

COMPANY REGISTRATION NUMBER: NI071940
CHARITY REGISTRATION NUMBER: 104640

AGE NI

Company Limited by Guarantee

Report and Financial Statements

31 March 2022

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the director's report)	1
Independent auditor's report to the members	53
Statement of financial activities (including income and expenditure account)	57
Statement of financial position	58
Statement of cash flows	59
Notes to the financial statements	60

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022



3 Lower Crescent
Belfast
BT7 1NR

t: 028 9024 5729
e: info@ageni.org
www.ageni.org

A Foreword from our Chair and Chief Executive

It is with pleasure that we are presenting the Trustees' Annual Report for 2021/22.

This report highlights how Age NI has continued to help thousands of older people, their families and carers through its areas of service delivery and engagement activities. This financial year was another year with extensions to the restrictions on the freedoms we once enjoyed, however we are delighted to report that we concluded the year in a solid financial position to continue to deliver for our beneficiaries.

On page 9 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 and guidance, whilst delivering for our beneficiaries. We are extremely proud that we continued to provide high quality support to older people through our Care, Wellbeing and Advice services. We were mindful of the difficulties many faced during extended lockdowns and have incorporated services this year to help reduce loneliness and isolation. For example we continued to deliver the **Check in and Chat Service** which was so beneficial during lockdown, delivered a **Good Vibrations Wellbeing pilot**, distributed **138,000 Healthy Ageing Calendars** to older people throughout NI and **increased our number of volunteers**, which benefits both the volunteer and the recipient.

We had over **86,000** interactions with older people through our services and support and we provided opportunities **for 785 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, community, public and private sectors as well as our funders, volunteers and donors for your collaboration and support. We look forward to continuing our working partnership with you in the coming years.

Yours sincerely

Dr Raymond Mullan OBE
Age NI Chair

Linda Robinson BEM
Age NI Chief Executive



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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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 2022.

Reference and administrative details

Registered charity name AGE NI

Charity registration number 104640

Company registration number NI071940

Principal office and Registered office 3 Lower Crescent
Belfast
BT7 1NR
Tel: (028) 9024 5729
Website: www.ageni.org

The Trustees

Dr Raymond Mullan OBE	Chair
Mrs Patricia Davey	Vice-Chair
Mr Patrick Mullan	Treasurer
Mr Trevor Dillon	Trustee
Mrs Teresa Dunlop	Co-opted Trustee
Ms Kathy Graham	Trustee (Resigned 10 May 2022)
Dr David W.S. Law	Trustee
Mrs Aislinn McBride	Trustee
Ms Siobhan McIntyre	Co-opted Trustee (Resigned 8 February 2022)
Dr Roisin McLaughlin	Trustee
Mr Paul Moorhead	Trustee
Mr Patrick Mullan	Trustee
Mr Ken Simpson	Trustee
Mr Edward Smyth	Trustee
Mr David Trelford	Consultative Forum Trustee

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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Investment Bankers

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

Solicitors

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

Worthington Solicitors
24-38 Gordon Street
Belfast
BT1 2LG

Cleaver Fulton Rankin
50 Bedford Street
Belfast
BT2 7FW

Bankers

Danske Bank
Donegall Square West
Belfast
BT1 6JS

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

Northern Ireland has an ageing population. Many of us don't like to talk about getting older but age comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us.

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 319,900 people over 65 and 39,500 people over 85 in Northern Ireland. Figures indicate there are 80,000 people over 65 living alone.

Based on 2011 census figures there are more than 11,300 carers over the age of 70, with more than half providing care for over 50 hours per week. This is likely to be an underestimate due to the increase in numbers of older people since 2011 and the increased reliance on carers during the pandemic.

By 2028, 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.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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. Older people also bore the brunt of other impacts of the pandemic, including grief, loss and increased levels of anxiety, distress, isolation and loneliness.

Prior to the pandemic, many older people were living fulfilling lives, actively contributing to the economy and society, supporting their families, neighbours and communities, and working beyond the traditional retirement age. With Covid-19, and the consequent restrictions, some older people lost a sense of purpose, along with important community and social connections. During the period of this report, life continued to be difficult for many older people, with the effects of Covid-19 still impacting on everyday lives.

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 has developed a range of responses to the major problems encountered during Covid which have continued for many older people:

Loneliness is “New Normal” for many older people

In June 2021, Age NI launched its fundraising campaign to combat loneliness for older people. At this time of the financial year, we felt life was beginning to return to normal, however sadly, we were aware for many of the 80,000 older people living alone in Northern Ireland, loneliness **would be** their normal and this is unlikely to change.

In response to this distressing forecast, Age NI continued its Check in and Chat service which was launched in 2020, in response to the Covid pandemic. As face-to-face contact with family, friends and support services came to a dramatic halt and a weekly call from a specially matched charity volunteer became a valuable lifeline for hundreds of older people.

Within the past year, Age NI volunteers have made more than 7,000 friendship calls through the Check in and Chat service to lonely and isolated older people across Northern Ireland.

Linda Robinson, Chief Executive of Age NI explained, **“Check in and Chat was an emergency response to the pandemic, however we are now seeing that there is a more widespread need for this service, to tackle the enormous burden of loneliness in older people.**

“The World Health Organisation states that the health risks of loneliness are equivalent to smoking a packet of cigarettes a day. After the last year, we all have a little more insight into the negative effects of long days without seeing others. It seems unimaginable that some older people have gone from one week to the next without seeing or speaking to another individual. Anxiety and depression creep in, motivation to keep active drops off, frailty increases and other health issues start to arise’.

“It’s the simplest concept, to have a weekly chat with someone, but the impact it’s had for users of our service has been significant. One lady described the loneliness as excruciating and our volunteer has been called “a life saver”.

Age NI’s fundraising appeal was launched to support Check in and Chat as a standalone service. It involves recruiting, matching, training and supporting a fleet of volunteers. While the main aim was to offer a regular friendly chat, many callers have also been able to signpost the older person they support to other health and wellbeing services, catching issues which could otherwise have been missed. We have included a Case Study on Page 34, which shows the impact this service has had on one of Age NI’s beneficiaries.

As you read our report, you’ll see how Age NI has addressed **‘loneliness and isolation’** throughout its work and established innovative services to **‘help people enjoy a better later life’.**

One of our innovative projects to improve mental and physical wellbeing was the **Good Vibrations Wellbeing pilot**, which was launched in Spring 2021 and completed within 12 weeks. It was supported by the Public Health Agency and the Department for Communities’ Warm, Well & Connected programme.

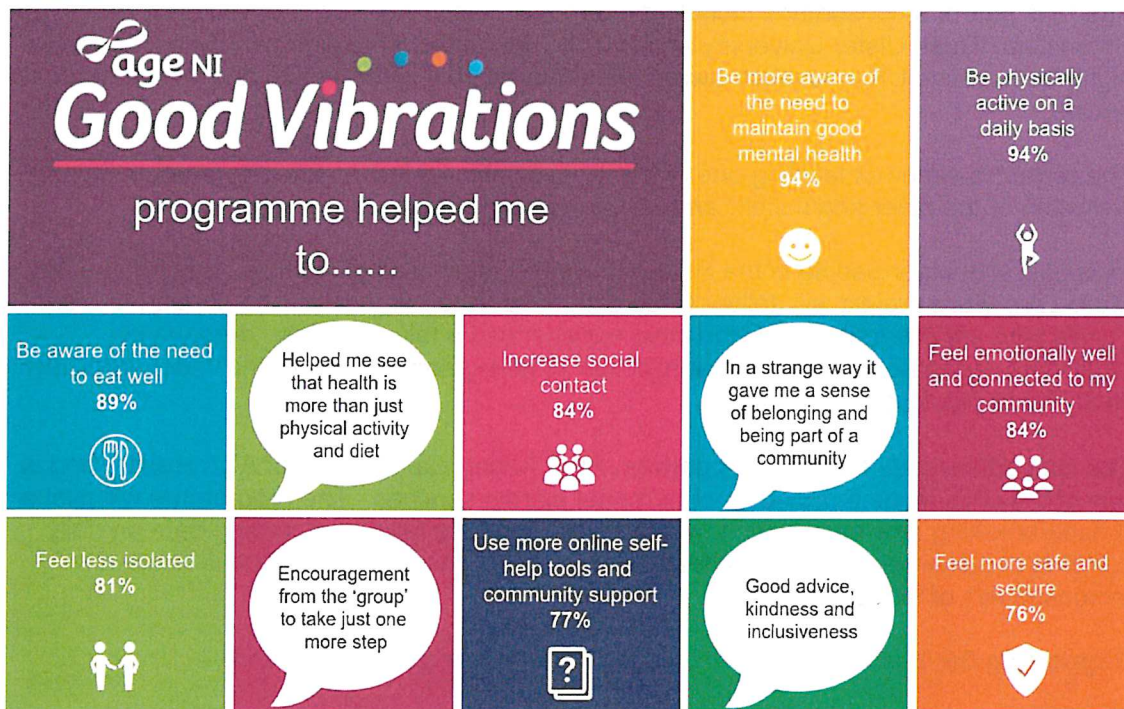
AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Good Vibrations was based on the Public Health Agency's tried and tested Take 5 Steps to Wellbeing. It was aimed at improving mental and physical wellbeing, knowledge of wellbeing information and resources and reducing loneliness / boosting a sense of community.

Good Vibrations was delivered entirely online (due to Covid restrictions) and involved the creation of a wealth of video and email resources, a motivational weekly digital wellbeing diary, use of a Garmin fitness device to track steps and weekly community webinars with expert guest speakers on a range of topics including nutrition, heart health, sleep, dementia and mindset.

280 individuals completed the 12-week programme ending 21st May 2021. Below is a snapshot of the incredible results experienced by the participants. They experienced a statistically significant improvement in mental wellbeing between baseline and the end of the programme, as well as a reduction in loneliness over the life of the programme.

"The Good Vibrations Pilot Programme has helped me to..."



As you read our report, you'll see the importance we've placed on **Health and Wellbeing** in our services, our case studies and in the quotes provided by our service users and their families.

In addition to the projects we've delivered within this financial year, it's important to note the work our Business Development team has been undertaking to secure funding and contracts for delivery in the 2022/2023 financial year, which will be reported on in next year's report.

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

We are delighted to have been successful and to be able to deliver the following major projects, which show the innovation of the Age NI team to consider and journey further into key areas of work, taking account of the current and future environment for older people:

Shared Lives:

Age NI is looking forward to working in partnership with the Department of Health to deliver a Shared Lives service, to support older people in need across Northern Ireland.

Shared Lives is a highly successful scheme throughout the UK, and Shared Lives services already run across Northern Ireland to support adults with a learning disability. Age NI's Shared Lives service is specifically to support older people and will offer a safe, welcoming, family environment where Host Carers share their lives, hobbies and community life with them.

Innovate UK (Move More Live More) – Southern Trust area

Age NI is part of a consortium, including the Public Health Agency, the Southern Health and Social Care Trust, Ulster University and two UK-based technology firms, which has won a highly competitive UK innovation award, aimed at improving the health and wellbeing of older people.

The project is aimed at tackling one of the most significant issues affecting the health and wellbeing of the older population: **an increased risk of falls.**

In its pilot with older people in the Southern Health Trust area of Northern Ireland, the **Move More Live More** project will deliver three tiers of information, advice and support to older people who are pre-frail, those who have experienced a fall, and those deemed by healthcare professionals as being at high risk of falling again, who will trial innovative new wearable technology.

The consortium's lead technology partner, PPP Taking Care, is part of AXA Health, and is one of the UK's leading providers of personal alarms services. The programme will pilot a ground-breaking new smartwatch, which helps to reduce falls by recording data on daily patterns of movement, sleep and heart rate, to detect changes which can indicate an increased risk of falling.

Supporting the health and mental wellbeing of older people and carers.

Age NI has been awarded funding by the Community Foundation through the DoH (Department of Health) Mental Health Support Fund and Carers fund to support the mental health of older people and carers. This funding will enhance Age NI's capacity to deliver targeted support through the provision of Information and Advice, online Health and Wellbeing programmes, opportunities for peer support alongside a digital awareness campaign.

The services Age NI directly delivered within this financial year were affected by Covid 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 another challenging year of extended lockdowns.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Service	Description
Advice & Advocacy	<p>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.</p>
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 and its outreach ➤ 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>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.</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.

Dementia Care Home Support Staff deliver a range of services which include:

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

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

We facilitated visits promptly when regulations allowed, appropriate to the legislation, which enabled residents to see their families face-to-face. Our dedicated Meadowbank staff continue to facilitate virtual meetings with families, to ensure the residents and families remained connected.

'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 maintained 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. 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. We also welcomed two counselling students to carry out their placement in this service, which supported service users and carers who were living with low level anxiety.

Living Well Moyle

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

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 additional Living Well Moyle clients joined the First Connect Wellbeing group and availed of the tablets, to remain connected during the pandemic, which was beneficial to their wellbeing due to rural isolation.

Locality Community Navigators

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

Despite community groups delivering most of their services virtually, Local Community Navigators continued to support them with funding, capacity building and promotion of activities.

Memory Link

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.

During this financial year, the Memory Link Worker continued to provide information and post diagnosis support by face-to-face (since August 2021), virtually and by telephone.

Staying Sharp

Staying Sharp is a three-year bespoke service, to support people living with mild cognitive impairment in face-to-face and group settings. Our Head of Wellbeing Services identified a gap in the current support provided for people with mild cognitive impairment symptoms, which enabled Age NI to establish this service in the Ballymena and the surrounding area. This service is led by a part-time co-ordinator who has a cohort of five volunteers who inform and support service users on nutrition, exercise and community engagement to improve healthy life choices.

In December 2021, following a presentation to the funders by Head of Wellbeing Services, criterion was changed to also allow the service to support individuals living with early stage dementia. Extra funding was also awarded to support the co-ordinator to work one extra day per week from January 2022 until end December 2022.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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.

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 21/22	Actual 21/22
1. Benefit Maximisation	£1,000,000	£1,021,679
2. No of Advice Client Contacts	10,000	11,220
3. Interactions with older people (Age NI Services and targeted communications)	110,000	207,181
4. Legacy Income	£150,000	£651,643
5. Older People's voices heard and views captured (through policy and engagement activities)	500	1,769
6. Income Unrestricted funds	£3,770,705	£4,014,360
7. Expenditure Unrestricted funds	£3,699,204	£3,524,456
8. Reserves	£1,394,769 4 months 15 days	2,481,868 8 months 15 days

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Age NI Volunteers

Age NI and the older people in Northern Ireland benefited from **683 volunteers** being utilised throughout the charity providing **785 volunteer opportunities** as some volunteers performed more than one role. As restrictions were ongoing throughout this financial year, the majority of volunteers continued to make calls to the lonely and/or isolated service users through the continually growing Check in and Chat service (information provided on page 11).

Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged, isolated or whose voices are more difficult to hear. Our volunteers help people who are isolated or lonely to connect to local community activities through wellbeing services, peer consultations, fundraising and volunteering in the shops. As the number of Covid cases increased, our volunteers were not able to help at the Day Centres. First Connect volunteer numbers have reduced since last year as the First Connect service is currently operating in the Northern Trust area only.

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

Age NI Service	No of volunteer roles
Fundraising	67
Policy & Engagement - includes Consultative Forum, Peer Facilitators & Information Ambassadors, Pensioners Parliament	94
Check in and Chat	445
Day Centres	16
First Connect	46
Living Well Moyle	24
Drivers	13
Staying Sharp	17
Retail/Shops	63
Total number of volunteer roles	785

Main Volunteer activities/events from this financial year included:

- A thank you day for shop volunteers in Ballymena, Coleraine and Newtownards took place in early December 2021.
- Corporate volunteering days were attended by staff from Power NI in the week before Christmas at Meadowbank residential home. They planted spring bulbs and tidied up the gardens.
- As Victoria Square's charity partner, our volunteers attended three fundraising days and provided music for those shopping.
- We welcomed new volunteers from a number of companies and public bodies, who volunteered for the Check in and Chat service including:
 - Arthur Cox Solicitors
 - Co-Ownership Housing
 - GPA
 - HSBC

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

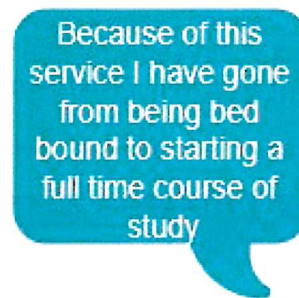
- NI Water
- Power NI
- PricewaterhouseCoopers (PwC)
- Veolia

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

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



Quote from an Age NI Volunteer



Quote from a Check in and Chat Service User

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



Volunteer news/events

- We celebrated Volunteers' Week from 1-7 June 2021. 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 again offered the opportunity to volunteer for the Check in and Chat service during Covid, to help meet the increased need for support.
- Volunteering enquiries reduced slightly, recording 619 volunteer enquiries throughout the financial year.
- In November, the communications team delivered an advertising campaign for Check in and Chat volunteers which resulted in almost 150 enquiries.

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 *95% feel they give back to the community and 92% feel valued.*

The Case Study below shows the impact of an Age NI Volunteer relationship with an older gentleman (beneficiary), to combat the loneliness 'epidemic' in older people.

Gentleman A

By way of background, in December 2021, a 27 year old Omagh lady volunteer outlined her motivation to becoming an Age NI volunteer. *'I decided to volunteer with Age NI about a year ago after speaking with some older people and realising that the perennial problem of elderly loneliness was one which had been worsened with the pandemic'*. This volunteer then attended training courses and went through the appropriate checks before she could become an Age NI volunteer. As this lady was sensitive, empathetic, a good communicator and interested in the other person, she was ready to be matched with an older person. In this case, the volunteer was assigned a weekly call with an older gentleman who led an interesting life, who was a professional footballer and travelled all over Ireland, playing traditional music.

This volunteer and the older gentleman became friends early in the process and this friendship has been beneficial two-fold, as it is one which is mutually enriching, brightening up both lives.

Outcomes for Gentleman A, through the relationship with the Age NI volunteer:

- The profound impact this volunteer and Age NI has had on this older gentleman *'brought him back to life'*.
- From their first meeting, the older gentleman said *'As soon as I was on that very first meeting, I knew this was for me. It's one of the best things I've ever done'*.

This case study shows the difference and the positive impact an Age NI volunteer has had on an older gentleman through weekly telephone calls.

The Age NI volunteer summarised it perfectly 'A weekly phone call can make a big difference in real people's lives and should not be belittled or underestimated. The more volunteers Age NI have, the more elderly people who can be reminded that they are valued, heard and appreciated again'.

- **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.

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'.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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

- **Advice & Advocacy:** 87% of respondents said they feel better off financially, 90% said they have more choice and control and 100% said they have more home comfort.
- **Memory Link:** 100% of respondents said they were supported to access entitlements (benefits etc.)
- **Local Community Navigators:** 48% of respondents said they have more money and 45% said they are out and about more.

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

- 'I am now more informed of the support available to my mum and dad and how to access support'.
- 'The process involved in claiming benefit now not so daunting'.
- '[Advice Adviser] was brilliant. She always returned calls and helped with my concerns. She was very pleasant and approachable and with her help and support I obtained Attendance Allowance after trying unsuccessfully for over a year. Would recommend this service to anyone'.

*The following Case Study confirms the direct impact an **Age NI Local Community Navigator** has had on two beneficiaries, an older couple; to further this purpose for the public benefit.*

Couple B

By way of background, Gentleman B lives with his wife. He and his wife have poor physical health and require extra support to maintain their home.

This couple was signposted to the Community Navigator by their local Social Services, as they were feeling increasingly vulnerable with limited family support. They were finding it difficult to maintain their home and garden and were concerned about falling and having no-one around to help.

Gentleman B was also interested to know whether he and his wife would be eligible to receive Attendance Allowance but were unsure as how to go about applying for it.

The Community Navigator took the following actions:

- Arranged for the Age NI booklet 'More Money in Your Pocket' to be posted to them.
- Arranged for the 'Make The Call' leaflet to be posted to them, who they contacted.

Outcomes for the beneficiaries, following Age NI actions:

- The couple were both posted an application form and within four to five weeks they were both receiving the higher rate of Attendance Allowance. Gentleman B said ***'we were really surprised that we were both eligible for Attendance Allowance and this extra money has come in handy to us to pay for the extra help we need'***.
- An Age NI Personal Alarm system was installed straightaway.
- Local gardeners are coming to them regularly.
- A cleaner has been provided for them, who has been commended by Gentleman B as he said ***'[the cleaner] works like a trojan and does so much for us in the time we have her and is great value for the money'***.

This case study shows the difference and the impact the Community Navigator and Attendance Allowance has made to Gentleman B and his wife, as it has helped in the areas they need it. Gentleman B thanked the Community Navigator by saying:

'You have been really, really helpful to us, putting us in touch with all these services, it's great to have the Community Navigator in our area and we have recommended you to others we know who need help !'

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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.

Age NI's Consultative Forum's purpose is to identify the needs of older people (in relation to poverty, health, equality, social and other issues) and communicate these to Age NI. The Consultative Forum meetings are serviced by and supported by the Age NI Policy & Engagement team, as the Consultative Forum is an integral part of Age NI's work (Further information is provided on Page 45).

During this financial year, the Consultative Forum continued to meet virtually and to respond to a wide range of issues with the use of technology. The focus of meetings during the year returned to key policy issues for Age NI and older people, all considered in the context of Covid and its impact on older people and communities.

During this financial period, the Consultative Forum met on Zoom and their agenda items at these meetings provide evidence that Age NI's Policy & Engagement team, through different strands of the organisation are addressing and seeking to fulfil the Advancement of Human Rights, for the benefit of our beneficiaries.

Areas of work undertaken with stakeholders	Examples of work undertaken to promote 'The Advancement of Human Rights'
Participated in campaigns and initiatives	<ul style="list-style-type: none"> • Loneliness Week • Frailty Network Northern Ireland
Members were consulted and engaged in strategic and policy development on key issues.	<ul style="list-style-type: none"> • Intermediate Care (framework) • Advance Care Planning (policy) • Mental health (strategy) • Bill of Rights for Northern Ireland • Duty of Candour • Housing (strategy) • Anti-poverty (strategy) • Gender equality (strategy) • Violence against women and girls (strategy)

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

<p>Engaged on strategic and policy development with key departments and statutory agencies</p>	<ul style="list-style-type: none"> • Inconsiderate pavement parking with IMTAC (The Inclusive Mobility & Transport Advisory Committee) - Active Ageing Strategy, DfC (Department for Communities). • Advance Care Planning with DoH (Department of Health) -Housing Supply, DfC & NIHE • Safe access with Museums NI - Gender Equality, DfC • Pension Credit Uptake with DfC - Anti-Poverty, DfC • High Street Task Force with DfE (Department for the Economy) - Sport & Physical Activity, DfC • Bill of Rights for NI with NIA (NI Assembly) - Violence against Women & Girls, DoJ (Department of Justice) et al • Duty of Candour & Openness with DoH - Victims of Crime Commissioner, DoJ) • Access to Cash - Programme for Government, TEO (The Executive Office) • Digital inclusion - Mental Health, DoH) • Organ Donation awareness with PHA (Domestic & Sexual Abuse, DoJ et al)
<p>Active in the planning, coproduction and codesign of campaigns and initiatives with Age NI and other organisations</p>	<ul style="list-style-type: none"> • Lived Experience 2021 – what matters to older people in Northern Ireland. This survey of over 750 older people was co-designed, promoted and reported with a working group of older people • Lived Experience Forum #LE21 – an online event in September 2021 with almost 60 people attending (35 of whom were older people) to publish Lived Experience 2021 and complete final codesign elements for Pensioners’ Parliament • All Party Group on Ageing and Older People – three meetings in 2021/22 including one joint meeting with the APG on Loneliness and a further meeting which had to be rescheduled and cancelled • Age NI’s Pensioners’ Parliament – codesigned based on LE21 with the same working group. Held in the NI Assembly Chamber, Stormont as a hybrid event in September 2021 as part of the NI Centenary. • Emerald Book - research study - intergenerational usage of ICT/Technology – Age NI

Lived Experience 2021 – What matters to older people in Northern Ireland

‘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.

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 informed this Lived Experience publication.

Lived Experience reflected 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.

A Lived Experience Survey was developed in February 2021, which asked older people to identify issues that matter most within the following themes: Support, Health and Social Care, Communication and Connection. The responses from the Survey informed the Agenda and Questions for Ministers at the Pensioners’ Parliament held during this financial year.

The response to Age NI’s Lived Experience 2021 survey was significant – not least because it was promoted and completed almost solely online. Over 750 older people took time to consider and share their views on a broad range of topics. We heard from a wide age range with the vast majority (99%) aged over 55. Overall, the most important issues identified were:

- Listening to and engaging older people
- Ageing well and addressing frailty
- Equal access to appropriate healthcare and services
- Rights of older people

We welcomed Claire Sugden MLA and Chair of the All-Party Group on Ageing and Older People to launch the report from Lived Experience 2021 at an online forum and heard a response to the survey from Eddie Lynch, Commissioner for Older People.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Pensioners' Parliament 2021

Age NI's first Pensioners' Parliament took place on 17 September 2021 in the Assembly Chamber, Parliament Buildings, Stormont.

This hybrid event was hosted and chaired by the Assembly Speaker, Alex Maskey MLA and attended by Minister Swann, DoH; Minister Hargey, DfC; Junior Minister Middleton, TEO and Minister Mallon, DfI

The questions asked by members of the Pensioners' Parliament were drawn from Lived Experience 2021 and addressed to the Ministers from four key departments leading on issues of concern to older people.

Pensioners' Parliament Order Paper

The Order Paper for Pensioners' Parliament included 16 questions for four Departmental Ministers. The question topics were selected from the findings of Lived Experience 2021 and notified to Departments in advance. Supplementary questions were drafted from the live polls during the Lived Experience 2021 Forum.

MINISTER	QUESTION TOPIC
Minister of Health	<ul style="list-style-type: none">• Reform of Adult Social Care• Carers• Ageing well and frailty• Care homes• Equal access to healthcare• GP Services
Minister for Communities	<ul style="list-style-type: none">• Active Ageing Strategy• Sustaining the age sector• Getting and staying connected• Housing• Access to advice
Minister at the Executive Office	<ul style="list-style-type: none">• Preparing and planning for our ageing population• Extension of age discrimination legislation to goods, facilities and services• Loneliness, grief and loss
Minister for Infrastructure	<ul style="list-style-type: none">• Retaining the SmartPass• Accessible public transport

Ministers made full responses to the submitted questions and the supplementary questions posed during proceedings.

How the Consultative Forum continued to carry out their work/engagement during Covid, to satisfy the ‘Advancement of Human Rights’ for our beneficiaries.

There were a notable number of in-person meetings and events including the hybrid Pensioners’ Parliament and the final Consultative Forum meeting of the financial year was held on 31 March 2022.

In normal times and, in line with their Terms of Reference, the Age NI Consultative Forum meets every three months, spending several hours working together. During the second year of the pandemic and restrictions, the Consultative Forum met six times as a full membership online for two hours and once in person for a half day.

As the Consultative Forum provides Age NI with the voice and views of older people throughout Northern Ireland, Covid was a challenging time to ensure all members remained engaged, primarily due to the transition from physical to virtual meetings, aligned with the government regulations.

The Consultative Forum Chair and Vice-Chairs were extremely mindful that many older people didn’t have access to technology or didn’t like using it, which meant they were unable to contribute within the meetings. The Chair and Vice-Chairs endeavoured to ensure those members could remain engaged and considered how they could remain involved, which was by written communication.

When restrictions allowed, it was also a challenge when organising physical meetings, as within society in general, there are those who are keen to return to social interaction in person and there are those who remain anxious for a variety of reasons.

The Consultative Forum Chair and Vice-Chairs took cognisance of the diverse circumstances of its members and considered ways during and post pandemic how all members could remain engaged, to continue to provide Age NI with the voice of older people throughout Northern Ireland.

The following quotations from Consultative Forum members reflect:

1. How the members felt, as the most significant crisis during the pandemic was that **'isolation could lead to loneliness'**.
 2. The impact Age NI's support had on the members individually and collectively. We're mindful the Consultative Forum, as well as being the voice of older people in NI, are a group of our beneficiaries.
 3. The learning gained and resilience acquired as the group start to emerge from the pandemic.
- **'The initial impact of the Pandemic was immense for me as it wiped out a crucial part of my life – face to face volunteering. I'm over 75, was branded vulnerable and told to stay at home. I live alone, so the threat of isolation resulting in loneliness was very real to me'**.
 - **'With the encouragement and support of Age NI staff, I learned to use technology more effectively. Clicking onto Zoom and being met with a sea of familiar faces was reassuring. Such a relief that we could sustain our activities online'**.
 - **'Working together with Age NI, our usual in-person meetings were adapted to more frequent Zoom meetings. It was a true coproduction process'**.
 - **'Most members were able to attend online while others were kept up-to-date by detailed minutes. This gave us many opportunities to feel connected, useful and valued'**.
 - **'The work we did over the Pandemic was phenomenal. The convenience of Zoom meant I could attend more consultations, conferences and more. It felt good that the voices of older people in N.I. continued to be heard throughout our isolation. We had 'unmuted' ourselves!'**.
 - **'It wasn't all hard work though – we also had fun due to one Age NI staff member's inspired idea – 'Zoom for the Craic.' An hour of laughing with other CF colleagues was wonderful'**.
 - **'Overall, I think we learned that we don't need a rigid structure for our work. I feel we are now more flexible as a forum, and ready to face any challenges ahead'**.

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 3 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 following outputs of Year 3 of the programme in Northern Ireland and context has been provided by Bean Research, the external evaluator commissioned for the Age at Work programme.

- **874** Older Workers and **71** Employers have been engaged in the programme, participating in both Still Ready for Work and Mid-Career programmes.
- **95%** are now more aware of retirement issues. Specifically, awareness increased by **57%** around retirement options; by **100%** around sourcing financial information and up **46%** in accessing retirement information and support.
- Importantly, **89%** are still using the information six months on.
- Resilience has also improved, with **90%** now more confident to make decisions about their future and **82%** reporting an increase in their sense of control and choice.

AGE NI

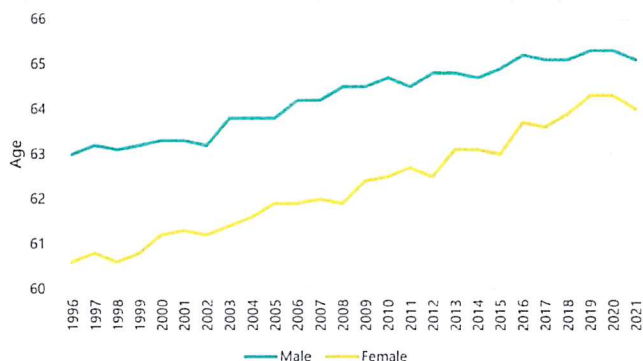
Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

Context

The post-Covid employment landscape is now beginning to emerge, and research shows a significant increase in the number of people aged 50-65 years leaving the labour market before they reach state pension age, between 2019 and 2021.¹



Source: Department for Work & Pensions

This is damaging to both older people's financial security and is detrimental to the wider economy. It has been estimated that if the employment rate of those aged 50-64 years matched those aged 35-49 years, it would add more than 5% to UK gross domestic product, around £88bn.²

What's more, with a record 1.2 million job vacancies in the three months to November 2021, there is a shortage of workers, which the older generation could help to address. On a personal level, those who remain working enjoy better wellbeing and general health.³

ONS Data suggests that the main reasons older people leave the employment market include:

- Retirement
- Redundancy (post-furlough)
- Long term health issues/stress

Moving forward, initiatives to help older worker return to work could include:

- Ensuring they have the skills to thrive by **“giving them a right to a mid-career career review and right to access funded retraining and providing tailored support for older workers at risk of long-term unemployment.”**⁴
- Opportunity for more flexible working and home working
- Employment that can accommodate caring responsibilities

Clearly, the services of Age at Work can play a significant role in helping older workers to remain in the workforce, through both retraining programmes and financial planning for retirement workshops.

¹ <https://www.tuc.org.uk/research-analysis/reports/older-workers-after-pandemic-creating-inclusive-labour-market>

² <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/ageing/articles/livinglongerimpactofworkingfromhomeonolderworkers/2021-08-25>

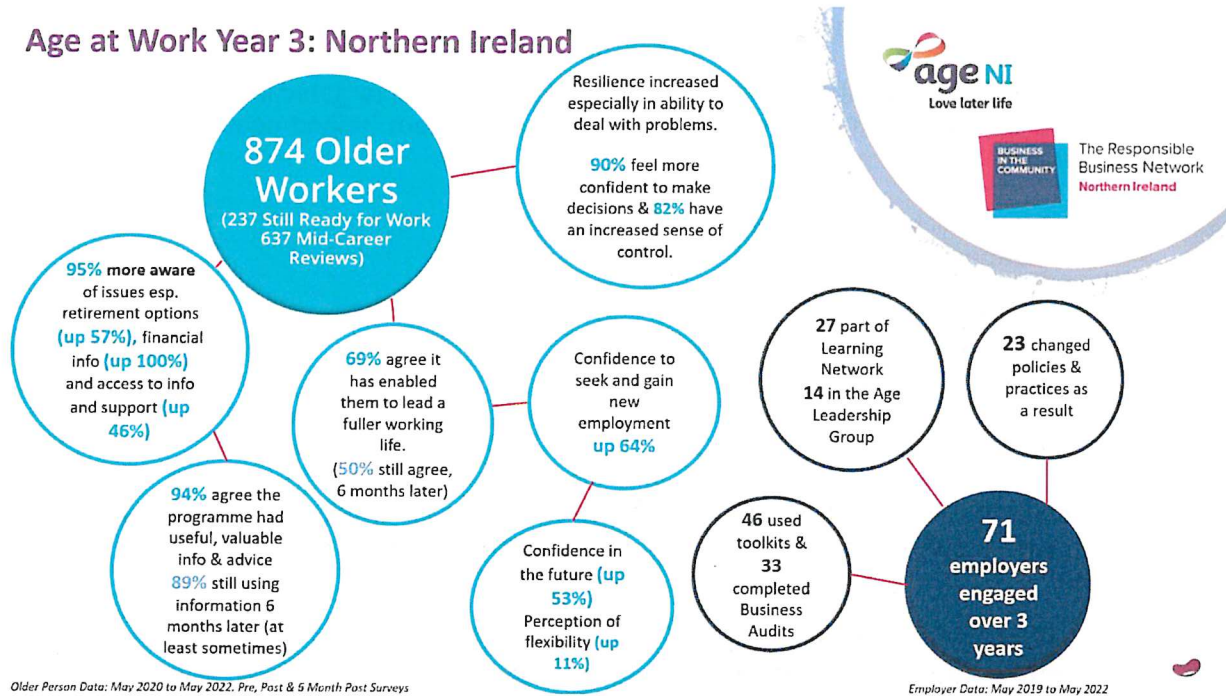
³ <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/changingtrendsandrecentshortagesinthelabourmarketuk/latest>

⁴ <https://www.tuc.org.uk/research-analysis/reports/older-workers-after-pandemic-creating-inclusive-labour-market>

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

The following outcomes evidence the success of the Age at Work programme for our beneficiaries for the **'Advancement of Education'** purpose, as it shows how the programme has and will continue to benefit **874 older workers** and the **71 employers** engaged over 3 years.

Age at Work Year 3: Northern Ireland



AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

Healthy Ageing Calendar 2022

In December 2021, Age NI, PHA and Northern Ireland Frailty Network produced and distributed a Healthy Ageing Calendar to older people throughout Northern Ireland. The calendars incorporated a 12-month guide focusing on Health and Wellbeing, as we're aware that keeping well physically and mentally is so important to everyone, and in particular to our beneficiaries. The calendars also included health, safety and cyber security information.

Age NI arranged distribution of 138,000 calendars, which were targeted in the following means to ensure the maximum amount of older people in Northern Ireland could benefit from the calendar:

- ✓ Direct mail to 68,000 householders, aged 65-74.
- ✓ Pharmacy clients, aged 65+ (53,000)
- ✓ Age Sector Networks.
- ✓ Age NI Shops
- ✓ Age NI Service Users
- ✓ Health Trusts/Falls Clinics
- ✓ Nursing Homes
- ✓ Local Councils

In March 2022, Age NI sought feedback from beneficiaries of the calendar to establish the impact the calendar has made on their Health and Wellbeing. Key aspects of feedback included:

- ✓ 88.6% of respondents said they kept the calendar and 8.6% passed the calendar on, 69.5% were very satisfied and 21% were satisfied – this was a positive result on the content.
- ✓ 61.9% of respondents said the information was very useful and 31.4% said the information was useful.
- ✓ The information in the calendar led to the following practical changes - 46.7% learnt something new, 13.3% changed their behaviour, 23.8% adopted new habits and 33.3% tried something new – this was a positive outcome on the purpose of the calendar. 24.8% of those surveyed said they made no changes.

Quotations from respondents provides evidence of how the calendars have satisfied the purpose of '**The Advancement of Education**' and how the beneficiaries have made positive practical changes to their lifestyle:

- ✓ *'Tried to keep myself active as much as possible'.*
- ✓ *'Loved all the information provided re well-being, healthy eating and looking after myself'.*
- ✓ *'Really made me think about ageing and my attitude. I think I had resigned myself into thinking I couldn't or shouldn't do as much exercise watch my weight etc. I now have a much more positive attitude'.*
- ✓ *'Eating healthier and keeping fitter'.*
- ✓ *'Cook more from scratch'.*
- ✓ *'Try to go walking every day'.*
- ✓ *'Daily walking and better nutritional foods'.*
- ✓ *'Joined an armchair Pilates class and a Book Club Also learning Italian'.*
- ✓ *'Learnt different things'.*
- ✓ *'I have got back to exercise at a class again. Something I couldn't do during lockdown due to restrictions'.*

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

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

Most of the meetings were held virtually but as restrictions eased and taking a careful approach to manage health and safety risks, a notable few were held in person. From music and money to governance and Pensioners' Parliament, local networks showed 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 broad range of topics and initiatives, which align to '**Advancement of Education**' to a wide range of beneficiaries throughout Northern Ireland:

- Securing and managing grant aid and funding
- Effective tendering
- Building confidence with leaders
- *Keeping Connected*
- *Age NI's Good Vibrations*
- *Playlist for Life*
- Mental health awareness
- Money Helper
- *Access for All* at National Museums NI
- Public consultations on social inclusion strategies
- Age Friendly strategies and plans
- Positive Ageing Month
- Global Intergenerational Week
- Age NI's Pensioners' Parliament planning and participation

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

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

- **100%** of Memory Link clients reported they have more awareness – of useful information.
- **98%** of Local Community Navigators clients reported they have more awareness – resources

Quotations provided from various services:

- My Life My Choice client said '**Very informative with the focus on what would help us all**'.
- An Advice & Advocacy client said '**I was so confused before calling Age NI I was stressed by my situation; I didn't know what way to turn. After talking with adviser I am more informed and calm, more in control**'. Another client said '**I was confused by results of my research but adviser cleared up the confusion. I was presented information and advice in a clear, precise and jargon free way**'.
- A Local Community Navigator client said '**Information on handyman, good morning and scam awareness received, I found this information useful and now know I can avail of the handyman service when required**'.

4. The Advancement of Health or the Saving of Lives

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

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

Age NI Service	Impact of Services to promote 'The Advancement of Health or the Saving of Lives'.
Advice and Advocacy Service *	<p>100% reported improved mobility 97% reported they are less stressed or worried 90% reported more choice and control 79% reported improved physical health</p>
First Connect Service *	<p>97% reported increased social contact 80% reported improved physical health/wellbeing 76% reported improved daily living</p>
Memory Link Service *	<p>100% reported they are more socially active 100% reported improved safety</p>
Living Well Moyle service *	<p>100% reported improved mental wellbeing 100% said they feel less lonely 100% reported increased social contact 98% reported more choice and control</p>
My Life My Choice *	<p>A quote from a My Life My Choice service user: <i>'Without this service I would be totally isolated as I live alone. I love to see the girls calling they have become my family'.</i></p>
Day Centre *	<p>A few quotes from Day Centre service users: > <i>'I feel that being at the centre really improves how I feel and gives me something to look forward to each week'.</i> > <i>'I feel very safe here. I used to spend so much time on my own but attending here has given me the opportunity to have a purpose in life'.</i></p> <p>A few quotes from family members of a Day Centre user: > <i>'I can now take my mum out knowing that dad is happy and looked after'.</i> > <i>'This allows me to work from home and not always worry where mum is'.</i></p>

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Meadowbank Residential Home	<p>The following feedback was provided from a quality report written for Meadowbank, which captured the views of residents in response to the question <i>'What makes you happy about living in Meadowbank and is there anything we could do to make the home a better place to live?'</i></p> <p><i>'It's good. We are well fed and well looked after. They come and have a wee chat with us and ask us do we need anything. If they were passing by, they ask if we were ok and did we need anything. We are well catered for in every part of the day. Wee things like that means a lot. It means they are caring for you and they are easy to talk to and very sociable. I like to have a conversation with somebody. They're very good to all of us. They are very kind – if you want anything all you have to do is ask. I'm content. They're all very nice'.</i></p> <p>Findings from a RQIA report: <i>'Residents looked well cared for in that they were well dressed, clean and comfortable. There was a nice atmosphere and ambience in the home and it was clear that residents and staff had a good rapport with one another. Feedback from residents was all positive and warm. No areas of improvement were identified during this inspection. Based on the inspection findings and discussions held we are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the management team'.</i></p>
-----------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

* Evaluated via bespoke, retrospective evaluations where impacts are self-reported.
(Please note due to Covid, 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 above quality report was presented to the Board, which recorded the Lived Experience in Meadowbank Residential Home. This feedback provides evidence of the impact of Meadowbank Residential Care to the family/friends of the residents. It confirms the commitment of Meadowbank's dedicated Manager and well-led team of staff who support residents to live as independently as possible. They provide the key elements of care which are safe, effective and compassionate:

<p>'From the day mum has been in Meadowbank she has been so well looked after. I feel the staff give not only her but her family so much support. I sleep easy at night knowing mum is so well looked after'.</p>
<p>'Mum could not be in a better place to be looked after and treated so well. My family are so blessed that our Mum gets to stay with people who respect and treat her like family. She is so well cared for, and the staff are always so welcoming and lovely. My Lucky Mum'.</p>
<p>'Meadowbank is an excellent care home. Staff are always pleasant and have a caring attitude. Please convey my gratitude to the whole care team'.</p>
<p>'I could not thank & praise Meadowbank enough. Mum's care is top notch. A lovely, homely environment which is a reflection of happy & valued staff members'.</p>
<p>'Covid restrictions have made an impact on all care homes. But Meadowbank have went above and beyond. In the care home they deliver in such challenging times. They keep the clients safe as possible and maintain high level of care'.</p>
<p>'Thank you for being so special. We just want to acknowledge the love and care you all had shown and the respect you had for our mum. It was a comfort to us all to know mum was happy and well cared for and such a loved member of the Meadowbank family. We loved to see her smile and recognize all your faces and voices. She was a wonderful mum and so deserved your great care. God bless you all'.</p>

Meadowbank Resident - Mrs. A:

Circumstance:

Mrs A lived in a nursing home prior to coming to Meadowbank. When she lived in the nursing home, she spent the entire day in her room and was isolating herself from interactions and relationships with other people.

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

Since she has come to Meadowbank she has been outgoing and sociable. She doesn't spend her day in her room but rather sits with other residents and staff. She has also joined in with group activities in the home, participating in musical events and religious services.

Assurance to family/friends of Mrs A:

Mrs A is cheerful and content and very settled in Meadowbank.

Meadowbank Resident - Mrs. B:

Circumstance:

Mrs. B lived in a nursing home prior to coming to Meadowbank. In the nursing home she spent all her time in her room and appeared to be reticent to engage in any activities or events in the home.

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

This lady has settled well with the others in her unit and is so easy going and seems very happy. She has a pleasant way with other residents and staff and is very friendly.

Assurance to family/friends of Mrs B:

It seems that Meadowbank is the ideal setting for Mrs B as she seems to thrive and flourish in this environment.

Meadowbank Resident – Mrs C:

Circumstance:

Mrs. C lived on her own and her family were increasingly becoming concerned with her well-being and safety. She was feeling very anxious staying on her own at night and they were having to spend more and more time staying over with her.

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

Since she came into the home, she has become very settled, she has made many friends in the home and is very sociable and interacts well with the other residents and staff. She loves to chat and have company and does jobs around the home to keep herself occupied.

Assurance to family/friends of Mrs C:

Mrs C's family have noticed how content she is and have relayed this to the manager. They feel comforted by the fact that she is safe and happy, and it has given them a great peace of mind.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

The following Case Study 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 – *an 84 year old lady*.

Lady C

Lady C is aged 84, she lives alone and has suffered bereavements over the last number of years. A referral was made from her local Trust Bereavement Team.

Circumstances:

Lady C's husband had passed away in July and she was finding life very lonely. During her assessment the Check in and Chat Co-ordinator discussed bereavement counselling, but the lady did not want this at the time.

Outcomes:

- Lady C was matched with an Age NI Check in and Chat volunteer. After the second call the volunteer contacted Age NI to say that she was concerned about the lady's mental health.
- The Co-ordinator had a discussion with the lady and spoke about contacting her GP. Lady C explained she had tried to contact her GP all morning and could not get through. With her permission we contacted her medical centre and put in an urgent request for her GP to contact the lady.
- The Check-in and Chat Co-ordinator spoke to the lady about bereavement counselling. Lady C decided that this was something she would like to try and a trained bereavement counsellor from CRUSE contacted the lady, offering her a support call weekly until she is ready for bereavement counselling.
- The volunteer is ringing the lady each week and she is coping and feeling a bit better.

The results of this Case Study evidence the impact of the Check in and Chat service for this beneficiary, fulfilling the purpose of '**The Advancement of Health or the Saving of Lives**'.

The following case study is another example of how Age NI services deliver for its beneficiaries to satisfy the purpose of *'The Advancement of Health or The Saving of Lives'*. This example shows how Age NI provided emotional support through the First Connect service to a gentleman who felt alone for the first time in his life, following his late wife's passing, and how Age NI helped him to rebuild his life.

Gentleman D

Gentleman D was referred to First Connect by the Social Work team. This gentleman was caring for his wife who had been living with dementia. Sadly, his wife passed away and he was finding things very difficult.

Circumstances:

- Gentleman D was grieving for his wife and although he had excellent family support, he was alone for the first time in his life.
- Gentleman D was seeking to adjust to living alone, his home felt empty and there were no carers coming in.
- Gentleman D felt he didn't have a role, as so much of his life had been spent caring for his wife. He felt he had no-one to care for and was just existing.

Outcomes:

- With emotional ongoing support from First Connect, which include referrals to online groups and links to activities, this gentleman has made great progress and after time was keen to engage in new activities.
- Despite having little IT experience, he agreed with support, to log into online groups and joined various activities.
- Through those activities he has been able to share with the group memories of his and his late wife's life together whether through the singing group where he chose "his playlist for life" or in the cooking trying some of his late wife's recipes.
- Gentleman D plays a key part in the various groups and encourages others to get involved. He doesn't feel alone and has a fresh purpose supporting others going through a difficult time and has built up great friendships within the group.

The First Connect Co-Ordinator summarised the progress made with Gentleman D, saying *'he has shown great courage and has rebuilt his life again; he has sense of purpose again and he is a great asset in the group work and has helped many other clients who are going through similar difficulties'*.

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

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

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

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 **126 competent staff (31 March 2022) who are fully committed to the mission and values of Age NI.**

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

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

Board of Trustees

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

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

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

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

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

Boardroom Apprentice

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

The following Case Study was provided by one of the Boardroom Apprentices, on their experience within the Boardroom Apprentice programme and with Age NI, as Host Board:

'Boardroom Apprentice is a 12-month unique board learning, development and placement programme which enables those who would like to serve on a public or third sector board to learn and gain experience in a safe way before they take that step. It seeks to enable a wider diversity of individuals to play their part within boardrooms across Northern Ireland by bridging the gap between aspiration and reality.'

I chose to apply to Boardroom Apprentice because I wanted to try something new, something challenging and, most importantly, something worthwhile. A number of colleagues had taken part in the programme in previous years and had highly recommended it. There is a widespread stereotype of what a 'typical' Board member looks like, but having more diversity on Boards is critical for the future of Northern Ireland and I was really keen to be a part of a programme which is trying to transform this.'

During the programme, we had eight learning days, with topics ranging from the governance aspects of a Board to finance, partnerships and softer skills like communication and questioning. We were also required to undertake a group project in a case study format. Having the opportunity to then see the theory from the learning days played out in practice in the Boardroom setting was invaluable.'

I wanted to be placed with Age NI as my 'Host Board' because I believe that people in later life have a vital role to play in society and I wanted to learn more about the organisation's contribution to the lives of older people in our community. My grandfather suffered from dementia before he died, but also a severe loneliness caused by a broken heart after my grandmother passed away. I have witnessed the devastating impact of the issues that older people can face and organisations like Age NI can provide such an important lifeline.'

The Age NI Board hosted two Boardroom Apprentices this year and has been extremely welcoming and supportive, providing us with an important oversight of how an effective Board operates. Both our board buddies, the Chief Executive and the Governance Secretary, took the time to go through the papers with us and answer any questions to make sure we felt prepared in advance of Board or Committee meetings. The commitment of the Trustees and Executive Team of Age NI, and their passion to really make a difference to the lives of older people, is truly inspiring and I cannot thank them enough for giving me this opportunity.'

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Constituted Committees

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

Age NI Subsidiary

Age NI Enterprises Ltd is a subsidiary Board of Age NI, which is currently a non-trading Board since the legal transfer of the assets and liabilities from Age NI Enterprises Ltd to Age NI. Age NI delegated the management of the shop portfolio to Age NI Enterprises Ltd and tasked the board with discussing potential future opportunities.

Age NI's retail shop portfolio includes the retailing of donated goods and giftware through its charity shops, which include Ballymena, Bangor, Newtownards and Coleraine and during this financial year progressed an online retail service. Age NI offers beneficiaries the option of purchasing Age NI Personal Alarms and Independent Living Products to improve safety and promote wellbeing activities.

Due to the pandemic, unfortunately the charity shops were closed during extended lockdowns, however we were able to furlough the shop staff until the timescale concluded. Enquiries and Sales of Age NI Personal Alarms and Independent Living Products continued throughout the year, as this area of the business was able to be delivered by telephone.

Board Structure of Age NI Enterprises Ltd

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 is Mrs Diane Creevy. The other Directors within this period were Mr Trevor Dillon, Ms Kathy Graham, Mr Paul Moorhead, Mr Neil Hutcheson, Mr Sam Curry, Mr Damian Mc ateer and Dr Aileen Joanne McDowell.

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

Reporting to the Board of Trustees

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

Audit & Risk Committee

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

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

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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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

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

During this period, the committee was chaired by Dr Roisin McLaughlin. The Trustees and Directors on this committee within this period were 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.

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:
 - The Finance Director on Age NI Enterprises Ltd, to monitor its financial performance and to ensure the arrangements are aligned with the charity's long-term objectives.
 - Director of Marketing and Business Development to monitor the income generation performance of the charity.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

- Head of People and Development, when required, to monitor the performance of People and Development activities which have financial implications for the charity, including pension and salary provisions for staff in line with legal requirements.
- **The Terms of Reference** is reviewed annually.

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, Mr Ken Simpson, Mr Patrick Mullan and Ms Aislinn McBride. The committee meets quarterly in advance of the Board meetings; it submits minutes to each Board meeting and an update of the meeting is presented by the committee Chair.

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

Nominations and Remunerations Committee

The Nominations and Remunerations committee takes delegated responsibility on behalf of the Board of Trustees to ensure a formal, rigorous and transparent procedure for the appointment of new Trustees to the Board 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.
-

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

During this period, the committee was chaired by Mrs Patricia Davey. The Trustees and Directors on this committee within this financial period were Mrs Patricia Davey, Dr David Law 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.

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.

The process for maintaining, reviewing and presenting the Corporate Risk Register 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

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

identified key risk areas: Sustainability of Age NI; Breach of Corporate Governance; Damage to Reputation of Age NI and Failure to Protect. Each risk includes a residual risk assessment and inherent risk assessment and details the controls in place and actions to be pursued.

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

Decision Making within Age NI

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

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

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

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

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

ACHIEVEMENTS AND PERFORMANCE 2021/2022

In 2021/2022 with support from our partners and stakeholders, we had **207,181** interactions with older people (Age NI Services and targeted communications).

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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

The key achievements against Age NI's four strategic objectives for 2021/2022 include:

Enough Money
11,220 Advice Client Contacts to the Age NI Advice Service.
£1.022m in unclaimed benefits identified for older people in NI.
In Year 3 of the Age at Work programme, feedback received shows 95% are now more aware of retirement issues. Specifically, awareness increased by 57% around retirement options; by 100% around sourcing financial information and up 46% in accessing retirement information and support.
We distributed 138,000 copies of Healthy Ageing Calendar 2022 , which included advice on Winter Fuel payment, Avoiding Scams and Cyber Security tips to stay secure online.
Age NI supported age sector networks through a Development Officer who provides information and support on funding, strategic and operational planning. To inform our work about the needs of local networks, we developed a sustainability survey and produced a report highlighting significant concerns about continued funding.
The team at the Department for Communities responsible for the promotion of awareness of Pension Credit requested engagement with older people about their communication strategy – key messages, format and promotion. This was provided by the Consultative Forum.

Staying Well Feeling Good
All Care services reached agreed RQIA standards .
The Age NI Health & Wellbeing Group remained active , however due to Covid, the activities were confined to informing employees of health initiatives incorporating physical exercise, nutritious food and self-care, for example awareness weeks/months and health days, and encouraging participation in various physical events, for example, Slieve Donard Trek and the Belfast Marathon. As well as informing employees, challenges were added to Age NI's Engagement platform, where employees could gain points and rewards for participating in Health & Wellbeing activities.
A service user from the Check in and Chat Service said ' <i>Great relationship with [volunteer], light at the end of the tunnel – young lady who gives me some life</i> '. A service user from My Life My Choice said ' <i>As the name says My Life My Choice</i> '.
Through the delivery of our Care Services , 98% of service users reported improved physical wellbeing/health. In Living Well Moyle , 100% of service users reported improved mental wellbeing, 100% reported increased social contact, 100% reported being less lonely and 94% reported improved daily living. and 93% reported improved physical health/wellbeing. 88% of Volunteers reported they feel volunteering gives them a sense of purpose. (<i>Feedback evaluated via bespoke, retrospective evaluations where impacts are self-reported</i>).
Naturally, the issues of loneliness and isolation featured significantly across all of Age NI's work again this year and was clearly in evidence in the work of the Policy and Engagement Team. The work of the Action Group on Loneliness Policy progressed in 2021 and Age NI featured in a significant amount of its work. The All-Party Group on Loneliness met several times at the NI Assembly keeping its focus on the objective of securing a strategy on loneliness for Northern Ireland.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Equal and Engaged Citizens
<i>Five new volunteer members</i> were recruited to Age NI's Consultative Forum.
<i>1,769 older people's voices were heard and views captured</i> 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 including AGMs and planning meetings.
The Age NI Policy & Engagement team commenced planning Age NI's Act4Age campaign for the Northern Ireland Assembly election of 2022 early in the New Year. The campaign manifesto had a virtual launch in March 2022 and a social media campaign throughout April until the election on 5 May 2022. Once, again, the source of the campaign's key issues was Lived Experience 2021 brought up to date for the current context of continuing healthcare pressures, the rising cost of living and fuel prices.
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. Positive Ageing Month in October was marked across Councils which promoted their Age Friendly strategies and participation of older people in events and initiatives.

Progressive Organisation
Age NI has introduced a Hybrid Working Policy to reflect post-Covid working practices. This will allow flexibility between working from home and office.
Age NI developed a Policy & Strategy Group to work towards its new strategy, which was approved by the Board in this financial year and will be reported on in next year's report. The refreshed strategy has taken cognisance of the current and future environment to meet the needs of older people in NI.
Following the internal transfer of Charity shops and post-Covid lockdowns, Age NI has streamlined to four shops and one store , which supplies the retail units. We introduced a new way of trading post Covid, which utilises premium branded stock in the digital marketplace. We are progressing our Independent Living Products portfolio , to provide our beneficiaries with greater choice to improve their lives and provide assurance to their friends/families and we're developing our Social Enterprise portfolio .
The Senior Management Team has developed a 3 year Succession Planning tool to develop leaders by enabling them to build an experience portfolio to develop their leadership competency. It will provide staff with the opportunity to progress within the organisation, mindful of the importance of retaining committed and talented members of staff, and to ensure key roles and services have sustainable continuity.
The Board of Trustees has identified and will deliver a Trustee Recruitment process to appoint individuals with the required skills, experience and expertise to the Board/Committee structure in 2022/23, as the charity journeys into its refreshed strategy.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Plans for Future Periods

With the support of Age NI Trustees and staff teams, we extended our 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 was established and was instrumental in working towards refreshing our current strategy. The working group was led by the Director of Marketing and Business Development and included various Trustees and Consultative Forum representatives.

Our 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

We set the standard of success for ourselves and others to follow	Vision	A world where everyone can enjoy later life				We work together as one team, believing in the potential of people	
	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		
	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 					Age NI is properly resourced to deliver its plans and activities
					Age NI is effectively led and governed		
		We act with integrity and show pride in everything we do					

The above strategy concluded at the end of this financial year, 31 March 2022. Our refreshed strategy will be reported on in next year's Trustees Annual Report.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

FINANCIAL REVIEW

Incoming Resources

Total incoming resources for the year ended 31 March 2022 were £4,830,711 (2021: £5,516,457). This includes donations and legacies of £651,643 (2021: £217,778) and income from charitable activities of £3,598,857 (2021: £4,693,299).

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 2022 were £4,503,068 (2021: £4,730,889). This includes expenditure on raising funds of £552,549 (2021: £563,125) and expenditure on charitable activities of £3,950,519 (2021: £4,167,765).

Our total net incomings for the period, before other recognised gains and losses, was £327,644 (2021: Incoming £785,568). After gains from investment assets, the incoming resource was £364,161 (2021: Incoming £929,536).

The balances on restricted funds and unrestricted funds at the year end were £492,775 (2021: £618,519) and £2,480,837 (2021: £1,990,936) 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 2022 to £744,034 (2021: £707,517).

Investment Performance

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

At the year end 31 March 2022, the Charity held cash reserves of £2,622,683 (2021: £1,780,251).

The investment portfolio as at 31 March 2022 was £744,034 (2021: 707,517). The unrealised capital gain in the investment portfolio for the year ended 31 March 2022 was £36,517 (2021: £143,968).

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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 2021/22 these general reserves amounted to £2,480,837 (2021: £1,990,936). Excluding tangible fixed assets these general reserves amounted to £2,369,856. This represents 133% of the six month target based on 2021/22 annual pro-rata expenditure.

Funds held within designated funds are £62,628 (2021: £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;

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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

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

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

Statement as to disclosure to our auditors

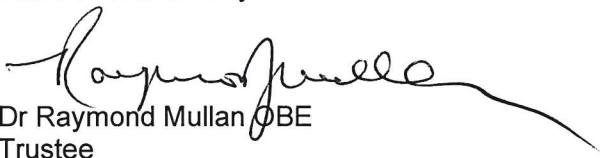
Each of the persons who is a Trustee at the date of approval of this report confirms that:

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

Small company provisions

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

The Trustees' annual report was approved on 28 September 2022 and signed on behalf of the board of Trustees by:


Dr Raymond Mullan OBE
Trustee

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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 2022 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 2022 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.

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

Independent Auditor's Report

To the Trustees of Age NI

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.

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

Independent Auditor's Report

To the Trustees of Age NI

- 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.

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.

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Independent Auditor's Report

To the Trustees of Age NI

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

28 September 2022

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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

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

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Income and endowments from					
Donations and legacies	2	651,643	-	651,643	217,778
Charitable activities	3	2,745,988	852,869	3,598,857	4,693,299
Other trading activities	4	552,497	-	552,497	583,081
Investment income	5	27,715	-	27,715	22,299
Total income and endowments		3,977,843	852,869	4,830,712	5,516,457
Expenditure					
Expenditure on raising funds:					
Costs of other trading activities	6	(552,549)	-	(552,549)	(563,124)
Expenditure on charitable activities	7,8	(2,971,907)	(978,612)	(3,950,519)	(4,167,768)
Total expenditure		(3,524,456)	(978,612)	(4,503,068)	(4,730,892)
Net (losses)/gains on investment	9	36,517	-	36,517	143,968
Net (expenditure)/income and net movement in funds		489,904	(125,743)	364,161	929,532
Reconciliation of funds					
Total funds brought forward		1,990,936	618,519	2,609,455	1,668,976
Transfer from Age NI Enterprises		-	-	-	10,943
Total funds carried forward		2,480,840	492,776	2,973,616	2,609,455

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

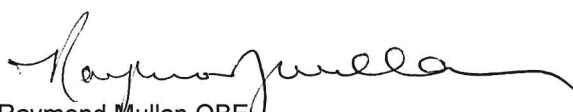
AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Balance Sheet

		2022	2021
	Note	£	£
Fixed assets			
Tangible fixed assets	13	110,980	146,867
Investments	14	744,034	707,517
		<hr/>	<hr/>
		855,014	854,384
Current assets			
Stock	15	-	3,184
Debtors	16	321,372	590,028
Investments	17	3	3
Cash at bank and in hand		2,622,682	1,780,251
		<hr/>	<hr/>
		2,944,057	2,373,466
Creditors: amounts falling due within one year	18	(825,455)	(618,395)
Net current assets		2,118,602	1,755,071
Total assets less current (liabilities)/assets		2,973,616	2,609,455
		<hr/>	<hr/>
Net assets		2,973,616	2,609,455
		<hr/>	<hr/>
Funds			
Restricted funds	21	492,776	618,519
Unrestricted income funds	21	2,480,840	1,990,936
		<hr/>	<hr/>
Total funds		2,973,616	2,609,455
		<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 28 September 2022, and are signed on their behalf by:


 Dr Raymond Mullan OBE
 Trustee

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Statement of Cash Flows

Statement of Cash Flows

	2022	2021
	£	£
Cashflows from operating activities		
Net (expenditure)/income		
Cash generated from operations	364,161	929,536
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	47,963	46,388
Net (losses)/gains on investments	(36,517)	(143,968)
Other interest receivable and similar income	(27,715)	(22,299)
<i>Changes in:</i>		
Stocks	3,184	2,884
Trade and other debtors	268,655	77,508
Trade and other creditors	207,046	(161,564)
	<hr/>	<hr/>
Cash generated from operations	826,777	728,485
Interest received	27,715	22,299
	<hr/>	<hr/>
Net cash used in operating activities	854,492	750,784
Cash flows from investing activities		
Purchase of tangible assets	(12,080)	(79,819)
Purchase of other investments	-	-
Proceeds from sale of other investments	19	-
Transfer from Age NI Enterprises	-	63,022
	<hr/>	<hr/>
Net cash used in investing activities	(12,060)	(16,797)
Increase/(decrease) in cash and cash equivalents in the year	842,431	733,987
Cash and cash equivalents at the beginning of the year	1,780,251	1,046,264
Cash and cash equivalents at the end of the year	2,622,682	1,780,251
	<hr/>	<hr/>

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

- **Accounting Policies**

Basis of Accounting

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

Going concern

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

Fund accounting

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

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

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

Income recognition

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

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

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

Resources expended

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

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

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.

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.

AGE NI

Company Limited by Guarantee

Report and Financial Statements

Year ended 31 March 2022

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

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

Limited by guarantee

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

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

2. Donations and legacies		Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
Legacies		651,643	651,643	217,778	217,778

3. Charitable activities		Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022
		£	£	£
DHSSPS		165,660	-	165,660
Age UK (received organisational support grant)		329,403	-	329,403
Meadowbank		850,030	-	850,030
IDC		539,525	-	539,525
Day Care		668,505	-	668,505
First Connect/Advice/Advocacy		-	178,257	178,257
Service income		2,816	-	2,816
Other charitable activities		190,049	674,611	864,661
		2,745,988	852,869	3,598,857

		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		555,064	-	555,064
Day Care		661,196	-	661,196
Big Lottery		-	428,478	428,478
First Connect/Advice/Advocacy		-	353,293	353,293
Management charges		35,305	-	35,305
Service income		1,812	-	1,812
Other charitable activities		100,864	684,750	785,614
		3,226,778	1,466,521	4,693,299

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

4. Other trading activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Fundraising	286,708	286,708	409,897	409,897
Commercial income	265,789	265,789	77,542	77,542
Age NI Enterprises Ltd Transfer	-	-	95,642	95,642
	<u>552,497</u>	<u>552,497</u>	<u>583,081</u>	<u>583,081</u>

5. Investment income

	Unrestricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Total Funds 2021 £
Bank interest receivable	2,181	2,181	1,725	1,725
Dividend income	25,534	25,534	20,574	20,574
	<u>27,715</u>	<u>27,715</u>	<u>22,299</u>	<u>22,299</u>

6. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Wages & salaries	323,648	323,648	243,016	243,016
Retail	9,636	9,636	834	834
Operational expenses	47,460	47,460	57,505	57,505
Transport	264	264	40	40
Accommodation	99,699	99,699	99,820	99,820
Other	14,577	14,577	21,515	21,515
Depreciation	11,506	11,506	4,842	4,842
Other support costs	45,759	45,759	45,333	45,333
Age NI Enterprises Ltd Transfer	-	-	90,220	90,220
	<u>552,549</u>	<u>552,549</u>	<u>563,125</u>	<u>563,125</u>

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2022 £	Total Funds 2021 £
Delivering flagship services	3,179,064	408,355	3,587,419	3,608,695
Lading authoritative expert on ageing	88,412	18,890	107,302	179,290
Mobilisation of a strong & vibrant age sector	145,479	29,754	175,233	288,627
Governance costs	-	80,565	80,565	91,152
	<u>3,412,955</u>	<u>537,564</u>	<u>3,950,519</u>	<u>4,167,765</u>

8. Analysis of support costs

	Analysis of support costs £	Total 2022 £	Total 2021 £
Staff costs	286,775	286,775	287,370
Governance costs	80,565	80,565	91,152
Operational	31,156	31,156	45,204
Transport	1,571	1,571	3,239
Accommodation	192,645	192,645	170,175
Other	(44,751)	(44,751)	(52,273)
Depreciation	21,264	21,264	22,171
Retail	-	-	15,517
	<u>569,225</u>	<u>569,225</u>	<u>567,038</u>

9. Net (losses)/gains on investments

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
Gains/(losses) on listed investments	36,517	36,517	143,968	143,968

10. Net (expenditure)/income

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

	2022 £	2021 £
Depreciation of tangible fixed assets	46,887	41,023

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

11. Staff costs

	2022	2021
	£	£
Wages and salaries	2,623,936	2,642,908
Social security costs	205,818	209,675
Pension costs	120,180	122,268
	<u>2,949,934</u>	<u>2,974,851</u>

The average head count of employees during the year was 144 (2021: 149).

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

	2022	2021
£70,000 to £79,999	1	1

12. Trustee remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the Charity in the year (2021: £nil). They were reimbursed travel expenses during the year totalling £nil (2021: £127). No charity trustee received payment for professional or other services supplies to the charity (2021: £nil). The total employee benefits of the key management personnel of the charity total £203,909 (2021: £189,204).

13. Tangible fixed assets

	Long leasehold property	Fixtures & Fittings	Motor Vehicles	Equipment	Leasehold improvement	Total
Cost	£	£	£	£		£
At 1 Apr 2021	89,995	298,268	111,371	144,496	62,007	706,137
Adjustments		(2)	(1)	1		(2)
Additions	-	3,447	-	7,334	1,299	12,080
Disposals	-	(92,900)	(28,046)	(8,698)	(3,915)	(133,559)
At 31 Mar 2022	<u>89,995</u>	<u>208,813</u>	<u>83,324</u>	<u>143,133</u>	<u>59,391</u>	584,656
Depreciation						
At 1 Apr 2021	47,884	265,182	111,371	82,086	52,746	559,269
Adjustments	-	(233)	(1)	12	-	(222)
Charge for year	2,254	8,570		34,586	1,476	46,886
Disposals	-					
		(92,599)	(28,046)	(7,883)	(3,729)	(132,257)
At 31 Mar 2022	<u>50,138</u>	<u>180,920</u>	<u>83,324</u>	<u>108,801</u>	<u>50,492</u>	473,675
Carrying amount						
At 31 Mar 2022	39,857	27,893	-	34,332	8,899	110,980
At 31 Mar 2021	42,111	33,086	-	62,410	9,261	146,868

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

14. Investments

	Listed investments
	£
Cost or valuation	
At 1 April 2021	707,517
Additions	54,613
Disposals	(80,166)
Fair value movements	64,740
Other movements	(2,671)
At 31 March 2022	744,034
Impairment	
At 1 April 2021 and 31 March 2022	
Carrying amount	
At 31 March 2022	744,034
At 31 March 2021	707,517

All investments shown above are held at valuation.

Financial assets held at fair value.

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

15. Stocks

	2022	2021
	£	£
Finished goods and goods for resale	-	3,184

16. Debtors

	2022	2021
	£	£
Trade debtors	104,786	81,860
Amounts owed by group undertakings	-	-
Other debtors	216,586	508,167
	321,372	590,028

17. Investments

	2022	2021
	£	£
Shares	3	3

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

18. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	48,782	56,123
Accruals and deferred income	659,422	423,832
Social security and other taxes	50,726	50,552
Other creditors	66,525	87,888
	825,455	618,395

19. Deferred income

	2022	2021
	£	£
Amounts deferred in year	573,767	288,639

20. Related party transactions

There were no related party transactions in the year.

21. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2021	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2022
	£	£	£	£	£	
Revenue Fund	1,936,278	3,977,843	(3,524,456)	(7,970)	36,517	2,418,212
Designated funds	54,658	-	-	7,970	-	62,628
	1,990,936	3,977,843	(3,524,456)	-	36,517	2,480,840

AGE NI
Company Limited by Guarantee
Report and Financial Statements
Year ended 31 March 2022

Restricted funds

	At 1 Apr 2021	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2022
	£	£	£	£	£	
Database Administrator	-	23,969	23,969	-	-	-
Innovation/Database Development	44,176	-	-	-	-	44,176
Living Well – South Eastern Trust	-	5,208	3,647	-	-	1,561
Day Care Restricted	13,410	1,191	832	-	-	13,769
My Life My Way	15,020	-	-	-	-	15,020
Ulster Garden Villages – My Home Life	7,000	-	5,000	-	-	2,000
Reminiscence	28,952	-	-	-	-	28,952
Friends of Living Well Moyle	225	-	-	-	-	225
Lottery Age at Work	82,105	415,011	425,702	-	-	71,414
MCI (Staying Sharp)	5,715	15,000	12,963	-	-	7,752
Age UK – Keeping Well at Home	14,658	-	5,577	-	-	9,080
Age UK – Net Fund	794	-	695	-	-	100
Age UK Coronavirus Appeal Fund	27,455	-	-	-	-	27,455
Age UK – Support & Recovery Fund	82,306	-	61,039	-	-	21,266
Health & Wellbeing	50,000	-	-	-	-	50,000
Impact Reporting	50,000	-	32,419	-	-	17,581
DHSSPS Support & Recovery Fund	41,415	-	41,415	-	-	-
Dept. of Communities Support & recovery Fund	-	75,000	3,334	-	-	71,666
Dementia MCST	-	4,053	3,290	-	-	763
Programme Funder Age UK						
First Connect/Advice/Advocacy	52,965	182,795	172,212	-	-	63,548
Lisburn & Castlereagh Age Sector	2,593	-	26	-	-	2,567
CHIC (First Connect North Belfast)	29,124	9,991	31,200	-	-	7,915
Armed Forces Belfast	4,038	997	1,490	-	-	3,546
Calendars Dec21	-	81,171	95,760	14,589	-	-
CHIC All Ireland Funds	9,714	-	9,714	-	-	-
Enrich	27,211	-	-	-	-	27,211
Health Ageing (PHA)	14,868	12,963	13,242	(14,589)	-	-
Pensioner's Parliament	9,742	20,000	29,496	-	-	246
Residents Comfort	5,033	5,520	5,590	-	-	4,963
	618,519	852,869	978,612	-	-	492,776

