

COMPANY REGISTRATION NUMBER: NI071940  
CHARITY REGISTRATION NUMBER: 104640

**AMENDED**

**AGE NI**

**Company Limited by Guarantee**

**Financial Statements**

**31 March 2019**

Finegan Gibson Ltd  
Chartered accountant & statutory auditor  
Causeway Tower  
9 James Street South  
Belfast  
BT2 8DN

# AGE NI

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2019

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# AGE NI

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019



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Belfast  
BT7 1NR

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## A Foreword from our Chair and Chief Executive

It is with pleasure that we are presenting the Trustees' Annual Report for 2018/19. This report highlights how Age NI has continued to help thousands of older people, their families and carers across Northern Ireland, through its areas of service delivery and engagement activities, resulting in another successful year for the charity.

We had over **94,000** engagements with older people through our services, support networks, policy and influencing engagements and reached over **637,000** readers through our social media channels, which has enabled us to make a positive impact on the lives of thousands of our beneficiaries.

We have provided several case studies within the body of the report, which demonstrates how we have made an impact on the individual lives of our older people and their families. The following are a few examples, which give a flavour of how different areas of the charity have delivered for our beneficiaries:

- **Direct care services** carried out over **75,000** engagements across residential, domiciliary and day care and 100% of family members feel their relatives are treated with dignity in our Care Services
- Our **Advice team** identified **£1.2m** in unclaimed benefits for older people in Northern Ireland and within this financial year have over **9,000** advice client contacts. Through this area of service delivery, 93% of our Advice Service users reported they have improved physical health
- **My Life My Way** support programme for older people living with dementia, and their carers, supported **398** clients with over **1,400** visits from 2 coordinators and 40 volunteers. 91% of My Life My Way clients reported increased confidence and 84% said they are less isolated and lonely

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

Yours sincerely

Dr Raymond Mullan OBE  
Age NI Chair

Linda Robinson  
Age NI Chief Executive



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

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The Trustees, who are also the Directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2019.

## 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  
Fax: (028) 9023 5497  
Website: [www.ageni.org](http://www.ageni.org)

## The Trustees

Dr Raymond Mullan OBE	Chair (Appointed 1 April 2018)
Mrs Patricia Davey	Vice-Chair
Mr Trevor Dillion	Treasurer
Mr Ken Simpson	
Mrs Una Macauley	
Mr Colin Flinn	(CF Trustee Resigned 22 June 2019)
Dr Roisin McLaughlin	
Mr David W.S Law	
Ms Kathy Graham	
Dr Gary Mitchell	(Resigned 16 August 2019)
Mr Edward Smyth	
Mr David Trelford	(CF Trustee Appointed 23 June 2019)

**Auditor**  
Finegan Gibson Ltd  
Chartered accountant & statutory auditor  
Causeway Tower  
9 James Street South  
Belfast  
BT2 8DN

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**Investment Managers**                      Cunningham Coates Stockbrokers  
The Linenhall  
32 – 38 Linenhall Street  
Belfast  
BT2 8GB

**Solicitors**                                      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 Memorandum and 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.

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#### Context of Ageing in Northern Ireland

Longer lives represent many opportunities and challenges for us as individuals as well as for our families, communities, employers, welfare, housing and health and social care systems. Lots of older people lead fulfilling lives, actively contributing to the economy and society, supporting their families, neighbours and communities through volunteering, caring for others, providing childcare and working beyond the traditional retirement age. For many older people, however, the picture of later life is stark, with 4 in 10 older people telling us they struggle on their income, 3 in 10 older people who report feeling lonely and 75% of older people stating they are concerned that they will be affected by spending cuts.

Like the rest of the UK, Northern Ireland is experiencing demographic shifts in terms of ageing and life expectancy. Mid-year estimates (mid-2017) indicated that 16.2% of the population (303,000) are over 65 years.

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. The numbers of people with dementia are expected to rise from 21,000 people in 2015, to around 60,000 people by 2051 and we know that rates of disability and ill health increase with age.

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 citizens.

The services Age NI directly deliver, which will be referred to within this report include:

Service	Description
<b>Advice &amp; Advocacy</b>	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.
<b>Care Services</b>	Age NI Care Services includes: <ul style="list-style-type: none"><li>• <b>Day Centre Care:</b> 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"><li>➤ Ballynahinch Day Centre,</li><li>➤ Skainos Day Centre, Belfast,</li><li>➤ Dungannon Day Centre,</li><li>➤ Anna House Day Centre, Dunmurry,</li><li>➤ Portaferry Day Centre</li></ul></li></ul>

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Some of our centres which specialise in supporting older people with dementia are:

- Ballyclare Day Centre
- Castlewellan Day Centre
- Dungannon Day Centre
- Laurehill Day Centre, Lisburn

- **Domiciliary Care:** Age NI provides vital domiciliary 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.

- **Residential Home:** 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.
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## 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. This year 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.

## Living Well Moyle

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

## Locality Community Navigators

The Locality Community Navigator's role is to represent and support community/voluntary sector organisations in the respective locality to work effectively with the Trust, and other statutory bodies, working collectively through a locality 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.

## 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 of 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.

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## My Life My Way

'My Life My Way' is a partnership project funded by the Big Lottery Fund and in partnership with the Belfast and Northern Health and Social Care Trusts which supports older people with dementia and their carers.

My Life My Way volunteers offer signposting and provide relevant information about care options and entitlements which will allow the individual with dementia or their carer to make better informed decisions. My Life My Way empowers older people who have been diagnosed with dementia to enjoy improved personal choice, control and Influence over decisions about their care and to be treated with dignity to live life their way less lonely and isolated.

# AGE NI

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#### OUR OBJECTIVES AND ACTIVITIES

Our aims and objectives are informed by feedback from our stakeholders including the Consultative Forum, age sector network partners 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.

Indicator	Target 18/19	Actual 18/19
1. Benefit Maximisation	£1,000,000	£1,200,000
2. No of Advice Client Contacts	10,000	9,400
3. Composite Service Volume	110,000	94,000
4. Legacy Income	£200,000	£68,000
5. Older People's voices heard by decision makers (supported by peer facilitators)	500	2,312
6. Income Unrestricted funds	£3,603,000	£3,399,000
7. Expenditure Unrestricted funds	£3,624,000	£3,470,000
8. Reserves	£1,417k 6 months	£1,397K 4 months

#### Age NI Volunteers

Age NI currently involves **261** volunteers in our work (31 March 2019). Age NI's volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged or whose voices are more difficult to hear. They carry out many roles, including supporting people with dementia in our day care centres and wellbeing services support, peer consultations, fundraising and volunteering in the shops.

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

Age NI Service	No of volunteers
Fundraising	43
Policy & Engagement (includes Consultative Forum, Peer Facilitators & Information Ambassadors)	45
My Life My Way	28
Day Centres	46
First Connect	31
Living Well Moyle	8
Drivers	7
Age NI Enterprises Ltd retail shops	53

Key facts from this financial year included:

- Age NI employed a new Volunteer Co-Ordinator in July 2018, who achieved the ILM Level 3 in Management of Volunteers' Award.
- Age NI recruited 58 new volunteers and each new volunteer completed induction training.
- We had over 420 volunteering enquiries resulting in 100 new applications between June 2018 and March 2019.
- We held a number of corporate volunteering events during this time including numerous Discovery Days with our corporate partners, who held tea parties in our day centres, hosted coffee mornings in our retail stores and helped us to redevelop gardens in our day centres and residential care home.
- We hosted a Big Tea Party event in October 2018 to celebrate the contribution made by our volunteers.

Feedback from our Volunteers, which were evaluated via bespoke, retrospective evaluations included:

- **92%** enjoy their volunteering role
- **83%** feel they give back to the community
- **75%** have been able to meet new people
- **71%** feel volunteering gives them a sense of purpose

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- **Strategy for Delivery**

In order to deliver these goals, Age NI works with older people directly, and within local communities across Northern Ireland through 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 services, dementia support, and advice and advocacy. 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.

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#### How our Activities Deliver Public Benefit

Our charitable purposes are listed below, which confirm that the beneficiaries for each purpose are those older people who are provided with services, 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 through the services we provided, the following stats 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'.

- **Advice & Advocacy:** 91% said they feel better off financially, 97% said they are less isolated and 90% said they have more home comfort.
- **Memory Link:** 98% said they were supported to access entitlements (benefits etc.)

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Quotations relating to the help our **Advice & Advocacy team** gave to beneficiaries included:



***The following Case Study confirms the direct impact the [Age NI Advice & Advocacy Service](#) has had on a married couple; two of its beneficiaries to further this purpose for the public benefit.***

By way of background, this couple (Mr & Mrs A) live alone in their own home. Mrs A was suffering from COPD, she has a very low immune system and suffers re-occurring infections. She relies on her daughter to provide meals, as she can no longer exert herself to make a basic meal and struggles to wash and dress. Mr A suffers chronic back pain and arthritis, which has impacted his mobility, he has impaired hearing which impacts his communication and he was struggling to wash and dress, and required help with communication.

Mr & Mrs A's daughter, who doesn't work, helps care for them and is their point of contact for their personal alarms. Mr & Mrs A didn't want social work assistance but requested assistance with applying for disability benefits, as they wouldn't manage this alone.

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### Mr & Mrs A

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

- Ordered 2 attendance allowance forms for the clients and supported them through the form filling application process.
- Advised the clients on carer's allowance for their daughter, if they are successful in their claims to attendance allowance and offered support with this when necessary.
- Completed a full benefits check for the clients and identified a small amount of rates relief and assisted the clients in claiming this.
- Completed a blue badge application for both of the clients to assist with access to suitable parking when attending appointments or going out.
- Referred the clients for a Northern Ireland Fire & Rescue Service Home Fire Safety Check, as they didn't have working fire alarms.

Outcomes for the clients, following Age NI actions:

- Clients were successful in their claim for attendance allowance and both received the higher rate of £85.60 per week.
- Clients were successful in securing carer's allowance for their daughter, paid at £64.60 per week.
- Clients were successful in their rates relief application and saved £528.32 per year.
- Clients were successful in their blue badge applications.
- Clients had a home safety check and now have working smoke alarms and a fire escape plan.

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Examples of how Age NI's services provide prevention and relief of poverty and relief of those in need by age for our beneficiaries are included below, with quotations derived from feedback evaluated via bespoke, retrospective evaluations.

- **98% of Memory Link beneficiaries** reported they were supported to access entitlements (benefits, etc.).
- **91% of Advice & Advocacy clients** reported they are better off financially and **90%** have more home comfort.
- **34% of Locality Community Navigators** beneficiaries reported they have more money.
  
- **Quotations provided to our Advice & Advocacy team:**
  - *'Thank you for providing guidance in the completion of attendance allowance forms. Very professional service, both my parents have been awarded allowance. Congratulations to the Age NI team'.*
  
  - *'The service I received was exceptional, looking after the needs of the elderly in our society. The staff member was polite and caring and gave excellent advice and made provision to speak with me on the telephone to complete my form. Many thanks I am now better off financially and wish I had contacted you sooner'.*
  
  - *'I had first class service from Age NI. [The Advice team member] helped me to fill in the request for a blue badge for my husband and at the same time suggested that I might be eligible for attendance allowance. Both requests were successful. I would not have been able to fill the forms in without [Age NI's] help, [as the person who helped me] was patient, kind and reassuring'.*



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#### 2. *The Advancement of Human Rights*

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

Within this financial year, we can confirm that **100%** of *My Life My Way clients* reported they are supported to live life with more dignity (*evaluated via bespoke, retrospective evaluations*).

***The following Case Study confirms the direct impact the [Age NI Advice & Advocacy Service](#) has had on a beneficiary, in this case the daughter of an older person, to further this purpose for the public benefit.***

By way of background, the client (Lady B) contacted Age NI as her 95 year old mother was self-funding in residential care and she was concerned her mother's savings were dwindling and didn't know what would happen when they run out. Age NI initially advised the client to contact her local Trust to carry out a financial assessment. The client was asked to sign to pay a monthly top-up prior to the financial assessment taking place. In the absence of signing the top-up, the client was told that her mother would be moved to a less expensive home and the client advised there was a shortfall and the family must pay the difference. However the client and her husband were both retired and on fixed incomes and couldn't commit to this monthly payment which may increase.

#### Lady B

Actions taken by a member of the Age NI Advice & Advocacy team:

- With written consent from client, we wrote a letter to the relevant Trust detailing the Departmental Guidance regarding top-ups. The third party must be willing and able to meet the cost of the top-up. The Guidance also says that a resident cannot be moved to less expensive accommodation if it will have a detrimental impact to their physical or emotional well-being. We pointed out that the resident had protection under the Human Rights Act, article 8; the right to private and family life. We asked that the cost of the resident's placement in line with their guidance was fully funded.
- Numerous letters were sent by Age NI to the relevant Trust. We received confirmation that the Trust will 'reconcile accounts' with the Nursing Home for the third party contribution and they have arranged the financial assessment for this residents permanent care.

Outcome for Lady B, following Age NI's actions:

- *Our client (Lady B) is delighted with the outcome as she would have found it difficult to navigate through the guidance and to persevere with the complaint without our help.*

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The absence of a NI Executive makes progress more difficult, but Age NI continued to highlight issues of concern to older people with NI Assembly members and key decision makers.

**Age NI Policy & Engagement department held the following events within this financial year which included, but are not limited to:**

- **Have Your Say Day was held with workshops on three key topics:**
  - Adult social care
  - TV licence fee concession for over 75s
  - Community transport

The aim of the event was to capture older people's views on a number of live issues relevant to older people, as well as allowing participants to share their experiences and raise issues of their own.

- **Focus on Social Care Reform**

We worked in partnership with the Law Centre NI to organise a second roundtable on adult social care, providing an opportunity for key stakeholders, including experts by experience, policy makers and commissioners to reflect on progress since the launch of *Power to People: proposals to reboot adult care and support* at the first roundtable in December 2017 and to consider potential solutions and ways forward.

We provided secretariat support to the All Party Group on Ageing and Older People which meets at least three times a year and focused this year on social care reform. Presentations were made to MLAs on the work of the Citizen's Assembly and on progress made in transforming adult social care provision. The All Party Group also sent a letter to all Health and Social Care Trusts requesting information on their ability to respond to the care and support needs of older people and levels of unmet need in their area. Social care reform will continue to be a theme for the next financial year along with community transport and loneliness.

We contributed to Northern Ireland's first Citizen's Assembly which considered the public's aspirations for social care for older people and the role the health service, communities and individuals need to play. We supported two people to share their personal experience of social care and highlighted the changes we believe are required to deliver an integrated social care system that promotes the right to live with dignity, independence, security and choice.

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### 3. *The Advancement of Education*

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

Examples of how Age NI's services provide the 'Advancement of Education' for our beneficiaries are included below, with quotations derived from feedback evaluated via bespoke, retrospective evaluations.

- **100%** of Memory Link clients reported they have more awareness - of useful information.
- **97%** of Locality Community Navigators beneficiaries reported they have more awareness through resources.
- Quotations provided to our Memory Link Worker:
  - *'Service was excellent and informative, knowledge of services available were extensive and helpful. The Memory Link Worker was empathetic, sensitive and encouraging. Put my father (patient) and mother at ease. Information and guidance was excellent without being patronising or pushy'.*
  - *'Excellent information, my father has been referred to services that will enable him to live alone independently and safely'.*
  - *'Great service, provided us with very informative information'.*

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The **Memory Link service** (further detailed on page 6), has provided **2,084 engagements** to older people through the memory assessment and those living with dementia. This has resulted in **100%** saying they have more awareness – of useful information, **98%** have been supported to access entitlements (benefits etc.), **98%** have reported improved safety and **95%** are more socially active. *(Stats were evaluated via bespoke, retrospective evaluations).*

The following Case Study confirms the impact that 'The Memory Link Service' has had on several of its beneficiaries to further this purpose for the public benefit; the gentleman who is the client and his family. By way of background, the client in this case is an older gentleman (Gentleman C) who was referred to the Memory Link Service after being diagnosed with a form of dementia, the first visit was completed with Gentleman C and his 2 daughters.

Specific information provided to the Memory Link Service about Gentleman C, enabled the Memory Link Worker to provide help to Gentleman C and his family:

**Gentleman C was receiving state pension, but his family were unaware he may be entitled to other benefits to help with personal support.**

**Gentleman C's condition made it difficult for him to stand for any length of time in the shower, which gave the family concerns about his safety.**

**Gentleman C wasn't socially active for the past year; his family thought he would benefit from joining a social group.**

**Gentleman C lived with his daughter in an extension with a living room and bathroom, but it didn't have a smoke alarm.**

**Gentleman C enjoyed spending time in the garden and his daughters felt they could benefit from attending a dementia support group.**

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### Gentleman C

This case study shows by the actions taken and outcomes that the Gentleman's family was educated with guidance and advice for their father who was diagnosed with a form of dementia. It shows how an enquiry to one of our services, through providing guidance and awareness, is expanded to several Age NI areas of service delivery for the benefit of our beneficiaries.

#### Actions taken:

- Memory Link Worker provided information on local dementia groups
- A referral was made to Age NI Advice team
- A referral was made to NI Fire Service
- Memory Link Worker provided information on personal alarms
- A referral was made to Occupational Therapist for a safety seat in Gentleman C's bathroom
- Memory Link Worker provided information on Men's Shed
- A referral was made to Community Navigator for a warm pack
- A 6 monthly review was arranged for November 2018

#### Outcomes from the above actions:

- Gentleman C's daughters attended a local dementia group.
- A member of his family is now receiving higher rate Attendance Allowance.
- A fire safety check was completed in Gentleman C's home, new smoke alarms and carbon monoxide detectors have been fitted.
- Gentleman C obtained a personal alarm from Age NI.
- A shower seat has been provided by the Occupational Therapist.
- Gentleman C attended Men's Shed only once, as he didn't enjoy being away from his home
- Gentleman C was supplied with outdoor clothes to wear when he is in the garden.

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Examples of how Age NI's services advance education for our beneficiaries are included below with quotations derived from feedback on Evaluation surveys in relation to the [Memory Link service](#) and our [Advice & Advocacy Service](#):

#### Memory Link Workers:

- '[The Memory Link Worker] was excellent with mother, had patience and explained herself very well. Plenty of information provided, a great help just what was needed. We no longer feel isolated with regards to Mum's condition. Cannot speak highly enough of this service'.
- 'As a family we didn't realise we could get so much help for Mum'.
- 'Today's visit was most informative and educational. [The Memory Link Worker] was great with Dad and provided great information. We are very satisfied with the service'.

#### Advice Service:

- *'I was given good information and further information that will hopefully help my case. Also, it was a friendly and caring phone call'.*
- *I would like to send a big thank you to [the Advice team]; they are helpful in every subject'.*
- *'Very informed and considerate staff'.*

#### 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 patient 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.

Within this financial year, we can confirm through our **First Connect Service** **100%** of service users reported they were less isolated and lonely and **100%** of service users reported increased social contact, through our **Advice and Advocacy Service** **93%** of service users reported better physical health and **97%** of service users reported improved mental wellbeing and from feedback received through our **Locality Community Navigators** **87%** felt more able to cope (resilience) and **86%** felt less stressed or worried.

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The following table shows the situation (*Lady D*) was in when referred to the [My Life My Way Project](#) by the Memory Link Service; she had a diagnosis of Alzheimer's dementia.

The actions taken and the impacts on Lady D and her husband, provides evidence of how one of Age NI's areas of service delivery has benefited two of its beneficiaries for the purpose of '*The Advancement of Health or the Saving of Lives*'.

<i>Situation</i>	<i>Action taken by My Life My Way Worker</i>	<i>Impact on Lady D and her husband</i>
Lady D presented as a friendly and chatty lady who had lost confidence in herself since her diagnosis.	A referral made to Age NI Advice Service for a benefits check.	Lady D and her husband are now receiving attendance allowance and report that this had made such a difference to their financial situation.
Lady D wasn't leaving her home as much as she used to and wasn't going to the social activities she used to enjoy. Her husband was concerned about this withdrawal.	A referral was made to Age NI Advice Service for assistance in applying for a blue badge.	Lady D and her husband have received their blue badge and have found this to be a great help to them in getting out to the shops/doctors appointments etc. Lady D's husband phoned to convey his gratitude for the help he received from My Life My Way; he stated without this help they would never have been able to benefit from a blue badge and attendance allowance themselves.
The My Life My Way worker discussed different groups, which may be of interest. Lady D liked the idea of a volunteer to accompany her to the social groups she used to attend in order to build her confidence again, noting the importance to take things slowly to regain her confidence.	Lady D was added to a waiting list for a volunteer. Information was provided on local social clubs. JAM card application provided (JAM card and app lets people with a communication barrier to tell others they need <b>Just a Minute</b> )	Lady D has been matched up with a suitable volunteer.  The JAM card has helped to slowly improve Lady D's confidence when out and about; she has been able to use it in situations where she required a little bit more time to process what was happening.

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The following case study confirms the direct impact Age NI's *First Connect Service* has had on one of its beneficiaries, an older person, to further this purpose for the public benefit. This client (Lady E) was referred to Age NI's First Connect Service via Age NI Advice Service.

By way of background, the client (Lady E) is an older person awaiting a hip replacement. It was evident from the first visit that Lady E was struggling within her own home due to the decrease in her mobility. Lady E stated she had been waiting on her operation for over 1 year and was struggling with attending to her personal care needs and daily tasks such as cleaning and cooking. She also said she felt lonely at times and the only contact she has is from a charity that supported her following the death of her son, and her elderly sister who calls in when she can.

### Lady E

Actions taken by a member of the First Connect Service:

- Immediate referral made to the Physical Disability Team for a care assessment, which was marked urgent and completed within a few days. Lady E now has a package of care in place that meets her daily needs.
- Lady E has been matched with a First Connect volunteer who calls weekly and she looks forward to these visits. A referral has been made for a wheelchair via the Community OT team, so the volunteer can assist Lady E out of her home.
- A referral was made to Good morning service, which Lady E loves. The volunteer rings her 3 mornings a week. During a recent Leaf 7 review Lady E stated, *'The calls are great. Some mornings when you are feeling a bit low or depressed that phone call makes such a difference'*.
- Information was sent about a local clinic and Aid calls. Lady E feels due to the care package her likelihood of falls has decreased but feels more informed and is aware of how to avail of these services if she needs them.
- A referral has also been made to the Disability Action Transport service and timetable for local centres considered, as she has decided to look at local community groups after her hip operation/recovery, she is a member of DAT and is ready to start when they are.

*(Continued overleaf)*



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### *Outcomes from the actions above:*

- Care needs now met
- Reduced likelihood of falls/hospital admission
- More informed and increase in choices.
- During a recent Leaf 7 review, Lady E rated each of the 7 areas with an increase from her original assessment.
- Reduced Isolation
- Increased confidence

*(Leaf 7 is a preference based quality of life assessment tool. It covers 7 aspects of life and people are asked to rate themselves on each aspect. The tool is person centred and client driven. It focuses on older people's ability to cope and their strengths first. Leaf 7 helps develop a plan to enable older people to do the things they enjoy and value. Capturing this information helps us understand service user outcomes and track their journey).*

Age NI has delivered various outreach activities for older people and has focused its outreach activity on attending external events to promote the Advice Service at a grassroots level. Age NI had opportunities to speak directly to hundreds of people at various exhibitions throughout this financial year, including the Over 50's Expo in Belfast, Balmoral Show, age sector and corporate partner events throughout Northern Ireland about Age NI products and services on how we can help older people, especially those living in rural areas, providing a benefit to the wider public.

### **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.

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

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

Age NI was incorporated on 4 March 2009, and 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 139 competent staff (31 March 2019) who are fully committed to the mission and values of Age NI (this incorporates Age NI and Age NI Enterprises Ltd).

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

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

#### **Board of Trustees**

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

#### **Recruitment of Trustees**

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

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

Following acceptance of the recommendations, newly appointed Trustees are formally inducted. They meet with the Chair, Chief Executive and the Management team to familiarise themselves with the charity and to observe from an operational side, as the induction is held in the charity's office. New Trustees are given a pack which includes:

- Age NI Articles of Association, Code of Practice, etc.
- Age NI Strategy 2015-2020.
- Board and Committee structures.
- Terms of Reference of each committee.
- Profiles of Age NI Directors.
- Role of the Board, individually and collectively.

A Board Evaluation session was held with Trustees at the annual Board of Trustees Away Days in October 2018.

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#### Boardroom Apprentice

Within this financial year, Age NI gave a Boardroom Apprentice the opportunity to attend Board and Committee meetings as an Observer, to share their skills with the existing Board, to gain understanding, knowledge, training and skills to equip them with experience, knowledge, understanding and support to become a future board member in the public and/or third sector.

The programme is built on three core pillars:

1. Provision of a 12-month Board Apprentice placement to gain experience
2. The transfer of knowledge and learning to the Boardroom Apprentice through the delivery of a suite of training
3. Support for the Boardroom Apprentice through an assigned board buddy

The overarching vision is to move the Board Member role from aspiration to reality.

The aim of the programme is to:

- Create a diverse pool of capable board ready Board Members
- Provide a sustainable pool of capable board ready Board Members
- Enable practical boardroom experience for aspiring Board Members
- Provide the transfer of knowledge, skills and experience to aspiring Board Members
- Increase the knowledge and awareness of the role of Board Members

The Boardroom Apprentice for this period provided the following Case Study, which outlines the learnings of the programme and experience within Age NI:

***'I applied for the Boardroom Apprentice to not only challenge myself but as part of the desire to participate and make a difference. If there was ever a time in Northern Ireland that we need individuals to stand up and be counted it is now.'***

***I was initially struck by the strap line of wanting to make a difference but with the added context of adhering to the values of commitment, passion, motivation, integrity, honesty and responsibility it felt like a good foundation from which to start. On seeing the extensive lists of public and third sector organisations that were participating it felt like a significant programme with which to get involved. This was only reinforced when I arrived at the welcome event in June 2018 by the representation at a senior level from these organisations and the respect that was shown to the programme and of course to the [Boardroom Apprentice founder] the dynamic and passionate figurehead.***

***My first encounter with my board was with my Board buddy and the CEO who were extremely helpful and welcoming. I was thoroughly inducted into the Board as an Apprentice and well briefed prior to my first Board. I was fortunate that my first board meeting tied in with an away day at which I was made to feel welcome and was encouraged to participate in group work. This has been my experience in all my Board meetings to date, my questions have been answered and the CEO and her assistant have been especially supportive and informative.***

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*The Training days have been challenging and enjoyable, in almost equal measure! Each one has brought with it specific challenges whether it be facing up to areas outside my comfort zone or merely fitting it all in with work and life pressures in the mix. The Café Conversations whereby you had the opportunity to speak to individuals such as the Chair of a large public body or a NI Permanent Secretary were also amazing opportunities to be given and from which to learn.*

*The most challenging aspect for me is fitting it all in with my day job and family caring roles. At the outset the time commitment is made clear to you and so I would reiterate to those taking on this programme going forward, the work cannot be underestimated and what needs to be put in in order to get the most out. I am surprised but delighted that through [the founders] persistence and passion and the calibre of those that have become involved from all sectors, the pace at which this programme has been embraced and will be able to make a difference including the opportunity it has given those who have so far taken part. I have personally gained in confidence in my abilities and further identified areas that I need to address in order to be an effective board room member'.*

### Constituted Committees

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

### Age NI Subsidiary

Age NI Enterprises Ltd is a subsidiary Board of Age NI. The principal activity of Age NI Enterprises Ltd is the retailing of donated goods and giftware through its charity shops, which within this financial year included Ballymena, Botanic, Bangor, Carrickfergus and Coleraine; selling Age NI Personal Alarms, Independent Living Products and Insurance Products, which include home insurance, car insurance, motor breakdown cover, travel insurance and funeral plans.

### Board Structure of Age NI Enterprises Ltd

The Board of Age NI Enterprises Ltd (which is a subsidiary of Age NI) meets quarterly and currently encompasses 6 Non-Executive Directors, 3 of which are also Age NI Trustees and Directors. The Age NI Enterprises Ltd Chair is Mr Neil Hutcheson. The other Directors within this period were Mr Ken Simpson, Mr Trevor Dillon, Ms Kathy Graham, Mr Sam Curry and Mr Damian McAteer. In addition to the quarterly Board meetings, Age NI Enterprises Ltd Board and the Senior Management Team who attend these meetings also attended an annual Blue Sky Thinking Strategy day, to assess and consider potential opportunities within the commercial arena.

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

#### Reporting to the Board of Trustees

The Age NI Board of Trustees receive regular 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 the Chair of Age NI Enterprises Ltd on the quarterly Age NI Enterprises Ltd meetings. The Minutes of these Boards were provided for information as the Age NI Enterprises Ltd Board of Directors make their own decisions, however as a subsidiary of the charity, this enables the Board of Trustees to keep abreast of decisions made.

#### 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 recommendation of systems/procedures are established and utilized through the Senior Management Team. The committee:
  - Ensures Risk Management is embedded across the whole charity
  - Monitors the Corporate Risk Register and ensures it's up to date
  - Reviews the risk management process to ensure it is adequate and operating effectively
  - Receives a sample of how the Business Continuity is tested
  - Reviews Inspection Reports from RQIA for the delivery of care services and other relevant bodies
  - Receives updates on any safeguarding issues
- **Audit.** The committee:
  - Reviews the management letter and management responses to the auditor's findings
  - Manages the selection and performance of the charity's auditors
  - Reviews the Trustees Annual Report and Annual Quality Report
  - Receives a selection of Regulation 29 monthly monitoring reports for each service.

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- **Internal Controls.** The committee:
  - Considers all aspects of internal control
  - Monitors the compliance of the charity with applicable law and regulation as well as the charity's own policies and procedures
  - Receives a presentation from the Insurance Broker, in advance of renewal
- **Receives updates** from the GDPR officer and 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 ensure the charity complies with the implementation of the Charity Commission and its guidelines where appropriate.

During this period, the committee was chaired by Mrs Una Macauley. The Trustees and Directors on this committee within this period were Mrs Una Macauley, Dr Roisin McLaughlin, Dr Gary Mitchell and Mr Edward Smyth. 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.

#### **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. The group consists of two Trustees, Dr Roisin McLaughlin and Mr Edward Smyth and the Governance Secretary. The Group meets quarterly in advance of the Audit & Risk committee meeting. The group provides an update and documents to Audit & Risk committee, when required, to enable the committee to review and make the relevant recommendations to the Board of Trustees.

Key achievements by this group within this financial year, which have been approved by the Board of Trustees included:

- Completion of The Code of Good Governance Health Check.
- The Governance Manual and Code of Practice.
- Revision of the Articles of Association.
- Review of the suite of Scheme of Delegation documents.

#### **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.

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

- **Financial Performance and Reporting.** The committee:
  - Considers the charity's financial plans.
  - Reviews the quarterly management accounts and performance of the charity against financial plans.
  - Reviews and monitors the cost effectiveness, efficiency and adequacy of the financial controls, financial risk management systems and operation of the charity.
  - Monitors and reviews the charity's budgets for approval by the Board.
  - Regularly reviews the charity's finance risk register quarterly and receives regular reports from management providing information on the financial risks faced by the charity.
  
- **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.
  - 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** are received from:
  - The Commercial Director (in relation to the charity's arrangement with 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/Head of Fundraising, to monitor the income generation performance of the charity.
  - Head of People and Development, 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. The Trustees and Directors on this committee within this financial period were Mr Trevor Dillon, Mrs Patricia Davey, Mr David Law and Mr Ken Simpson. 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/Head of Fundraising, Head of People & Development and the Commercial Director attended for their designated items.

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#### 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 the subsidiary company. It leads the recruitment of active and engaged people with the relevant knowledge, skills and experience to Age NI and Age NI Enterprises Ltd, 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 future skills and expertise are required for the future.
  - Ensures 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.

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, Mr Colin Flinn and Mrs Una Macauley. 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.

#### 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.



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The Consultative Forum comprises 40 individual older people from across Northern Ireland. The Consultative Forum Chair is a Consultative Forum Trustee on the Age NI Board. The Consultative Forum meets quarterly 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.

Key achievements within this financial year included:

- **Project Retain.** Project Retain is a partnership between Public Health Agency, Age NI, Health and Social Care Trusts and Nursing Pre Reg Education Providers to support the recruitment and retention of nurses to Care of Older People (often called Care of the Elderly) wards. Age NI Peer Facilitators contributed primary research to this project. Following a recommendation from the report, Age NI was tasked to develop 3 Action Learning Sets on Age Awareness, Communicating with Older People and dementia. We held Train the Trainer sessions for Peer Facilitators and these proved to be valuable in developing the materials for delivery. 8 Peer Facilitators and 4 Age NI Staff were involved in the Session Delivery. The feedback from evaluations was very positive with the main point being made that the impact of having Older People voicing their concerns and wishes are incredibly powerful. Each Peer Facilitator shared personal stories/anecdotes and experiences that enriched the narrative being delivered.
- Age NI received the 'Commitment to Collaborative Working Award' for its role in promoting the project and coordinating training from Age NI Peer Facilitators to nursing staff.
- **Enrich – Enhancing the Care Environment.** Following Project Retain, the PHA commissioned Age NI to produce a training session for delivery to nursing, care and ancillary staff in nursing home settings. The training was co-produced by older people and was based on what older people said matters most with regard to their care. The aim of the project was to promote recruitment and retention of nursing and care staff in nursing homes, to engage and co-design with older people to influence the capability and competencies of the nursing and social care workforce and to improve the care, culture and experience of residents and staff in nursing home settings across Northern Ireland.
- **Irish News Neighbourhood News Drop.** Members from our Consultative Forum took part in the Irish News initiative 'Neighbourhood News drop'. The members produced an article entitled "*There is no such thing as a stereotypical older person*" and opened with the line that age really is just a state of mind, which gave a great account of the work of the Age NI and Consultative Forum.

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#### Risk Management

Risk Management is primarily considered by the Audit & Risk committee and reviewed bi-annually at its February and August meetings, providing there haven't been any potential risks which have arisen between these 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 Audit & Risk committee and the quarterly Board meeting. As Age NI Enterprises Ltd is a subsidiary of Age NI, the Age NI Enterprises Board reviews its own Corporate Risk Register; however the Audit & Risk committee has oversight of both Corporate Risk Registers. The Age NI Enterprises Ltd Chair provides an update at the quarterly Board of Trustees meeting within the Chair's update. Both Corporate Risk Registers are provided to the Board twice annually, for information.

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

The Age NI Enterprises Ltd Corporate Risk Register is prepared by the Commercial Director. Each potential risk will be entered into one of the four identified key risk areas, which are Sustainability of Age NI Enterprises Ltd; 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.

Business Continuity Plans are in place to support risk management, which is a standard item at each Audit & Risk committee meeting.

#### Decision Making within Age NI

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

The Operational Leadership Team, comprising the Chief Executive, Charity Director, Director of Marketing & Business Development, Finance Director, Commercial Director and Heads of Departments, delivers 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.

Within this financial year, Age NI Board had three sub-committees and two commercial companies. Each committee/Board considers particular issues in greater detail and advises

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

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

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#### ACHIEVEMENTS AND PERFORMANCE 2018/2019

In 2018/2019 with support from our partners and stakeholders, we had **94,965** engagements with older people through our services, support networks, policy and influencing activities.

Through our social media channels we reached 637,526 readers and had 6,018 engagements within the financial year, which included Facebook, Twitter, LinkedIn and Instagram.

We published and distributed 2,000 Impact Reports, 10,000 copies of 'Spread the Warmth' booklets, in partnership with one of our corporate partners, 10,000 copies of 'Life doesn't come with a Manual' booklets and 10,000 copies of 'More money in your pocket' booklets; all which provide our beneficiaries with help and guidance in areas which matter to older people.

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

The key achievements against Age NI's four strategic objectives for 2018/2019 include:

#### Enough Money

**9,481** Advice Client Contacts to the Age NI Advice Service.

**£1.2m** in unclaimed benefits identified for older people in NI.

Age NI and Business in the Community NI, in partnership with their counterparts in Scotland and Wales, successfully secured **£2.2m** from the National Lottery Community Fund for the Age at Work project over 5 years. The aim is to support older workers across the three nations to remain / return to work in order to help them have enough income, stay connected and have a fuller working life.

#### Staying Well Feeling Good

Direct care services carried out **75,248** engagements across residential, domiciliary and day care.

All Care services reached agreed RQIA standards

Through the delivery of **Care Services**, **100%** of family members felt their relatives were treated with dignity and **100%** of day care centre users felt the service is of benefit. *(Evaluated via bespoke, retrospective evaluations).*

Our Meadowbank residential care home, Omagh celebrated **20 years of delivering quality dementia care** in July 2019 and we marked this event by holding a family day of celebration. Meadowbank was **nominated for and selected as a finalist at the Staff Nursing Awards**. We were delighted that the excellence and quality of care enjoyed by older people in Meadowbank was recognised at this prestigious event.

**My Life My Way**, a Big Lottery funded support programme for older people living with dementia, and their carers, supported **398** clients with **1,459** visits from 2 co-ordinators and 40 volunteers. **100%** say they have been supported to live life with more dignity, **91%** of service users said they have increased confidence, **84%** said they are less isolated and lonely. *(Evaluated via bespoke, retrospective evaluations).*

## AGE NI

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019

### Staying Well Feeling Good (continued)

Age NI Advice Service impacts included **100%** are less stressed or worried, **97%** are less isolated, **97%** have improved mental wellbeing, **93%** have improved physical health, **91%** are better off financially, **90%** have more home comfort and **86%** said they have improved mobility. A quote shared was '*I didn't expect to be seen by anyone and went away from your office feeling a lot lighter and hopeful*'. (Evaluated via bespoke, retrospective evaluations).

### Equal and Engaged Citizens

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

**2,312 older people's voices were heard** through the activities of Age NI's Policy & Engagement team

Through the **RETAIN project**, Peer Facilitators co-designed and delivered three action learning sets on the core issues of age awareness, communication and dementia. The training was delivered to 110 nursing staff on older peoples' wards along with one lecture to students undertaking pre-registration training in three Northern Ireland universities. The RETAIN project, which was delivered by PHA (Public Health Agency) and funded by Burdett Trust, targeted nursing staff in older people's wards across Northern Ireland where retention and recruitment presented significant challenges.

Peer Facilitators were also involved in the development, co-production and delivery of the **Enrich programme** which was commissioned by the PHA following the successful delivery of the RETAIN project. Enrich is a two hour training session offered to staff in residential and nursing homes across Northern Ireland. Training is supplemented with a series of three booklets on Age Awareness, Communicating with Older People, and dementia and was piloted with the Age NI team in Meadowbank. An added element of the initiative is a 10,000 More Voices survey to capture the views of older people in care homes and their families with the aim of helping to improve care services. Peer facilitators also coproduced the survey and its application and work alongside PHA and health and social care staff to conduct interviews and gather surveys.

We continue to work with **Age Sector Networks**, taking forward our shared strategic framework and the development of a strong, connected age sector where older people feel included, supported, engaged and valued in an age friendly society.

**An Age Friendly Northern Ireland** is the NI Executive's key vision on ageing, contained within the Active Ageing Strategy, 2016-21. We worked in partnership with the Public Health Agency and the Department for Communities to establish an Age Friendly Network for Northern Ireland to support and promote Age Friendly practice and planning across the 11 Council areas and help make Northern Ireland a great place to grow older.

### Progressive Organisation

Age NI retained the **Silver Status of Investors in People** and we were shortlisted for an IIP National Award in the 'Silver Employer of the year 50-249' category

## AGE NI

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019

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### Progressive Organisation (continued)

The People & Development department has identified online training through an external training provider for staff on key issues and in this financial year GDPR and Health & Safety training was delivered. This method ensures all members of staff receive the appropriate training in a time and resource efficient way.

Age NI retained the **Age UK Charity Quality Standard**, which assesses key aspects of the business.

Age NI CEO was awarded **Highly Commended in the 'Leading Forward in Transformation across Health & Social Care'** at the CO3 Leadership Awards in March 2019.

5 GDPR Policies were developed, including the Privacy Policy which is available to view on Age NI website. Staff have received, read and signed the new GDPR Policy. As noted previously, GDPR is an agenda item on each Audit & Risk Committee meeting.

IT management and support has progressed well with our new provider NewCMI and we are moving to a full IT upgrade of the service 19-20.

New VOIP (Voice over Internet Protocol) system procured and in place with significant cost savings.

# AGE NI

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019

## Plans for Future Periods

With the support of our teams, we have developed a robust strategy for 2015-2020, *Making Later Life Better*, with continued focus on our four strategic goals as outlined below:

We are passionate and determined about making later life better

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

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

Our strategy group is actively working towards refreshing our strategy for 2020 – 2025. The strategy group is led by the Director of Marketing and Business Development and includes various members of staff, Trustees, Consultative Forum and external stakeholders.

# **AGE NI**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report)**

**Year ended 31 March 2019**

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#### **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.

This is achieved by placing a considerable proportion of the cash reserves on longer term deposits while maintaining enough liquidity to meet the working capital needs of the charity.

At the year end 31 March 2019, the Charity held cash reserves of £1,089,653. The cash was invested on a mix of a longer term fixed deposit of one year, a shorter fixed term deposit term of 4 months, and current accounts.

The balance sheet also includes an investment portfolio of £656,106. The total cash and portfolio income investment returns included £25,934. There was also an unrealised capital gain in the investment portfolio of £32,207.

#### **FINANCIAL REVIEW**

##### **Statement of Recommended Practice (SORP) 2005**

All major risks, to which we are exposed, as identified by the Trustees, have been reviewed and systems and/or procedures have been established to manage those risks.

##### **Incoming Resources**

Total incoming resources for the year ended 31 March 2019 were £3,915,254 (2018: £4,174,609). This includes donations and legacies of £91,685 (2018: £372,213) and income from charitable activities of £3,434,632 (2018: £3,365,992)

##### **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 2019 were £3,939,043 (2018: £4,080,267). This includes expenditure on raising funds of £371,918 (2018: £411,038) and expenditure on charitable activities of £3,567,125 (2018: £3,669,229).



# AGE NI

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report)

#### Year ended 31 March 2019

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Our total net outgoings for the period, before other recognised gains and losses, was £23,789 (2018: Incoming £94,342). After gains from investment assets, the outgoings moved to an incoming resource of £8,418 (2018: £71,947).

The balances on restricted funds and unrestricted funds at the year end were £305,485 (2018: £255,700) and £1,397,123 (2018: £1,438,490) 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 Cunningham Coates, had a increase in valuation at 31 March 2019 to £656,106 (2018: £623,869).

The Board of Trustees, having regard to the liquidity requirements of the organisation and to the reserves policy, continue to operate a policy of keeping available funds in interest bearing deposit accounts and seek to achieve a rate of deposit which matches or exceeds inflation as measured against the retail prices index.

#### 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 2018/19 these general reserves amounted to £1,397,123 (2018: £1,438,490). Excluding tangible fixed assets these general reserves amounted to £1,293,203. This represents 75% of the six month target based on 2018/19 annual pro-rata expenditure.

Funds held within designated funds are £61,145. 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:

- 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.
-

# AGE NI

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019

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- Core Grant Funding.

#### Trustees' responsibilities in relation to the financial statements

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

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

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

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

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

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2019

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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 3 October 2019 and signed on behalf of the board of Trustees by:

A handwritten signature in black ink, appearing to read 'Raymond Mullan', written in a cursive style.

Dr Raymond Mullan OBE  
Trustee

# AGE NI

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of AGE NI

Year ended 31 March 2019

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#### Opinion

We have audited the financial statements of AGE NI (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, 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).

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

In our opinion the financial statements:

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

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 the provisions available for small entities, in the circumstances set out below, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

In common with many other organisations of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

# AGE NI

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of AGE NI

Year ended 31 March 2019

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#### Conclusions relating to going concern

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

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

#### Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

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

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

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

# AGE NI

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of AGE NI *(continued)*

Year ended 31 March 2019

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

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

#### **Responsibilities of trustees**

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

In preparing the financial statements, the trustees are responsible for assessing the 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.

# AGE NI

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of AGE NI

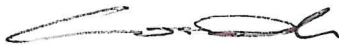
Year ended 31 March 2019

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As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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



Conor Dolan FCA (Senior Statutory Auditor)

For and on behalf of  
Finegan Gibson Ltd  
Chartered accountant & statutory auditor  
Causeway Tower  
9 James Street South  
Belfast

3<sup>rd</sup> October 2019

# AGE NI

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2019

	Note	Unrestricted funds £	2019 Restricted funds £	Total funds £	2018 Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	91,865	–	91,865	372,213
Charitable activities	6	2,918,596	516,036	3,434,632	3,365,992
Other trading activities	7	360,051	–	360,051	405,774
Investment income	8	28,706	–	28,706	30,630
<b>Total income</b>		<u>3,399,218</u>	<u>516,036</u>	<u>3,915,254</u>	<u>4,174,609</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of other trading activities	9	(371,918)	–	(371,918)	(411,038)
Expenditure on charitable activities	10,11	(3,098,838)	(468,287)	(3,567,125)	(3,669,229)
<b>Total expenditure</b>		<u>(3,470,756)</u>	<u>(468,287)</u>	<u>(3,939,043)</u>	<u>(4,080,267)</u>
Net gains/(losses) on investments	13	32,207	–	32,207	(22,395)
<b>Net income</b>		<u>(39,331)</u>	<u>47,749</u>	<u>8,418</u>	<u>71,947</u>
Transfers between funds		(2,036)	2,036	–	–
<b>Net movement in funds</b>		<u>(41,367)</u>	<u>49,785</u>	<u>8,418</u>	<u>71,947</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		1,438,490	255,700	1,694,190	1,622,243
<b>Total funds carried forward</b>		<u>1,397,123</u>	<u>305,485</u>	<u>1,702,608</u>	<u>1,694,190</u>

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

### Statement of Financial Position

Year ended 31 March 2019

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		2019	2018
		£	£
<b>Fixed assets</b>			
Tangible fixed assets	16	103,920	89,788
Investments	17	656,106	623,869
		<u>760,026</u>	<u>713,657</u>
<b>Current assets</b>			
Stocks	18	3,457	3,457
Debtors	19	537,059	511,715
Investments	20	3	3
Cash at bank and in hand		1,089,653	1,133,779
		<u>1,630,172</u>	<u>1,648,954</u>
<b>Creditors: amounts falling due within one year</b>	21	687,590	668,421
<b>Net current assets</b>		<u>942,582</u>	<u>980,533</u>
<b>Total assets less current liabilities</b>		<u>1,702,608</u>	<u>1,694,190</u>
<b>Net assets</b>		<u>1,702,608</u>	<u>1,694,190</u>
<b>Funds of the charity</b>			
Restricted funds		305,485	255,700
Unrestricted funds		1,397,123	1,438,490
<b>Total charity funds</b>	23	<u>1,702,608</u>	<u>1,694,190</u>

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 3<sup>rd</sup> October 2019, and are signed on behalf of the board by:



Dr Raymond Mullan OBE  
Trustee

# AGE NI

## Company Limited by Guarantee

### Statement of Cash Flows

Year ended 31 March 2019

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	2019 £	2018 £
<b>Cash flows from operating activities</b>		
Net income	8,418	71,947
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	27,123	26,877
Net gains/(losses) on investments	(32,207)	22,395
Other interest receivable and similar income	(28,706)	(30,630)
<i>Changes in:</i>		
Trade and other debtors	(25,344)	304,530
Trade and other creditors	19,169	65,529
Cash generated from operations	(31,547)	460,648
Interest received	28,706	30,630
Net cash (used in)/from operating activities	<u>(2,841)</u>	<u>491,278</u>
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(41,255)	(11,631)
Acquisition of subsidiaries	–	(1)
Purchases of other investments	(27,208)	22,394
Proceeds from sale of other investments	27,178	(22,395)
Net cash used in investing activities	<u>(41,285)</u>	<u>(11,633)</u>
<b>Net (decrease)/increase in cash and cash equivalents</b>	(44,126)	479,645
<b>Cash and cash equivalents at beginning of year</b>	<u>1,133,779</u>	<u>654,134</u>
<b>Cash and cash equivalents at end of year</b>	<u>1,089,653</u>	<u>1,133,779</u>

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2019

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#### 1. General information

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

#### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act (Northern Ireland) 2008.

#### 3. Accounting policies

##### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

##### Going concern

There are no material uncertainties about the charity's ability to continue.

##### 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.

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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#### 3. Accounting policies *(continued)*

##### Incoming resources

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

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

##### Resources expended

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

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

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.

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# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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#### 3. Accounting policies *(continued)*

##### Tangible assets *(continued)*

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

##### Depreciation

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

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

##### Investments

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

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

##### Investments in associates

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

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

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

##### Investments in joint ventures

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

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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#### 3. Accounting policies *(continued)*

##### **Investments in joint ventures *(continued)***

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

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

##### **Impairment of fixed assets**

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

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

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

##### **Stocks**

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

##### **Financial instruments**

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

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

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

Debt instruments are subsequently measured at amortised cost.

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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#### 3. Accounting policies *(continued)*

##### Financial instruments *(continued)*

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

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

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

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

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

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

#### 4. 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.

#### 5. Donations and legacies

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
<b>Legacies</b>				
Legacies	91,685	91,685	366,379	366,379
<b>Gifts</b>				
Gift Aid	—	—	5,834	5,834
	<u>91,685</u>	<u>91,685</u>	<u>372,213</u>	<u>372,213</u>

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

#### 6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
DHSSPS	165,660	–	165,660
Age UK	459,689	–	459,689
Meadowbank	747,013	–	747,013
IDC	329,588	–	329,588
Day Care	1,025,512	–	1,025,512
Big Lottery	–	122,449	122,449
Comic Relief	–	4,938	4,938
First Connect/Advice/Advocacy	–	337,119	337,119
Building Change Trust	–	–	–
Other Care Services	–	–	–
Management charges	41,523	–	41,523
Service Income	6,242	–	6,242
Other Charitable Activities	143,369	51,530	194,899
	<u>2,918,596</u>	<u>516,036</u>	<u>3,434,632</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
DHSSPS	165,716	–	165,716
Age UK	437,400	–	437,400
Meadowbank	718,324	–	718,324
IDC	564,336	–	564,336
Day Care	650,853	–	650,853
Big Lottery	–	153,572	153,572
Comic Relief	–	6,657	6,657
First Connect/Advice/Advocacy	–	311,023	311,023
Building Change Trust	–	4,082	4,082
Other Care Services	201,069	–	201,069
Management charges	42,356	–	42,356
Service Income	9,427	–	9,427
Other Charitable Activities	57,566	43,611	101,177
	<u>2,847,047</u>	<u>518,945</u>	<u>3,365,992</u>

#### 7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Fundraising	267,437	–	267,437
Commercial income	92,614	–	92,614
	<u>360,051</u>	<u>–</u>	<u>360,051</u>



# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Fundraising	312,011	9,644	321,655
Commerical income	84,119	–	84,119
	<u>396,130</u>	<u>9,644</u>	<u>405,774</u>

#### 8. Investment income

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
Bank interest receivable	4,378	4,378	2,913	2,913
Dividend income	24,328	24,328	27,717	27,717
	<u>28,706</u>	<u>28,706</u>	<u>30,630</u>	<u>30,630</u>

#### 9. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
Wages & Salaries	246,258	246,258	257,853	257,853
Retail	4,144	4,144	7,683	7,683
Operational expenses	65,324	65,324	98,773	98,773
Transport	132	132	1,737	1,737
Accommodation	18,014	18,014	1,909	1,909
Other	1,139	1,139	11,665	11,665
Depreciation	946	946	633	633
Other Support costs	35,961	35,961	30,785	30,785
	<u>371,918</u>	<u>371,918</u>	<u>411,038</u>	<u>411,038</u>

#### 10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2019 £	Total fund 2018 £
Delivering flagship services	2,908,630	324,742	3,233,372	3,197,185
Leading authoritative expert on ageing	113,788	19,953	133,741	188,320
Mobilisation of a strong & vibrant age sector	87,811	25,981	113,792	194,528
Governance costs	–	86,220	86,220	89,196
	<u>3,110,229</u>	<u>456,896</u>	<u>3,567,125</u>	<u>3,669,229</u>

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

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#### 11. Analysis of support costs

	Analysis of support costs £	Total 2019 £	Total 2018 £
Staff costs	122,545	122,545	82,497
Governance costs	86,220	86,220	89,196
Operational	64,334	64,334	54,497
Transport	1,992	1,992	1,423
Accommodation	176,197	176,197	158,635
Other	(8,276)	(8,276)	(25,211)
Depreciation	13,884	13,884	14,691
	<u>456,896</u>	<u>456,896</u>	<u>375,728</u>

#### 12. Net gains/(losses) on investments

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
Gains/(losses) on listed investments	<u>32,207</u>	<u>32,207</u>	<u>(22,395)</u>	<u>(22,395)</u>

#### 13. Net income

Net income is stated after charging/(crediting):

	2019 £	2018 £
Depreciation of tangible fixed assets	<u>27,123</u>	<u>26,877</u>

#### 14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2019 £	2018 £
Wages and salaries	2,541,403	2,597,784
Social Security Costs	189,451	188,091
Pension Costs	88,579	88,471
Redundancy	-	35,463
	<u>2,819,433</u>	<u>2,909,809</u>

The average head count of employees during the year was 189 (2018: 164).

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

	2019 No.	2018 No.
£60,000 to £69,999	<u>1</u>	<u>1</u>

# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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#### 15. Trustee remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the Charity in the year £Nil (2018: £nil). They were reimbursed travel expenses during the year totaling £1,042 (2018: £457). No charity trustee received payment for professional or other services supplies to the charity (2018: £nil).

#### 16. Tangible fixed assets

	Long leasehold property £	Fixtures and fittings £	Motor vehicles £	Equipment £	Leasehold Improvement £	Total £
<b>Cost</b>						
At 1 Apr 2018	89,995	234,327	139,974	416,986	51,000	932,282
Additions	–	1,072	–	40,183	–	41,255
<b>At 31 Mar 2019</b>	<u>89,995</u>	<u>235,399</u>	<u>139,974</u>	<u>457,169</u>	<u>51,000</u>	<u>973,537</u>
<b>Depreciation</b>						
At 1 Apr 2018	41,134	213,812	139,974	398,373	49,201	842,494
Charge for the year	2,250	8,101	–	16,542	230	27,123
<b>At 31 Mar 2019</b>	<u>43,384</u>	<u>221,913</u>	<u>139,974</u>	<u>414,915</u>	<u>49,431</u>	<u>869,617</u>
<b>Carrying amount</b>						
<b>At 31 Mar 2019</b>	<u>46,611</u>	<u>13,486</u>	<u>–</u>	<u>42,254</u>	<u>1,569</u>	<u>103,920</u>
At 31 Mar 2018	<u>48,861</u>	<u>20,515</u>	<u>–</u>	<u>18,613</u>	<u>1,799</u>	<u>89,788</u>

#### 17. Investments

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2018	623,869
Additions	27,208
Disposals	(16,799)
Fair value movements	32,207
Other movements	(10,379)
<b>At 31 March 2019</b>	<u>656,106</u>
<b>Impairment</b>	
At 1 April 2018 and 31 March 2019	
<b>Carrying amount</b>	
<b>At 31 March 2019</b>	<u>656,106</u>
At 31 March 2018	<u>623,869</u>

All investments shown above are held at valuation.

#### Financial assets held at fair value

Listed Investments were valued by Cunningham Coates, Belfast.

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# AGE NI

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

#### 18. Stocks

	2019	2018
	£	£
Finished goods and goods for resale	<u>3,457</u>	<u>3,457</u>

#### 19. Debtors

	2019	2018
	£	£
Trade debtors	88,126	132,285
Amounts owed by group undertakings and undertakings in which the charity has a participating interest	120,819	155,171
Other debtors	<u>328,114</u>	<u>224,259</u>
	<u>537,059</u>	<u>511,715</u>

#### 20. Investments

	2019	2018
	£	£
Investments in group undertakings	<u>3</u>	<u>3</u>

#### 21. Creditors: amounts falling due within one year

	2019	2018
	£	£
Trade creditors	69,132	63,947
Amounts owed to group undertakings and undertakings in which the company has a participating interest	530	–
Social security and other taxes	51,662	45,955
Other creditors	41,024	94,662
Accruals and deferred Income	<u>525,242</u>	<u>463,857</u>
	<u>687,590</u>	<u>668,421</u>

#### 22. Deferred income

	2019	2018
	£	£
Deferred Income	<u>448,862</u>	<u>363,881</u>

#### 23. Analysis of charitable funds

##### Unrestricted funds

	At 1 Apr 2018	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2019
	£	£	£	£	£	£
Revenue Fund	1,204,842	3,399,218	(3,470,756)	170,467	32,207	1,335,978
Designated Funds	<u>233,648</u>	<u>–</u>	<u>–</u>	<u>(172,503)</u>	<u>–</u>	<u>61,145</u>
	<u>1,438,490</u>	<u>3,399,218</u>	<u>(3,470,756)</u>	<u>(2,036)</u>	<u>32,207</u>	<u>1,397,123</u>

## AGE NI

### Company Limited by Guarantee

#### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2019

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Restricted funds	At	Income	Expenditure	Transfers	Gains and losses	At
	1 Apr 2018					31 Mar 2019
	£	£	£	£	£	£
Community Hardship Fund	2,117	–	–	–	–	2,117
Minibus	2,239	–	–	–	–	2,239
Day Care Restricted	8,864	435	(1,042)	–	–	8,257
My Life My Way	40,488	111,312	(104,474)	–	–	47,326
D'Oyly Carte Trust	3,237	–	–	–	–	3,237
Day Care Wish List	4,250	–	–	–	–	4,250
Elder Abuse HTA	630	–	–	–	–	630
Ulster Garden Villages - My Home Life	1,000	3,000	–	–	–	4,000
Agencies BP	5,639	–	–	–	–	5,639
First Steps to Funding First	589	–	–	–	–	589
Connect/Advice/Advocacy Luncheon Clubs	57,330	–	–	–	–	57,330
AES/ Age NI Outreach Project	1,250	–	(500)	–	–	750
Policy Expert	24,622	–	–	–	–	24,622
Step by Step	339	–	–	–	–	339
Reaching Communities	7,255	–	–	–	–	7,255
Health Policy Forum	1,241	–	–	–	–	1,241
Impact Project Evaluation	13,325	–	–	–	–	13,325
Residents Comfort	6,065	–	(1,620)	–	–	4,445
Reminiscence	4,681	4,617	(4,278)	–	–	5,020
Care Home Challenge 2 New	29,452	–	–	–	–	29,452
Connect/Advice/Advocacy	1,956	8,957	(5,895)	–	–	5,018
Age at Work	36,242	337,119	(315,121)	–	–	58,240
Project Retain	1,014	7,143	(5,556)	–	–	2,601
Friends of Living Well Moyle	1,875	14,179	(18,090)	2,036	–	–
Lisburn & Castlereagh Age Sector	–	200	–	–	–	200
Enrich	–	3,351	–	–	–	3,351
	–	25,723	(11,711)	–	–	14,012
	<u>255,700</u>	<u>516,036</u>	<u>(468,287)</u>	<u>2,036</u>	<u>–</u>	<u>305,485</u>

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