submits Minutes to each Board meeting, with relevant papers and an update of the meeting is presented by the committee Chair.

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Governance Group

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

Finance & Resources Committee

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

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

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

During this period, the committee was chaired by Mr Trevor Dillon, Treasurer. The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mrs Patricia Davey, Dr David Law, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

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

Nominations and Remunerations Committee

The Nominations and Remunerations committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board and Non-Executive Directors to Age NI Enterprises Ltd. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to Age NI and Age NI Enterprises Ltd Boards, which includes making recommendations on membership to the Board of Trustees.

Specific responsibilities include, but are not limited to:

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

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

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

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Mrs Una Macauley, Dr David Law and Mr David Trelford. The committee meets twice a year or more frequently if required, in advance of the Board meetings. It submits minutes to each Board meeting and an update of the meeting is presented to the Board by the committee Chair.

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

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Age NI Consultative Forum

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

The Consultative Forum comprises 39 individual older people from across Northern Ireland. Within this financial year the Consultative Forum held a recruitment process and appointed five new members. The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets in advance of each Age NI Board meeting and the Consultative Forum Chair presents to the Board of Trustees a report on achievements within the quarter and an update of the last meeting.

The **Consultative Forum** usually met every quarter to discuss a full agenda of standing issues and current, topical concerns. However, due to the pandemic all meetings moved to Zoom, the frequency of meetings increased during the first lockdown, as they met weekly for an hour on zoom, mindful of the need to keep in touch with its members and to consult on the various emergency issues arising in the fast-changing situation. The main focus during this period was the impact the pandemic and lockdown were having on older people and the potential actions and responses. Over the course of the year, meetings were held monthly and from the Autumn, the meetings were held every six weeks. It was an extremely busy year for the Consultative Forum as they responded to many opportunities.

The Consultative Forum postponed its development days until it's a safe environment to meet physically.

Risk Management

Risk Management is primarily considered by the Audit & Risk committee on behalf of the Board and the Corporate Risk Register is presented to the Board bi-annually, providing there haven't been any significant potential risks which have arisen between the Board meetings. In addition to the Audit & Risk committee reviewing risks, the financial risk area is discussed at each quarterly Finance & Resources committee and findings conveyed to the quarterly Board meeting. As Age NI Enterprises Ltd is a subsidiary of Age NI, the Age NI Enterprises Board reviewed its own Corporate Risk Register pre-transfer; however the Audit & Risk committee had oversight of both Corporate Risk Registers. An Age NI Enterprises Ltd Non-Executive Director continued to provide an update at the quarterly Board of Trustees meeting within the Chair's update, on behalf of the Chair. Both Corporate Risk Registers were provided to the Board twice annually, for information.

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

The Age NI Enterprises Ltd Corporate Risk Register was prepared by the Commercial Director and Chief Executive. Each potential risk was entered into one of the four identified key risk areas, which were Sustainability of Age NI Enterprises Ltd; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk included a residual risk assessment and inherent risk assessment and detailed the controls in place and actions to be pursued.

Since the transfer, the Audit & Risk committee reviews the amalgamated Corporate Risk Register, which includes the risks and controls for all aspects of the business.

Business Continuity Plans are in place to support risk management and during this financial year due to the pandemic, the workplace preparedness report was also provided to the Audit & Risk committee.

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Decision Making within Age NI

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

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

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

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

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

ACHIEVEMENTS AND PERFORMANCE 2020/2021

In 2020/2021 with support from our partners and stakeholders, we had **122,974** engagements with older people through our services, support networks, communication, policy and engagement activities.

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

The key achievements against Age NI's four strategic objectives for 2020/2021 include:

Enough Money
12,193 Advice Client Contacts to the Age NI Advice Service.
£1,051m in unclaimed benefits identified for older people in NI.
Quotes from two Memory Link service users ' <i>We got attendance allowance which has been so helpful; we have been able to enjoy life a little more without worrying about the pennies!</i> ' and ' <i>We are very pleased to have a blue badge and extra benefits; it has made parking so much easier and the extra benefits have allowed us to pay for a cleaner</i> '.
A quote from a family member of a beneficiary of the Age NI Advice team ' <i>My Mum's attendance allowance application was successful! Mum has been awarded the higher rate of £89.15 weekly, backdated to 10 July 2020. Already I can see a change in both Mum and Dad's outlook. This extra income will make a huge difference to their lives. Many thanks for your professional advice, guidance and reassurance throughout the application process. It is greatly appreciated by myself and many thanks from my parents also</i> '.
A quote from an Advice & Advocacy service user ' <i>Additional money will help me to provide additional care for my wife and improve our overall standard of living</i> '.

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Staying Well Feeling Good

All Care services reached agreed **RQIA standards**.

Through the delivery of our **Memory Link** service, **80%** of service users reported they are more socially active. In **Living Well Moyle**, **100%** of service users reported they feel less lonely and **93%** reported improved physical health/wellbeing. In **Care Services**, **99%** of service users reported improved mental wellbeing, **99%** feel less lonely, **99%** increased social contact and **99%** improved physical health/wellbeing. (*Feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported*).

The issues of **loneliness and connections** were significant in the work of the Policy and Engagement Team. The work of the **Action Group on Loneliness Policy** commenced in 2020 and Age NI featured in all of its work in 2020. A new All-Party Group on Loneliness was set up at the NI Assembly with the clear objective of securing a strategy on loneliness for Northern Ireland. The Campaign to End Loneliness reported on new research and the issue of loneliness across Northern Ireland. With great success, BBC NI partnered with the Action Group for its Christmas Appeal on theme of Staying Connected.

Equal and Engaged Citizens

Five new volunteer members were recruited to Age NI's Consultative Forum.

2,681 older people's voices were heard through the activities of Age NI's Policy & Engagement team.

To build and maintain strong and effective **relationships with age sector networks** across all local council areas Age NI continued to support and attend local events virtually. From discos and poetry to governance and AGMs, local networks moved online proving that older people's voices and views can be heard and shared.

The Age NI Policy & Engagement team **helped facilitate workshops and focus groups** on a broad range of topics:

- Securing and managing grant aid and funding opportunities
- COVID response ideas
- Building confidence with leaders
- Keeping Connected
- Effective tendering
- Age NI's Good Vibrations
- Mental health awareness
- Listen Share Change
- Access for All at National Museums NI
- Public consultations on social inclusion strategies
- Pensioners' Parliament planning

Information and awareness

- 15,000 'Good Vibrations'; newsletters were distributed to Age Sector Networks
- 30,000 'Keep Well at Home' and 'Stay Well at Home' booklets were distributed to older people.
- 60+ Age Sector Network meetings and workshops were supported by Age NI staff teams who provided funding updates, and a total of 13 grants were awarded amounting to £89,000. We completed a sustainability survey to inform our work about the needs of local networks
- 12 editions of 'Signpost Express' were published and distributed.

Progressive Organisation

Age NI achieved the **Investors in People Gold Award** standard. Within the report IIP stated '*You have been able to demonstrate the difference you have made to older people through the impact assessment practices you have developed. You have shared these with external colleagues to build their evaluation capabilities. Your achievements in reducing loneliness, improving independence, and increasing access to benefits, have been recognised through the numerous awards and tenders you have won over the past three years*' and '*There were many examples of service improvement and re-design, such as in the Home Support, Advice and Wellbeing services, and in office support functions, including Finance and IT*'.

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Age NI and Business in the Community NI won the Legal Island Northern Ireland Equality and Diversity Award 2020 in the category of Best Age Initiative, for the Age at Work programme .
Age NI upgraded its IT infrastructure , delivering a hybrid premise/cloud system, that provides a more enhanced, user friendly, secure environment for all Age NI staff
Age NI's Data Strategy has progressed through our data collection refining processes, resulting in visual and data analytics, which inform all our stakeholders of our service delivery in a more transparent and meaningful way.
Office-based staff continued to work from home, we utilised Microsoft Forms within Microsoft 365 to collect data, meetings were held on Microsoft Teams and Zoom and older people were upskilled to connect. For example. Our Wellbeing team commenced virtual groups , which included Wellbeing; armchair aerobics; yoga; relaxation; confidence building; music and singing; reading; arts/crafts – all made possible and delivered through zoom.
Age NI delivered a recruitment process and appointed three Trustees and two Co-opted Trustees to Age NI Board and three Non-Executive Directors to Age NI Enterprises Ltd Board .

Plans for Future Periods

With the support of Age NI Trustees and staff teams, we have extended our current robust strategy until 2022, due to the pandemic, as it was important to consider the current environment, taking cognisance of what the post-COVID environment could look like for Age NI and its service delivery, which is informed by research, demographics and the feedback we receive from our beneficiaries.

An Age NI strategy working group has been established and is currently working towards refreshing our current strategy. The working group is led by the Director of Marketing and Business Development and currently includes various Trustees and Consultative Forum representatives. The working group will include engagement from staff and external stakeholders as the strategy progresses.

Our current strategy *Making Later Life Better*, with continued focus on our four strategic goals is outlined below:

We are passionate and determined about making later life better				
Vision	A world where everyone can enjoy later life			
Mission	To help people enjoy a better later life by ensuring that their voice is heard and their rights are upheld			
Strategic Goal	Enough Money People in later life have enough income to live comfortably and are able to participate in society.	Staying Well & Feeling Good People in later life experience the best possible health, well-being and independence.	Equal and Engaged Citizens People in later life are valued as equal citizens and have opportunities to actively engage in society	Progressive Organisation Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people
Outcomes	Older people participate meaningfully in society.	People enjoy better health for longer.	Ageism is reduced	The voice of older people influences what Age NI does
	Older people have an improved quality of life.	Older people can exercise choice and control over their lives.	Older people's rights are upheld.	Age NI is a great place to work and volunteer.
	Poverty in later life is reduced.	People access the best quality care in later life.	The contribution of people in later life is valued.	Age NI demonstrates how it has changed people's lives.
	Loneliness and Isolation among older people is reduced	Older people's independence is maximised	Society values the diversity of older people.	Age NI operates as an integrated charity. Age NI is properly resourced to deliver its plans and activities Age NI is effectively led and governed
We Will	In order to achieve our goals, Age NI will do the following: <ul style="list-style-type: none"> - Provide high quality services - Be an advocate for positive change influencing policy and practice - Support the development of a strong, rights based and sustainable age sector - Engage with and listen to the voice of older people - Develop and maintain a strong and sustainable resource platform - Work in a way that promotes intergenerational solidarity 			
We act with integrity and show pride in everything we do				

We work together as one team, believing in the potential of people

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FINANCIAL REVIEW

Incoming Resources

Total incoming resources for the year ended 31 March 2021 were £5,516,457 (2020: £4,608,234). This includes donations and legacies of £217,778 (2020: £221,634) and income from charitable activities of £4,693,299 (2020: £4,001,435).

Charitable Activities

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

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

Total resources expended for the year ended 31 March 2021 were £4,730,889 (2020: £4,549,309). This includes expenditure on raising funds of £563,125 (2020: £415,508) and expenditure on charitable activities of £4,167,765 (2020: £4,133,801).

Our total net incomings for the period, before other recognised gains and losses, was £785,568 (2020: Incoming £58,925). After gains from investment assets, the incomings moved to an incoming resource of £929,536 (2020: Outgoing £33,632).

The balances on restricted funds and unrestricted funds at the year-end were £618,519 (2020: £345,709) and £1,990,936 (2020: £1,323,267) respectively.

Investments

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

Our portfolio of shareholdings, held as a long term core investment and managed by Smith & Williamson, had an increase in valuation at 31 March 2021 to £707,517 (2020: £563,549).

Investment Performance

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

At the year end 31 March 2021, the Charity held cash reserves of £1,780,251 (2020: £1,046,264).

The investment portfolio as at 31 March 2021 was £707,517 (2020: 563,549). The unrealised capital gain in the investment portfolio for the year ended 31 March 2021 was £143,968 (2020: loss £92,557).

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Reserves Policy

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

For 2020/21 these general reserves amounted to £1,990,936 (2020: £1,323,267). Excluding tangible fixed assets these general reserves amounted to £1,844,069. This represents 100% of the six month target based on 2020/21 annual pro-rata expenditure.

Funds held within designated funds are £54,658. This balance of these funds are held to fund accruing redundancy projects costs from restricted fund projects with the balance held if needed to offer support in raising more charitable funds through increased retail donations.

Principal Funding Sources

The principal funding sources of Age NI include:

Trust Income that helps fund:

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

Trustees' responsibilities in relation to the financial statements

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

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for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Statement as to disclosure to our auditors

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

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

Small company provisions

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

The Trustees' annual report was approved on 29 September 2021 and signed on behalf of the board of Trustees by:



Dr Raymond Mullan OBE
Trustee

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Independent Auditor's Report

To the Trustees of Age NI

Opinion

We have audited the financial statements of Age NI (the 'charity') for the year ended 31st March 2021 which comprise the statement of financial activities (including income and expenditure account, the balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion:

- The financial statements give a true and fair view of the state of the charity's affairs as at 31st March 2021 and of its incoming resources and application of resources, for the year then ended;
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Proper accounting records have been kept by the charity throughout the period;

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

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Matters on which we are required to report by exception

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

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

Responsibilities of trustees

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

In preparing the financial statements, the Trustees are responsible for assessing the charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charity and considered that the most significant to be the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- We obtained an understanding of how the charity complies with these requirements by discussions with management and those charged with governance.

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Independent Auditor's Report

To the Trustees of the Age NI (cont.)

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

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

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

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

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

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

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Independent Auditor's Report

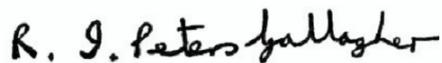
To the Trustees of the Age NI (cont.)

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

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

Use of our report

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



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

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

Date 29/09/2021

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

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Year ended 31 March 2021

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

	Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Income and endowments from					
Donations and legacies	3	217,778	-	217,778	221,634
Charitable activities	4	3,226,778	1,466,521	4,693,299	4,001,435
Other trading activities	5	583,081	-	583,081	353,852
Investment income	6	22,299	-	22,299	31,313
Total income and endowments		4,049,936	1,466,521	5,516,457	4,608,234
Expenditure					
Expenditure on raising funds:					
Costs of other trading activities	7	(563,125)	-	(563,125)	(415,508)
Expenditure on charitable activities	8,9	(2,974,053)	(1,193,711)	(4,167,764)	(4,133,801)
Total expenditure		(3,537,178)	(1,193,711)	(4,730,889)	(4,549,309)
Net (losses)/gains on investment	10	143,968	-	143,968	(92,557)
Net (expenditure)/income and net movement in funds		656,726	272,810	929,536	(33,632)
Reconciliation of funds					
Total funds brought forward		1,323,267	345,709	1,668,976	1,702,608
Transfer from Age NI Enterprises		10,943	-	10,943	-
Total funds carried forward		1,990,936	618,519	2,609,455	1,668,976

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

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Statement of Financial Position

		2021	2020
	Note	£	£
Fixed assets			
Tangible fixed assets	14	146,867	80,074
Investments	15	707,517	563,549
		<hr/>	<hr/>
		854,384	643,623
Current assets			
Stock	16	3,184	2,531
Debtors	17	590,028	594,543
Investments	18	3	3
Cash at bank and in hand		1,780,251	1,046,264
		<hr/>	<hr/>
		2,373,466	1,643,341
Creditors: amounts falling due within one year	19	(618,395)	(617,988)
Net current assets		1,755,071	1,025,353
Total assets less current (liabilities)/assets		2,609,455	1,668,976
		<hr/>	<hr/>
Net assets		2,609,455	1,668,976
		<hr/> <hr/>	<hr/> <hr/>
Funds			
Restricted funds	22	618,519	345,709
Unrestricted income funds	22	1,990,936	1,323,267
		<hr/>	<hr/>
Total funds		2,609,455	1,668,976
		<hr/> <hr/>	<hr/> <hr/>

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

These financial statements were approved by the board of trustees and authorised for issue on 29 September 2021 and are signed on their behalf by:



Dr Raymond Mullan OBE
Trustee

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Statement of Cash Flows

	2021	2020
	£	£
Cashflows from operating activities		
Net (expenditure)/income		
Cash generated from operations	929,536	(33,632)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	46,388	29,736
Net (losses)/gains on investments	(143,968)	92,557
Other interest receivable and similar income	(22,299)	(31,313)
<i>Changes in:</i>		
Stocks	2,884	926
Trade and other debtors	77,508	(57,484)
Trade and other creditors	(161,564)	(69,602)
	<hr/>	<hr/>
Cash generated from operations	728,485	(68,812)
Interest received	22,299	31,313
	<hr/>	<hr/>
Net cash used in operating activities	750,784	(37,499)
Cash flows from investing activities		
Purchase of tangible assets	(79,819)	(5,890)
Purchase of other investments	-	(18,766)
Proceeds from sale of other investments	-	18,766
Transfer from Age NI Enterprises	63,022	-
	<hr/>	<hr/>
Net cash used in investing activities	(16,797)	(5,890)
Increase/(decrease) in cash and cash equivalents in the year	733,987	(43,389)
Cash and cash equivalents at the beginning of the year	1,046,264	1,089,653
Cash and cash equivalents at the end of the year	1,780,251	1,046,264
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1. Accounting Policies

General information

The charity is a public benefit entity and a private company limited by guarantee registered in Northern Ireland and a registered charity in Northern Ireland. The address of the registered office is 3 Lower Crescent, Belfast, BT7 1NR.

Basis of Accounting

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

Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

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

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

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

Income recognition

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

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

Resources expended

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

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

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

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

Tangible assets

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

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

Depreciation

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

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

Investments

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

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

Investments in associates

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

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

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

Investments in joint ventures

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

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

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

Impairment of fixed assets

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

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

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

Stocks

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

Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

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

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

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

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

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

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

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

2. Comparative Statement of Financial Activities (including income and expenditure account)

	Unrestricted Funds 2020	Restricted Funds 2020	Total Funds 2020
	£	£	£
Income and endowments from			
Donations and legacies	221,634	-	221,634
Charitable activities	3,013,534	987,901	4,001,435
Other trading activities	353,852	-	353,852
Investment income	31,313	-	31,313
Total income and endowments	<u>3,620,333</u>	<u>987,901</u>	<u>4,608,234</u>
Expenditure			
Expenditure on raising funds:			
Costs of other trading activities	(415,508)	-	(415,508)
Expenditure on charitable activities	(3,186,124)	(947,677)	(4,133,801)
Total expenditure	<u>3,601,632</u>	<u>(947,677)</u>	<u>(4,549,309)</u>
Net (losses)/gains on investment	(92,557)	-	(92,557)
Net (expenditure)/income and net movement in funds	<u>(73,856)</u>	<u>40,224</u>	<u>(33,632)</u>
Reconciliation of funds			
Total funds brought forward	<u>1,397,123</u>	<u>305,485</u>	<u>1,702,608</u>
Total funds carried forward	<u>1,323,267</u>	<u>345,709</u>	<u>1,668,976</u>

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3. Donations and legacies

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
Legacies	217,778	217,778	221,634	221,634

4. Charitable activities

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021
	£	£	£
DHSSPS	225,660	-	225,660
Age UK (received organisational support grant)	813,625	-	813,625
Meadowbank	833,253	-	833,253
IDC & Daycare	555,064	-	555,064
Day Care	661,196	-	661,196
DARUG	-	-	-
BIG Lottery	-	428,478	428,478
Comic Relief	-	-	-
First Connect/Advice/Advocacy	-	353,293	353,293
Management charges	35,305	-	35,305
Service income	1,812	-	1,812
Other charitable activities	100,863	684,750	785,614
	3,226,778	1,466,521	4,693,299

	Unrestricted Funds 2020	Restricted Funds 2020	Total Funds 2020
	£	£	£
DHSSPS	165,660	-	165,660
Age UK (received organisational support grant)	437,057	-	437,057
Meadowbank	792,267	-	792,267
IDC & Daycare	333,130	-	333,130
Day Care	970,700	-	970,700
DARUG	-	62,499	62,499
Big Lottery	-	513,746	513,746
First Connect/Advice/Advocacy	-	330,401	330,401
Management charges	37,997	-	37,997
Service income	7,714	-	7,714
Other charitable activities	269,009	81,255	350,264
	3,013,534	987,901	4,001,435

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5. Other trading activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Fundraising	409,897	409,897	304,648	304,648
Commercial income	77,542	77,542	49,204	49,204
Age NI Enterprises Ltd transfer	95,642	95,642	-	-
	<u>583,081</u>	<u>583,081</u>	<u>353,852</u>	<u>353,852</u>

6. Investment income

	Unrestricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £	Total Funds 2020 £
Bank interest receivable	1,725	1,725	7,365	7,365
Dividend income	20,574	20,574	23,948	23,948
	<u>22,299</u>	<u>22,299</u>	<u>31,313</u>	<u>31,313</u>

7. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Wages & salaries	243,016	243,016	245,597	245,597
Retail	834	834	3,573	3,573
Operational expenses	57,505	57,505	59,696	59,696
Transport	40	40	188	188
Accommodation	99,820	99,820	7,880	7,880
Other	21,515	21,515	61,100	61,100
Depreciation	4,842	4,842	1,510	1,510
Other support costs	45,333	45,333	35,964	35,964
Age NI Enterprises Ltd transfer	90,220	90,220	-	-
	<u>563,125</u>	<u>563,125</u>	<u>415,508</u>	<u>415,508</u>

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8. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2021 £	Total Funds 2020 £
Delivering flagship services	3,210,968	397,727	3,608,695	3,744,500
Lading authoritative expert on ageing	161,069	18,221	179,290	181,353
Mobilisation of a strong & vibrant age sector	259,562	29,065	288,627	108,150
Governance costs	-	91,152	91,152	99,798
	<u>3,631,599</u>	<u>536,165</u>	<u>4,167,764</u>	<u>4,133,801</u>

9. Analysis of support costs

	Analysis of support costs £	Total 2021 £	Total 2020 £
Staff costs	287,370	287,370	265,827
Governance costs	91,152	91,152	99,798
Operational	45,204	45,204	63,085
Transport	3,239	3,239	2,226
Accommodation	170,175	170,175	152,207
Other	(52,273)	(52,273)	9,106
Depreciation	22,171	22,171	10,717
Retail	-	-	15,517
	<u>567,038</u>	<u>567,038</u>	<u>618,483</u>

Support costs include amounts payable to the auditors of £5,500 (2020: £8,500) for audit services.

10. Net (losses)/gains on investments

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
Gains/(losses) on listed investments	143,968	143,968	(92,557)	(92,557)

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11. Net (expenditure)/income

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

	2021 £	2020 £
Depreciation of tangible fixed assets	41,023	29,736

12. Staff costs

	2021 £	2020 £
Wages and salaries	2,642,908	2,653,628
Social security costs	209,675	205,177
Pension costs	122,268	119,924
	<u>2,974,851</u>	<u>2,978,729</u>

The average head count of employees during the year was 149 (2020: 145).

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

	2021	2020
£60,000 - £69,999	-	-
£70,000 - £79,999	1	1

13. Trustee remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the Charity in the year (2020: £nil). They were reimbursed travel expenses during the year totalling £127 (2020: £342). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

The total employee benefits of the key management personnel of the charity total £189,204 (2020: £189,269).

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14. Tangible fixed assets

	Long leasehold property	Furniture & Equipment	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£	£	£	£
At 1 Apr 2020	89,995	-	235,898	111,371	462,560	51,000	950,824
Additions	-	-	18,246	-	57,561	2,100	77,907
Group transfer	-	20,703	23,421	-	23,852	8,907	76,883
Disposals	-	-	-	-	(399,477)	-	(399,477)
At 31 Mar 2021	89,995	20,703	277,565	111,371	144,496	62,007	706,137
Depreciation							
At 1 Apr 2020	45,634	-	230,160	111,371	433,925	49,660	870,750
Group transfer	-	19,660	7,800	-	16,834	2,679	46,973
Charge for year	2,250	571	6,991	-	30,804	407	41,023
Disposals	-	-	-	-	(399,477)	-	(399,477)
At 31 Mar 2021	47,884	20,231	244,951	111,371	82,086	52,746	559,269
Carrying amount							
At 31 Mar 2021	42,111	472	32,614	-	62,410	9,261	146,867
At 31 Mar 2020	44,361	-	5,738	-	28,635	1,340	80,074

15. Investments

	Listed investments £
Cost or valuation	
At 1 April 2020	563,549
Additions	14,017
Disposals	-
Fair value movements	147,769
Other movements	(17,818)
At 31 March 2021	707,517
Impairment	
At 1 April 2020 and 31 March 2021	
Carrying amount	
At 31 March 2021	707,517
At 31 March 2020	563,549

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All investments shown above are held at valuation.

Financial assets held at fair value.

Listed investments were valued by Cunningham Coates, Belfast.

16. Stock

	2021	2020
	£	£
Finished goods and goods for resale	3,184	2,531

17. Debtors

	2021	2020
	£	£
Trade debtors	81,860	193,787
Amounts owed by group undertakings	-	111,535
Other debtors	508,168	289,221
	<u>590,028</u>	<u>594,543</u>

18. Investments

	2021	2020
	£	£
Shares	3	3

19. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	56,123	47,819
Accruals and deferred income	423,832	458,082
Social security and other taxes	50,552	45,479
Other creditors	87,888	66,608
	<u>618,395</u>	<u>617,988</u>

20. Deferred income

	2021	2020
	£	£
Amounts deferred in year	288,639	325,082

21. Related party transactions

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There were no related party transactions in the year.

22. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Age NI Enterprises Transfer	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£	
Revenue	1,307,122	4,049,935	(3,537,177)	(38,513)	10,943	143,968	1,936,278
Fund Designated funds	16,145	-	-	38,513	-	-	54,658
	<u>1,323,267</u>	<u>4,049,935</u>	<u>(3,537,177)</u>	<u>-</u>	<u>10,943</u>	<u>143,968</u>	<u>1,990,936</u>

Restricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£
Community Hardship Fund	2,117	-	-	(2,117)	-	-
Minibus	2,239	-	-	(2,239)	-	-
Day Care Restricted	9,613	4,785	(989)	-	-	13,409
My Life My Way	20,733	1,900	(7,613)	-	-	15,020
D'Oyly Carte Trust	3,237	-	-	(3,237)	-	-
Day Care Wish List	4,250	-	-	(4,250)	-	-
Elder Abuse HTA	630	-	-	(630)	-	-
Ulster Garden Village – My Home Life	7,000	-	-	-	-	7,000
Agencies BP	5,639	-	-	(5,639)	-	-
First Steps to Funding First	589	-	-	(589)	-	-
Connect/Advice/Advocacy	57,330	-	-	(57,330)	-	-
Luncheon Clubs	750	-	-	(750)	-	-
AES/ Age NI Outreach Project	24,622	-	-	(24,622)	-	-
Policy Expert	339	-	-	(339)	-	-
Step by Step	7,255	-	-	(7,255)	-	-
Reaching communities	1,241	-	-	(1,241)	-	-
Health Policy Forum	13,325	-	-	(13,325)	-	-
Impact Project Evaluation	4,445	-	-	(4,445)	-	-
Residents Comfort	5,083	-	(50)	-	-	5,033
Reminiscence	28,952	-	-	-	-	28,952
Care Home Challenge 2	682	-	-	(682)	-	-
Connect/Advice/Advocacy Final Phase	31,819	330,142	(308,996)	-	-	52,965
Age at Work	2,601	-	-	(2,601)	-	-
Friends of Living Well Moyle	225	-	-	-	-	225

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Lisburn & Castlereagh Age Sector	2,777	-	(184)	-	-	2,593
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Analysis of charitable funds (cont'd)

Enrich	27,745	-	(534)	-	-	27,211
Database Administrator	-	23,186	(23,186)	-	-	-
Innovation/Database Development	-	-	(76)	44,253	-	44,177
Lottery Age at Work	44,520	426,578	(388,993)	-	-	82,105
MCI – Darug	19,165	-	(7,822)	(11,343)	-	-
Clifton House	914	-	-	(914)	-	-
Reminiscence						
MCI (Staying Sharp)	9,656	-	(3,941)	-	-	5,715
Kabosh Art Attack	705	-	-	(705)	-	-
Ulster Orchestra – Move to the Music	5,511	1,240	(6,751)	-	-	-
Age UK – Keeping Well at Home	-	105,123	(90,465)	-	-	14,658
Age UK – Net Fund	-	40,500	(39,706)	-	-	794
Age UK – Coronavirus	-	27,455	-	-	-	27,455
Appeal Fund						
Age UK Support & Recovery Fund	-	82,306	-	-	-	82,306
Health & Wellbeing	-	-	-	50,000	-	50,000
Impact Reporting	-	-	-	50,000	-	50,000
DHSSPS Support & Recovery Fund	-	41,415	-	-	-	41,415
First Connect North Belfast	-	34,882	(5,758)	-	-	29,124
Armed Forces Belfast	-	24,440	(20,401)	-	-	4,038
Armed Forces	-	19,440	(19,440)	-	-	-
Derry/Londonderry						
Cooperation Ireland – Covid-19 Recovery Fund	-	3,794	(3,794)	-	-	-
CHIC All Ireland Funds	-	9,718	(4)	-	-	9,714
PHA Winter Planning	-	49,950	(49,950)	-	-	-
DFC Warm, Well and Connected: Age Sector Networks	-	162,066	(162,066)	-	-	-
Music Therapy	-	-	-	-	-	-
AP-CAP ACNI - Finished	-	-	-	-	-	-
Health Ageing (PHA)	-	47,602	(32,734)	-	-	14,868
Pensioner's Parliament	-	30,000	(20,258)	-	-	9,742
	<u>345,709</u>	<u>1,466,521</u>	<u>(1,193,711)</u>	<u>-</u>	<u>-</u>	<u>618,519</u>