

Consolidated Financial Statements

**For the Year Ended
31 March 2021**



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

Charity Number: 1049527

Contents

	Page
Board of Trustees Report	1 - 19
Independent Auditors Report to the Members and Trustees of the Charitable Company	20 - 22
Consolidated Statement of Financial Activities	23
Consolidated Balance Sheet	24
Charity Balance Sheet	25
Cash Flow Statement	26
Notes to the Consolidated Financial Statements	27 - 48

Age UK North Tyneside

**Board of Trustees Reporting
For the year ended 31 March 2021**

Company Registration Number:	01763579 Registered in England and Wales
Charity Registration Number:	1049527
Registered Office:	The Bradbury Centre 13 Saville Street West North Shields Tyne & Wear NE29 6QP
Board of Trustees:	Mr R. Adams Chair Mr R.D. Morton Treasurer Mr J Booth Ms J. Gillson Ms T.J. Harrison Mr C Swan Mrs A Scurfield Mr R Brown
Executive Team:	Ms D. McNally Group Chief Executive
Bankers:	Barclays Bank plc 3 Northumberland Square North Shields Tyne & Wear NE30 1AX
Auditors:	Haines Watts 17 Queens Lane Newcastle upon Tyne NE1 1RN
Solicitors:	Womble Bond Dickinson (UK) LLP St Ann's Wharf 112 Quayside Newcastle upon Tyne NE1 3DX

OBJECTIVES AND ACTIVITIES

The Trustees present their report and audited accounts for the year ended 31 March 2021. This was the first year of our five year 2025 Strategy.

Our 2025 Strategy came into effect from 1 April 2020 following an independent service evaluation and full consultation process with Board members, staff, volunteers, customers, statutory partners, core funders and the wider public.

The 2025 Strategy is performance driven to achieve growth and the long term sustainability of the organisation whilst ensuring a personalised customer focused service is maintained at all times, this includes the Group's two wholly owned subsidiary companies EveryDay Care & Support Ltd and EveryDay Homes Ltd.

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

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

Our 2025 **six Strategic Aims** as follows:

Aim 1: To increase our financial sustainability and contribution to the local economy:

- By investing in paid for services under the EveryDay brand
- By protecting our core business and margins
- By delivering a financial contribution from non-core services
- By improving our estate and equipment to ensure it is fit for the future
- By investing in technology to maximise efficiencies

Aim 2: To improve the lives of people in later life:

- By providing accessible information, advice and guidance
- By maximising their income
- By addressing social isolation and loneliness
- By providing services that support and maintain independence
- By providing services that promote good health and wellbeing

Aim 3: To be leaders in providing high quality services and achieve customer excellence:

- By developing a recognised EveryDay brand and building strong local relationships
- By continuously improving and investing in our services and achieving relevant quality marks
- By supporting Age UK's Shared Strategy for Brand Partners
- By engaging and listening to what our customers want and need
- By meeting customer aspirations

Aim 4: To be a partner of choice and enabler of the co-production of quality services:

- By engaging and consulting with people in later
- By creating a "hub" of partners that work together for the benefit of people in later life
- By using our expertise to influence and develop projects and services
- By facilitating the co-production of projects and services for people in later life
- By delivering projects and services in partnership with others
- By supporting volunteering to add value to our projects and services

Board of Trustees Report (Continued)
For the year ended 31 March 2021

Aim 5: To be an Employer of Choice:

- By attracting the best staff
- By investing in our staff
- By recognising and rewarding our staff
- By supporting our staff
- By engaging regularly and with our staff
- By offering career progression and personal development
- By promoting the value of our staff who enhance the lives of people in later life

Aim 6: to make North Tyneside an Age Friendly place:

- By supporting people to have their voice heard
- By influencing key stakeholders to ensure older people are included in key strategies and policies
- By campaigning on issues that affect people in later life
- By promoting positive images of ageing

PUBLIC BENEFIT STATEMENT

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

ACHIEVEMENTS & PERFORMANCE

1. Aim 1: To increase our financial sustainability and contribution to the local economy

1.1. Strategic Aim: To increase turnover by 10%

We achieved this by increasing group turnover on the previous year by 13.4%. At 31 March 2021 turnover is reported at £5.78m against a target of £5.76m. Due to the pandemic the closing of the Wellbeing Centres, Jarretts Coffee Shop, all paid for classes and the reduction of private customers into the EveryDay Living Service directly contributed to a £112k deficit in private customer income during the year. However, new grant income and service level agreements during the year ensured the turnover target was achieved.

1.2. Strategic Aim: Plan, control and monitor the use of funds

- We budgeted to achieve a surplus of £2k for the year and reported a surplus of £88k, which was after accounting for £102k exceptional depreciation charge for the year.
- We planned for all non-core services to achieve a financial contribution between 5% to 10% towards internal Management and Services Charges, the target was to achieve £434k, and we achieved £476k.

1.3. Strategic Aim: Identify and invest in new business opportunities

- EveryDay Care & Support continued to expand into Newcastle and increased its profits by 91.2% on the previous year from £109k to £208k. This also exceeded the annual target of £163k by over 27%.
- The Charity invested £25k in EveryDay Homes which is prioritising its Registered Housing Provider status, the investment also included the recruitment of a new Head of EveryDay Homes, Phillip Curran.

1.4.Strategic Aim: Secure sufficient income to provide a range of free services to those customer in the greatest need

We raised £520k in new income during the year which exceeded the target of £269k to ensure services were delivered during 2020-2021, including new essential services during the pandemic.

1.5.Strategic Aim: Maintain a level of cash reserves to manage the financial risk of the organisation

The group cash reserves at 31 March 2021 were reported at £793k, against a target of £426k, which is the level required to meet the financial obligations and liabilities of the group.

2. Aim 2: To improve the lives of people in later life

2.1.Strategic Aim: To Engage and consult with communities to provide people in later life with the right services they need to make more if life

We did this by:

- Engaging directly with over 2,216 customers which represents 5% of the older population in North Tyneside.
- Switching our planned engagement, because of COVID-19, to raising our profile, promotions and surveys with our existing customers which gave is a reach to 14,714 homes. In the midst of the pandemic, we used heat maps on social isolation and the areas of deprivation to identify those older adults in our community who most needed our essential services. We targeted and reached 7,439 older people.
- Piloting, in partnership with VODA, Neighbourhood Network information sharing events with volunteers across the VCS social isolation and loneliness partnership. So far we have held three events that have been on various topics (e.g. Health, Impact of COVID-19 (C19), and Volunteering) and the attendance has varied between 12 and 30 participants.
- Creating and developing the Locality based Neighbourhood Network, starting with engaging on the network and recruiting for a Community & Locality Manager. We achieved 79 volunteer interactions compared to the previous year when we had no such roles within the organisation, and this provides a basis on which to develop the network further in 2021-2022.

2.2.Strategic Aim: To Engage and consult with customers to improve services

We did this by:

- Planning to facilitate meetings and implementing a minimum of one recommendation for each service. However, given that face to face meetings with customers was not permissible for the year due to local C19 restrictions and National Lockdowns, the method of consultation was changed to surveys and guided conversations in the second quarter of the year as part of Phase 3 (consulting and engaging with all customers) of our C19 Exit Plan
- Planning to engage with 1,650 people through 8 face to face forum sessions for customers. Instead, we did service satisfaction surveys with existing customers and reached 1,458 older adults. The information gathered allowed us to redesign services based upon customer feedback. Due to Tier 4 local restrictions and 2 National Lockdown we have the plans for the service redesign ready to go, until face to face interaction is allowed in July 2021.
- Supporting customers at home during the pandemic by creating and developing a series of service offers online, and for those unable to access digital an exercise DVD and resource pack were sent by post to customer. This was further supplemented by welfare telephone calls to our existing customers.

Board of Trustees Report (Continued)
For the year ended 31 March 2021

Feedback from customers

"Hi Laurie, I've just received my Rise Resource Pack in today's post it's a lovely surprise. The exercise programme is great. I'm feeling that there's progress being made already. The pack will keep me engaged and keep the grey cells stimulated during this prolonged lockdown. Can you pass on my thanks?"

'I was sent the fitness DVD and I have to say it is extremely well done. It really is amazing. The instructors weren't talking down to you and they looked very happy in what they were doing which really came across and was very encouraging. You couldn't go wrong really. They did a fantastic job.'

2.3. Strategic Aim: To campaign on issues that affect people in later life

We did this by:

- Supporting all 6 of our target campaigns: Social Isolation & Loneliness, Value of Social Care, Digital Poverty, Scams, Domestic Abuse and Health & Wellbeing with a further 2 campaigns covering Random Acts of Kindness and Mental Health, resulting in a total of 17 campaign interventions being recorded.
- Successfully campaigning and raising awareness over a variety of media platforms including local TV and radio.
- Successfully campaigning for data to be collected on all victims and survivors of domestic abuse, whatever their age. We are delighted that the Office for National Statistics has listened and will now start collecting this data on those aged 75+.

2.4. Strategic Aim: To improve how our services are accessed

This strategic objective has been achieved although delivered in a very different way due to the pandemic. Our original plan was to encourage individuals to meet with us in their local area, or in their own homes. We are now working predominately delivering most of our services online and via telephone.

We did this by:

- Carrying out all home visits within the charity if they were urgent and essential; a total of 71 home visits were undertaken by the Admiral Nurses.
- Continuing to deliver all services by digital, letter, and telephone methods to communicate and engage with customers, the Charity continued to offer regular weekly digital groups in Dementia Connections, Healthy Habits, Strength & Balance, and Active Age. We delivered this through two online programmes:
 - Winter Warmers and Workouts Programme – January and February 2021
<https://www.ageuk.org.uk/northtyneside/about-us/news/articles/2020/new-year-new-you/> Over the 6 weeks programme, we delivered 66 virtual sessions which were attended by 317 participants.
 - Spring into Action Programme – March and April 2021:
<https://www.ageuk.org.uk/northtyneside/activities-and-events/spring-into-action/>

For the month of March the Virtual programme provided 37 sessions across the month which had 219 attendances (115 in physical groups and 104 in social groups).

- Working in partnership with Azalea who loaned 50 tablets to our customers in EveryDay Care & Support. We recruited 11 Team Leader/Digital Champions who supported 50 older people to gain confidence using digital technology.
- Funds from the Age UK Covid Appeal fund were used to purchase 39 of our own Samsung tablets with Aspire Technology donating a further 3 to continue the digital activities with our customers in EveryDay Care & Support.
- Working in partnership with Age UK Covid North Tyneside Council to look closely at how technology could be used overnight to replace a physical care visit, which often disturbs customers during the night when in fact they only need a wellbeing check. Often customers are asleep when staff check in on them.
- Supporting 54 customers in EveryDay Care & Support to use various types of digital technology across the projects, these include: tablets, mobiles, Alexa Shows, laptops, and iPads and RITA.

2.5. Strategic Aim: To provide Information and Advice to people over 50

C19 impacted on the way in which delivered this service to our customers. We committed in Phase 1 of our C19 Service Plan to contact all customers and ensure they had the right information, advice in guidance which was achieved.

Our Customer Service Team were faced with a high number of customer enquires throughout the year mainly for advice around the pandemic. We successfully raised £29k from the Community Foundation to support the crucial work of this team.

Our specialist Information and Advice service operated in a very different way due to the pandemic and numbers have been significantly lower than in previous years. Our original plan was to outreach our Information and Advice service direct to older adults in their local area, or in their own homes. This service continued to be funded by North Tyneside Council, Age UK National which includes the Love Later Life and EON funded projects and during the year North Tyneside Council invested £11k from the Poverty Intervention Fund to sustain our capacity and to reach out to older people to encourage them to use this service, with a further £34k funding the service through to October 2021.

We delivered most of our Information and Advice service via the telephone and customer numbers did start to increase from September 2020.

2.6. Strategic Aim: To support people to improve their financial independence

We did this by:

- Supporting people to secure unclaimed benefits. We set a target to achieve £1.8m over the year, however most of the statutory benefit agencies reduced and closed during the first lockdown and demand from customers and referral partners was low even with additional promotion of the service being undertaken.
- Achieving £1.1 million in unclaimed benefits for older people in North Tyneside.
- Investing a further £10k from North Tyneside Cabinet in publicising and raising awareness of our service and that provided by the Citizens Advice Bureau, essentially to address increasing poverty in older people. This is supporting increased capacity in both organisations and an extensive publicity campaign. We hope this will boost the recovery of the Information and Advice service. The Council have also provided a further £45k from their Poverty Intervention Fund to support us to continue to provide information and Advice services until November 2021.
- Customer feedback *'You girls are fantastic from taking my first call to helping me with my enquiry. I am really over the moon. I've received a letter off Eon to say I will have £130 off this heating bill and £140 off the next and also I received a letter from the Government to say I am going to receive £200 heating allowance too. When the Bradbury Centre opens I will come in to thank Lindsay in person. I'm over the moon and really appreciate the help given to me '*

2.7. Strategic Aim: To address social isolation and loneliness

We did this by:

- Increasing the number of people accessing the **Befriending Service**, including Telephone Befriending, last year we delivered a service to 73 customers, this year we delivered a service to 134 customers, an increase of 183%. The Befriending Service continued to be funded by North Tyneside Council and The Big Lottery in partnership with VODA and a further £40k was secured from the Big Lottery to fund a Telephone Befriending Service where demand increased significantly during the pandemic. The additional funding allowed us to double the capacity of our team. Feedback from a Volunteer said *"he thoroughly enjoyed supporting customers in befriending service and telephone befriending service. He looked forward to the phone calls which cheered him up.*

Board of Trustees Report (Continued)
For the year ended 31 March 2021

He thanked us for the supportive monthly calls and the support throughout the services. He said it showed we cared about the volunteers and made him feel included in the work done for older people”.

- Increasing the **range of social groups and activities** across North Tyneside. We introduced 2 new virtual groups, Friendly Faces and At Home with the Museum which takes the total number of groups to 17. However, 15 face to face groups have not met face to face due to C19, but 2 regular virtual groups did run.
- Increasing **attendance at social groups and activities**” whilst the face to face groups did not meet we delivered a variety of online programmes attracting 1,208 people which is an increase from the previous year of 606. The Big Lottery continued to fund our project Co-ordinator who develops and supports these social groups and activities.
- Increasing the number of **prisoners in later life** accessing purposeful activities. The prisons, like the community, went into lockdown, so all face to face work was suspended from March 2020. We continued to provide fortnightly printed distraction/resource packs which we sent out to 5 prisons and reached out to 1,500 older offenders. Last year we delivered 4,691 attendances” to older prisoners. NHS England continued to fund our work into local prisons which we delivered in partnership with Age UK Teesside.
- All three **Wellbeing Centres**: Cedar Grove, Rowan Croft and Linskill Park Centres closed due to C19 in March 2020 and re-opened on 10 August 2020 with reduced numbers. Wellbeing Centre staff remained at work and continued to contact customers daily offering support which included one to one well-being at home, shopping, domestic tasks, and supporting individuals to have a daily walk and allow their loved ones to have a break from their caring responsibilities.
- Delivering, through our Wellbeing Centre staff team, a C19 essential shopping service to 300 customers, delivering 1,500 emergency food parcels, and remained on standby to support the Patient Transport Service, although this support was not called upon.
- Continuing to ensure that customers remained engaged to reduce the risk of isolation. Social activities continued with activities including jigsaws, quizzes, corridor afternoon tea, bingo, and sing-alongs. Some outdoor activities involved Linskill Park Choir singing Christmas Carols, outside entertainment by Darren our resident entertainer.
- Using technology, staff enjoyed supporting customers to keep in touch with families and friends using tablets, iPads, mobiles and Alexa Shows. Customers enjoyed a Christmas lunch provided by Proctor & Gamble who donated their 100 staff Christmas Lunches to our customers. Customers at Cedar Grove, Crossgates, Thomas Ferguson Court, and Linskill Park Wellbeing Centres thoroughly enjoyed a two-course Christmas meal. Ben from Appetite also donated meals for all the customers at Fontburn Court and Thomas Ferguson. North Tyneside Little Movers donated 200 Christmas presents lovingly wrapped for our customers. These were handed out across all care & wellbeing projects. The gifts were well received by customers.

2.8. Strategic Aim: Safeguarding people in their communities allowing them to feel safe in their own homes

We did this by

- Recording only one customer death due to C19 in EveryDay and five in the charity, out of 2,722 customers, and no employee deaths relating to C19
- Supporting 294 staff and 548 customers to have their first C19 vaccinations
- Providing weekly information updates on C19 and our services via our websites and Chief Executive Briefings, daily in the first two months of C19.
- Raising awareness of C19 scams re: track and trace and C19 testing
- Recording and reporting **83 safeguarding incidents** during the year in line with the North Tyneside Safeguarding threshold. 73 **low-level**, 10 **substantial** and zero critical safeguarding reports.
- Distributing 1,050 emergency food parcels, 2,400 hot meals and supporting 62 people with a weekly essential shopping service during lockdown.

2.9. Strategic Aim: To engage more people in activities to improve their physical wellbeing

We did this by

- Increasing the number of groups from 15 to 17 with two new virtual groups. The 15 face to face groups did not meet due to C19.
- Delivering a variety of online programmes with 1,156 attendances. Delivery of physical activity groups by virtual methods was difficult to provide successfully and has not been as popular as face to face. Last year we reported 1,750 attendances. Our ActivAge programme was supported by Sport England which funded our full time Activity Co-ordinator.
- Delivering a **Healthy Habits** programme in partnership with North Tyneside YMCA and funded by North Tyneside Clinical Commissioning Group. The delivered online 1 to 1 and virtual group support and was accessed by 7 people and we have an additional 6 people who wish to wait for the face to face service to restart. Healthy Habits continued to produce weekly informative emails for our staff as part of the Better Health at Work programme. We produced a series of articles for our website <https://www.ageuk.org.uk/northtyneside/about-us/news/articles/2020/exercise-and-nutrition-in-lockdown/>. We recorded a series of short social media videos around cooking to encourage people to stay healthy and well.
- Delivering a **physical activity programme** within our Extra Care Housing Schemes which proved quite a challenge due to C19, as the restrictions imposed meant that communal areas remained closed for the best part of the year across all schemes. Our staff continued to ensure that customers remained engaged with activities including the How Fit program and activity packs.

2.10. Strategic Aim: To work within Integrated Care System to provide a holistic approach to supporting people to continue to live at home with long term conditions

We did this by

- Re-engaging customers with their communities to increase confidence and independence through our **Care Point** Service. The contract changed on 1 September 2020 from Care Plus with TyneHealth to Care Point with Northumbria NHS Healthcare Trust. Over the year we achieved 153 customer interactions which is still less than the previous year's by 247, due to the pandemic and the staff not being based in the hospital as normal.
- Prioritising the **Strength & Balance** staff team to deliver the new NHS HowFit home exercise programme (<https://www.howfittoday.co.uk/>). To support this programme our trainers recorded three videos which are now live on our website and u-tube. In addition, we burnt these videos to DVD for those customers who were not online and posted out 120 DVDs. Over the year we had 2,078 interactions with the programme against a target of 1,000, achieving its target but not how originally planned. This is a significant increase on the previous year when we reported 400 people accessing the Strength & Balance Service.
- Expanding our **Dementia Connections Service** which continued throughout the pandemic at near full capacity and the only service in the Charity largely unaffected by the switch from face to face to remote working. The number of people accessing the service increased over the year to 4,242 customer interactions, compared to 1,000 in the previous year.

2.11. Strategic Aim: To support people to remain independent and to continue to live at home

We did this by delivering a domiciliary care service in the following areas through EveryDay Care & Support:

- **Care at Home in the North-West** service delivered **12,060 hours** compared to 8,016 in the previous year, an increase of 50%.
- **Care at Home in Whitley Bay** service delivered **41,076 hours** of care and support, compared to 42,989 in the previous year, a decrease of 4%.
- **Care at Home in Wallsend** service delivered **12,301 hours** of care compared to 12,472 in the previous year, a decrease of 1%.
- **Care at Home in North Shields** service delivered **9,221 hours** compared to 8,209 in the previous year, an increase of 12%.
- **EveryDay Living** throughout the year continued to see a decline in both commissioned and private packages due to C19, which has overall impacted our ability to grow the service further but overall this is still a positive result in the current climate. The service ended the year delivering **5,364 hours** compared to 7,501 in the previous year, a decrease of 28%.
- **Extra Care Housing** collectively delivered **188,605 hours** compared to 170,828 in the previous year, an increase of 10%.
- In total EveryDay Care & Support delivered **267,627 hours** of care, which was an increase on the previous year of 7%.

2.12. Strategic Aim: To provide carer support and carer relief

This strategic objective has been achieved through the wider Dementia Connections Service. We provided ongoing direct support to 162 carers through the Dementia Connections Service and three new digital Zoom groups for dementia carers, bereavement support and transition into care. Over the year we reached 247 carers, against a target of 1,000.

3. Aim Three: To be leaders in providing high-quality services, and thereby meeting the objectives of our Quality Policy

3.1. Strategic Aim: To maintain a high level of customer satisfaction

We did this by:

- Carrying out and feeding back on satisfaction surveys which were carried out for all customers during the year with a really positive and healthy outcome. During the last quarter, a further customer satisfaction survey was sent out to all EveryDay Care & Support customers living in the Extra Care Housing Schemes to ensure we had a good return rate and more meaningful feedback, this resulted in higher scores particularly in well led which increased to 92% from 85% in the previous year. The results of the follow-up survey show that 'Well Led' increased to 92%.
- Recording the number of compliments and complaints, compliments increased from 123 last year to 213 this year, and reduced complaints reduced from 14 down to 8.

3.2. Strategic Aim: To maintain a high level of customer service

We did this by:

- Continuing to review the outcome of 4-6 week customer evaluations carried out during the year, which consistently reported a score between 9 and 10.
- Continuing to keep in touch with our customers who could not access our face to face services, via letters and phone calls

3.3. Strategic Aim: To increase the number of people using our service

We did this by:

- Promoting our services across all social media platforms and on our websites. We constantly reported a high number of hits on our websites with 89% of these being new users for the Charity (42,951 this year compared to 4,801 last year) and 88% for EveryDay (7,295 hits this year compared to 951 last year).
- Working with other voluntary sector partners to promote our services including sending 13,000 leaflets into the homes of older people living in specific areas of North Tyneside early on in the year followed by monthly articles in the ABC Magazine, which is delivered into 10,000 homes across North Tyneside. More recently a joint leaflet with CAB also went into all the homes of residents living in North Tyneside which has proved to be very effective due to the number of enquiries we have had. Our services were also promoted in the two Living Well magazines which were given to all older people receiving the C19 vaccine.

3.4. Strategic Aim: To achieve external recognition as a quality provider of services

We did this by:

- Maintaining the **CHAS** quality mark in May.
- Maintaining the **ISO: 9001** accreditation in July. We were commended for demonstrating further development and for the maturity in our systems and processes.
- Responding to the **CQC C19 Emergency Support Framework** carried out in June 2020 the assessment covered Safe, Care & Treatment, Staffing and Protection from Abuse, Assurance Processes, Monitoring and Risk Management. CQC confirmed that we were managing the impact of the C19 pandemic within our business.
- Proactively responding to **North Tyneside "Health & Protect"** team during the year who focused purely on our C19 Secure Risk Assessments. The outcome of all inspections carried out in September 2020 confirmed that we demonstrated safe practice and were C19 secure with only two minor recommendations.
- Starting to prepare for our **IAQP** and **CQS assessments** with Age UK as part of our Brand Partner status which will take place early in 2021-2022.

4. Aim Four: To be a partner of choice

4.1. Strategic Aim: To identify and consolidate the number of organisations working on behalf of older people in North Tyneside, to strengthen the offer to our customers

We did this by developing our vision to create a One Stop Shop, through identifying appropriate organisations and identifying which services could be added to our Menu of Services. We engaged with 24 organisations and added their services which will ultimately be reflected in the new Ageing Well North Tyneside website.

4.2. Strategic Aim: To work to alleviate the Climate Crisis in North Tyneside

We did this by reducing the number of business miles carried out by the organisation by 14% on the previous year. The Chief Executive remains part of the discussions and groups working to alleviate the climate crisis in North Tyneside.

4.3. Strategic Aim: To strengthen the relationship with partners

We did this by:

- Working with Azalea, to support individuals within Extra Care Housing to use digital tablets.
- Working with RISE, a personal trainer style approach to encourage older people to return to physical activities.
- Working with ESRC Healthy Ageing Fund to submit two funding applications in partnership with the local Universities. 1x Digital support - technology enabling research with Northumbria University and 1x Dementia research and support for public spaces with Newcastle University.
- Working with the GEMS Programme for advice and guidance as the organisation moves into the housing arena.
- Working in partnership with Silverline around telephone befriending, Silverline pick up calls after office hours and over weekends which adds value to our service where referrals will be shared.
- Supporting veterans by working together to tackle social isolation in partnership with Operation Veterans
- Working with Utility Providers - Northern Gas Network, Northumbria Water and Northern Power Grid to support vulnerable older people to become part of their priority register service.
- Working with Worcester University through our Dementia Connections Service and using the University's research-based evidence to deliver our new meeting centres in 2021-2022.
- Working with St Cuthbert's Hospice through our Admiral Nurses to develop end of life links for people with dementia.

4.4. Strategic Aim: To work collaboratively to improve the lives of our customers

We did this by working with members of key decision making Boards and Groups work that impacts on older people:

- **Ageing Well Strategy** - the Chief Executive, Head of Charity Services and Head of EveryDay Care & Support are members of the Ageing Well Board. We influenced the development of the first Ageing Well Strategy in North Tyneside, which started with a presentation of our 2025 strategy in April 2021. The Strategy includes all aspects of ageing well, for the first time including housing and transport.
- **Integrated Care Frailty Review** - this review was completed following the work of several Task & Finish Groups working on all the different aspects of the review. The Chief Executive, Head of Charity Services and Head of EveryDay Care & Support were all heavily involved in all Task & Finish Groups. We have influenced the Customer Pathway and Referral routes for the One Stop Shop as well as linking these discussions with the design and plans for the site known as Backworth Park III, which is where the new Integrated Care Frailty Hub is now planned to be located.
- **Mental Wellbeing in Later Life Board** - the Chief Executive and Head of Charity Services attend these meetings. The key things influenced through this Board were the commissioning of an Admiral Nurse allocated to localities and the investment and commissioning a good care co-ordination service.
- **Digital Strategy North Tyneside**
This group was developed on the back of the Chief Executive raising the issues at North Tyneside Cabinet about older people and digital inclusion. The aim is to develop a Digital Inclusion Strategy.
- **North Tyneside Cabinet**
During the year the Chief Executive raised the issue of increased poverty affecting older people which resulted in Age UK North Tyneside being selected as a delivery partner for the Poverty Intervention Fund, which invested £55k into building capacity and raising awareness of maximising benefits. Digital Exclusion was also raised by the Chief Executive.
- **Health & Wellbeing Board**
The last meeting was held on 11 March 2021 when the joint commissioning intentions of NTC and NT CCG were presented. A number of these were influenced by Age UK North Tyneside.

5. Aim Five: To be an employer of choice

5.1. Strategic Aim: To recruit, induct and support new staff and volunteers to give them the best possible start

We did this by:

- Meeting the demand of expanding our services by recruiting 77 new staff during the year.
- Recruiting new volunteers which exceeded all expectations with 101 volunteers recruited against a target of 40. New volunteers were needed to support C19 services including the Shopping and Telephone Befriending services.
- Reducing staff turnover in EveryDay Care & Support down to 26%, which is lower than the industry average for Domiciliary Care of 30% and last year staff turnover calculated at 35% which represents a decrease of 9%.
- Reducing Charity staff turnover down to 9% from 11% last year.

5.2. Strategic Aim: To invest in training and personal development of our staff and volunteers to help them achieve their full potential

We did this by:

- Achieving 82% of mandatory training, with reduced numbers in attendance and an increased number of sessions to compensate. Last year we achieved 72% of mandatory training.
- Using Zoom to deliver training for Fire Safety and Mental Capacity training, this meant we could increase numbers per session.
- Delivering training for volunteers to deliver new services during.
- Continuing to deliver Group Induction for all staff and volunteers by video. New staff receive a link to watch this and complete a short test at the end to ensure they have understood it.

5.3. Strategic Aim: To communicate regularly with our staff and volunteers

We did this by:

- Circulating weekly briefings by the Chief Executive and where necessary special briefings, depending on how the situation with C19 or other key issues changed and developed.
- Creating WhatsApp Groups to keep staff teams across all services up to date.
- Communicating daily by telephone to catch-up with staff working from home either on a 1:1 basis or in a Team setting, and the Leadership Team continued to meet weekly throughout the year.

5.4. Strategic Aim: To regularly engage and consult with our staff and volunteers

We did this by:

- Carrying out Staff Surveys, particularly for those staff who were either furloughed and/or working from home, to ensure they were feeling supported. We worked with a company called 'Manage Remote Teams' and did a piece of work with those staff working from home around changing culture to the new way of working. An action plan was produced to show what we as an organisation needed to do to ensure that this was effective. This is still being worked on and will carry forward into 2021-2022.
- Carrying out a survey with all volunteers to see how our volunteers were feeling and what if anything we needed to do to ensure they felt safe to return to their prospective roles. The outcome showed that generally, volunteers were satisfied with the level of communication they received and also the majority of volunteers were looking forward to returning to the organisation if and when time allowed. 48 volunteers received the C19 vaccine through the organisation in preparation for their return.
- Engaging with our Employee Engagement Forum to ensure our staff have a voice.

5.5. Strategic Aim: To improve the health and wellbeing of our staff and volunteers

- Successfully achieving the 'Continuous Excellence' level of the Better Health at Work Award and working towards the next which is 'Maintaining Excellence'.
- Reducing sickness and absence levels which were at an all-time low during the year.
- Raising awareness of key Health Campaigns including Exercise & Physical Activity, Mental Wellbeing, Healthy Eating and General Health.

5.6. Strategic Aim: To identify, invest and support our future leaders

We did this by:

- Achieving 95% of Appraisals completed during the year using a different format which was adapted to C19 to help recognise everyone's contribution to it.
- Investing in personal development training with 19 staff signing up or working through their Level 2, 3 and/or 5 qualifications.

5.7. Strategic Aim: To recognise and reward our staff and volunteers

We did this by:

- Awarding in October 2020 a 2% cost of living award to salary staff to align with increases to hourly paid staff.
- Awarding an increase of between 1.17% and 5.26% to all hourly paid staff and further increasing all hourly rates of pay by an additional 1% from 12 October 2020, which positioned EveryDay Care & Support with the highest hourly rate for home care in North Tyneside and Newcastle.
- Nominating six EveryDay Care & Support staff for the NE Great British Care Awards, 4 staff were shortlisted for this award and attended a virtual judging panel in December. We do not know the outcome as plans to hold the live event were postponed and rescheduled to late summer 2021.
- Awarding a one-off bonus for care staff and Team Leaders within EveryDay Care and Support in December to recognise their commitment and dedication to their roles during the pandemic.
- Thanking and appreciating the support of staff to older people during the pandemic consistently in Chief Executive Briefings.

6. Aim Six: To make North Tyneside Age Friendly

6.1. Strategic Aim: To strengthen the voice of people in later life

We did this by:

- Campaigning on six key issues affecting older people, see 2.3.
- Engaging regularly with people in later life, see 2.1.
- Communicating regularly with people in later life, see 2.2.
- Supporting older people to vote in the May local elections in partnership with North Tyneside Council.
- Supporting older people to engage in the North Tyneside Council budget process.

6.2. Strategic Aim: To work to increase the housing options for people in later life

We did this by:

- Developing the first Extra Care Housing Scheme for people in later life with a cognitive impairment, Havelock Place, in partnership with Northumberland Estates. The scheme is planned to be completed in July 2021 and is the first housing development for EveryDay Homes Limited.
- Pursuing through EveryDay Homes a range of housing development opportunities with Northumberland Estates.

6.3. Strategic Aims: To identify and invest in a flagship One Stop Shop, Health & Wellbeing Hub for people 50+

We did this by identifying a potential site for the One Stop Shop, including Wellbeing Hub and Integrated Care Frailty Hub for people in later life in Backworth.

6.4. Strategic Aim: To work to make North Tyneside an Age Friendly borough in line with the World Health Organisation Standard

We did this by progressing all standards, with the greatest progress reported in housing, outdoor spaces and buildings and community and health care.

7. Our C19 Response

It was inevitable that our performance 2020-2021 would be impacted significantly by the world wide pandemic.

We are extremely proud of what we have achieved during this last year which would not have been possible without the leadership of the Executive & Leadership Teams, every member of staff and all volunteers, existing and the new people who joined us to support older people.

We received countless applaus during the year from our local Mayor, Norma Redfern, local Councillors, MPs and the High Sherriff.

We proactively monitored local data and constantly risk assessed and updated our customers, staff and volunteers on which services operated and infections controls that were needed. We monitored our C19 Toolkits daily and recorded the following headline data:

- Number of customer recorded deaths due to C19 - 6 out of 2,722 customers
- Staff absence, lowest recorded at 23%, highest recorded 35%
- Staff vaccinated with both doses 98%
- Our care services operated continuously and continue to do so
- New essential services were implemented including essential shopping, delivery of hot meals and telephone befriending

All our funders were and continue to be incredibly supportive, often paying funds in advance, and with the rising costs of PPE for our care services we welcomed our local authorities increasing our hourly rates and then moving to supply our PPE centrally. Older people benefited from the proactive response of this organisation and all our partners in North Tyneside and Newcastle.

The World Wide Pandemic is recognised as a real threat to the operational and financial viability of many organisations and companies. Age UK North Tyneside has managed, and continues to manage, the risk through proactively planning and reviewing C19 Service Plans that identified New Risks and the Additional Controls constantly. In addition the finances were reviewed regularly to reassess the organisations financial resilience, the outcome was a live budget and cashflow which is updated regularly and immediately any changes to income or expenditure are known. The organisation is projecting a small surplus for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

ORGANISATION FINANCIAL REVIEW

Overview

At the year end the group reported an operating surplus of £88k (before exceptional charges, gains/losses on the pension scheme) compared to a surplus of £53k in 2020. A surplus of £2k was originally budgeted for the year, additional income generation and efficiencies across the year ensured a positive result was achieved at the year-end.

Incoming resources

Total incoming resources for 2021-2021 were £5.8 million compared to £5.2 million in 2019-2020. The increase was mainly attributable to an increase in turnover in EveryDay Care and Support Ltd services. Our charitable income generation target for the year was £96k and we ended the year achieving £304k.

Assets

The charity's assets are being held to enable it to carry out its objectives. The movements in fixed assets during the year are set out in note 13 to the accounts.

Investments

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

Age UK North Tyneside hold all shares in EveryDay Care and Support Ltd and in EveryDay Homes Ltd (see note 14).

Pension

Age UK North Tyneside has complied with FRS 17 and disclosed its proportion of the Age UK Final Salary Scheme liability. The Age UK Retirement Benefit Scheme has provided participating employers with their breakdown of the assets and liabilities. (See note 23). The defined benefit scheme is closed to new entrants and the actuarial valuation of the scheme deficit at 31 March is £19,000 with a small increase in the liability over the year of £2,000. In order to address the deficit the charity is required to make additional payments of £5,017 per month over 111 months.

Reserves

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

The annual review in March 2021 concluded that Age UK North Tyneside should continue to accrue designated reserves equivalent to two months normal revenue expenditure for each individual cost centre, plus potential staff redundancy costs, in cash. The Reserves Policy is reviewed annually in February/March in light of the findings and conclusions of the Risk Audit Report and the recommendations from the Budget Report.

- The operating surplus of £88k was recognised for the year, losses on the pension scheme were reported at £2k which returned a group surplus of for the year of £86k.
- Unrestricted General Fund – in line with its policy, Age UK North Tyneside needs to accumulate a contingency reserve equivalent to two months normal revenue expenditure plus potential staff redundancy costs in cash which would calculate to £426k. Bank balances at 31 March 2021 less deferred income and payments in advance are reported at £536k which exceeds the target by £110k.
- Designated Funds – The charity has three designated funds; the property fund, the strategic development fund and the defined benefit pension fund, further details can be found in note 21.
- Restricted Funds – the funds balances are not available for general charity use, but are only expendable in accordance with the objectives declared by the donor, further details of restricted funds can be found on note 20.

PLANS FOR THE FUTURE PERIOD

Future direction, challenges, priorities and threats

2020-2021 was the first year of the 2025 strategy, and it was the year which the world operated in the context of a pandemic. As we plan for 2021-2022 this will mean continuing to operate in an environment which will need tight infection controls to allow older people to feel able to reconnect with their communities whilst feeling safe.

The Strategic Plans for 2021-2022 were approved by the Board of Trustees on the 24 March 2021, the headlines from these plans include:

- Implementation of our Locality Plans and expansion of the Neighbourhood Network
- Continuing to identify and work with all partners with an interest in older people
- Campaigning on issues that affect older people
- Addressing social isolation and loneliness
- Supporting people in later life to access a range of wellbeing activities in their communities
- Aligning our dementia strategy with local health partners
- Pursuing the development of the Backworth Ageing Well Village with our strategic partners
- Expanding domiciliary care services in Extra Care Housing including the opening of the first Extra Care Housing Scheme for people with dementia or other cognitive impairment in later life
- Investing further in our infrastructure through digital solutions and new skills and expertise
- Implementing the next stage of our Estate Strategy
- Securing Registered Housing provider status to offer more housing options for people in later life

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing documents

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

Organisational structure

The charity is managed on behalf of the Trustees by the Group Chief Executive, Dawn McNally, leading a Senior Leadership Team including a Head of Finance, Sharon Robinson, Head of Corporate Support, Angela Dawson, Head of EveryDay Care & Support Services, Kerry Parker, Head of Charity Services, Yvonne Probert and Head of EveryDay Homes, Phillip Curran.

Employment policies

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

Pay policy for senior staff

The Board does not differentiate its pay and conditions of service for senior staff from other employees. It used the Social Care Salary Survey Report 2018, the Local Authority NJC Scales applied from 1 April 2019, and the NHS Salary scale to compare salaries.

Board of Trustees Report (*Continued*)
For the year ended 31 March 2021

Board of Trustees/Company Directors

The body responsible for the governance of the charity is the Board of Trustees who are also Directors under company law. The Board meets at least four times a year and Trustees are elected for a recurring three year term (maximum nine years agreed from April 2015) and the Chair for a maximum of two three year terms. The Board can comprise of up to 15 members including three co-optees and the Honorary Officers. The Trustees who served during the year are listed on the inside front cover of this report.

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

The Board has three Sub Committees:

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

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

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

PRINCIPAL RISKS AND UNCERTAINTIES

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

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

Risk

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

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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


In so far as the Trustees are aware:

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

AUDITOR

Following four years of using Haines Watts as auditors, there will be a tender process during 2021 to evaluate who Age UK North Tyneside's auditors should be in the next financial year.

Approved by the board on 18 August 2021 and signed on their behalf by:


Richard Adams
Chair

Independent Auditors' Report to the members of Age UK North Tyneside
For the year ended 31 March 2021

Opinion

We have audited the financial statements of Age UK North Tyneside (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Group and Charitable Company, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2021, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

However, not all future events or conditions can be predicted. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the company's trade, customers, suppliers and wider economy. The Trustees' view on the impact of Covid-19 is disclosed in the accounting policies on page 27.

Other information

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

Independent Auditors' Report to the members of Age UK North Tyneside (Continued)
For the year ended 31 March 2021

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent Auditors' Report to the members of Age UK North Tyneside (Continued)
For the year ended 31 March 2021

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

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:


- confirming with the trustees and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- confirmation received from the banks to verify the balance as on the last day of the accounting year;
- reviewing minutes of meetings of those charged with governance; and
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

Use of this report

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



Donna Bulmer BA (Hons) ACA (Senior Statutory Auditor)
For and on behalf of Haines Watts

16 November 2021
.....

Statutory Auditors

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Age UK North Tyneside
(A company limited by guarantee)

Consolidated Statement of Financial Activities
For the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	4	71,215	-	-	71,215	27,938
Charitable activities	5	1,084,871	292,735	-	1,377,606	1,338,523
Other trading activities	6	4,386,650	-	-	4,386,650	3,792,663
Investments	7	267	-	-	267	429
Total income		<u>5,543,003</u>	<u>292,735</u>	<u>-</u>	<u>5,835,738</u>	<u>5,159,553</u>
Expenditure on:						
Cost of raising funds:						
Trading activities		3,818,035	-	-	3,818,035	3,299,886
Charitable activities	9	1,476,424	319,529	66,560	1,862,513	1,806,737
Impairment of fixed asset		-	-	67,639	67,639	-
Total expenditure		<u>5,294,459</u>	<u>319,529</u>	<u>134,199</u>	<u>5,748,188</u>	<u>5,106,623</u>
Net income/expenditure		248,544	(26,794)	(134,199)	87,551	52,930
Transfers between funds		(211,752)	-	211,752	-	-
Other recognised gains/(losses)						
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	(2,000)	(2,000)	105,000
Net movement in funds		<u>36,792</u>	<u>(26,794)</u>	<u>75,553</u>	<u>85,551</u>	<u>157,930</u>
Reconciliation of funds						
Total funds brought forward		740,088	26,794	964,422	1,731,304	1,573,374
Total funds carried forward		<u>776,880</u>	<u>-</u>	<u>1,039,975</u>	<u>1,816,855</u>	<u>1,731,304</u>

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

Age UK North Tyneside
(A company limited by guarantee)

Consolidated Balance Sheet
As at 31 March 2021

	Notes	£	2021 £	£	2020 £
Fixed asset					
Tangible assets	13		667,363		770,163
Investments	14		373,347		373,347
			<u>1,040,710</u>		<u>1,143,510</u>
Current assets					
Stocks	15	11,492		9,467	
Debtors	16	566,360		385,299	
Cash at bank and in hand		795,921		615,391	
			<u>1,373,773</u>	<u>1,010,157</u>	
Creditors: amounts falling due within one year	17	(485,914)		(308,261)	
Net current assets			<u>887,859</u>	<u>701,896</u>	
Total assets less current liabilities			<u>1,928,569</u>	<u>1,845,406</u>	
Creditors: amounts falling due in more than one year	18	(92,714)		(97,102)	
Net assets excluding pension liability			<u>1,835,855</u>	<u>1,748,304</u>	
Defined benefit pension scheme liability	23	(19,000)		(17,000)	
			<u>1,816,855</u>	<u>1,731,304</u>	
The funds of the charity:					
Restricted income funds	20		-		26,794
Unrestricted income funds					
General fund	21		491,065		350,600
EveryDay Care & Support	21		285,815		389,488
Designated fund – Strategic	21		207,364		-
Designated fund – Property & Pension	21		832,611		964,422
Total unrestricted funds			<u>1,816,855</u>	<u>1,704,510</u>	
Total funds			<u>1,816,855</u>	<u>1,731,304</u>	

These financial statements were approved by the Board of Trustees on 18 August 2021 and are signed on their behalf by:

R Adams
Chair

R Morton
Treasurer

Company Registration Number: 01763579

The notes on pages 27 to 48 form part of these financial statements.

Age UK North Tyneside
(A company limited by guarantee)

Charity Balance Sheet
As at 31 March 2021

	Notes	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	13		645,438		752,158
Investments	14		373,351		373,359
			<u>1,018,789</u>		<u>1,125,517</u>
Current assets					
Stocks	15	1,433		1,827	
Debtors	16	306,505		285,415	
Cash at bank and in hand		365,030		169,607	
		<u>672,968</u>		<u>456,849</u>	
Creditors: amounts falling due within one year	17	(249,764)		(126,438)	
Net current assets			<u>423,204</u>		<u>330,411</u>
Total assets less current liabilities			<u>1,441,993</u>		<u>1,455,928</u>
Creditors: amounts falling due in more than one year	18	(92,714)		(97,102)	
Net assets excluding pension liability			<u>1,349,279</u>		<u>1,358,826</u>
Defined benefit pension scheme liability	23	(19,000)		(17,000)	
Net assets including pension liability			<u>1,330,279</u>		<u>1,341,826</u>
The funds of the charity:					
Restricted income funds	20	-		26,794	
Unrestricted income funds					
General fund	21	290,304		350,610	
Designated fund - Strategic	21	207,364		-	
Designated fund – Property & Pension	21	832,611		964,422	
Total unrestricted funds			<u>1,330,279</u>		<u>1,315,032</u>
Total charity funds			<u>1,330,279</u>		<u>1,341,826</u>

These financial statements were approved by the Board of Trustees on 18 August 2021 and are signed on their behalf by:

.....
R Adams
Chair

.....
R Merton
Treasurer

Company Registration Number: 01763579

The notes on pages 27 to 48 form part of these financial statements.

Age UK North Tyneside
(A company limited by guarantee)

Cash flow statement
For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
<i>Net cash (used in)/provided by operating activities</i>	27	233,482	42,877
Cash flows from investing activities			
Interest received		267	429
Purchase of tangible fixed assets		(48,831)	(7,778)
<i>Net cash provided by investing activities</i>		(48,564)	(7,349)
Cash flows from financing activities			
Repayment of borrowings		(4,388)	(5,000)
<i>Net cash used in financing activities</i>		(4,388)	(5,000)
Change in cash and cash equivalents		180,530	30,528
Cash and cash equivalents at the beginning of the year		615,391	584,863
Cash and cash equivalents at the end of the year		795,921	615,391
Breakdown of cash and cash equivalents			
Cash at bank and in hand		795,921	615,391

Notes to the financial statements
for the year ended 31 March 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

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

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

1.2 Preparation of the accounts on a going concern basis

Age UK North Tyneside continue to manage the risk since the start of the pandemic in March 2020, Covid-19 Service Plans and enhanced controls remain in place. In November 2020 a five year financial projection was prepared for the Board of Trustees as they looked at the strategic growth of the Charity and trading subsidiaries EveryDay Care & Support Ltd and EveryDay Homes Ltd particularly in 2021-2022. The organisation is projecting a surplus of £27k for the year ended 31 March 2022 and is projected to have cash reserves above its Reserves Policy target.

Based on the assessment taken place the trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking, EveryDay Care & Support Ltd, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.4 Fund structure

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

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

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

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

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

1.5 Fixed assets

All fixed assets are initially recorded at cost less d. Items under £500 in value are generally not capitalised.

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

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

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

Long leasehold	100 years or lease term if less
----------------	---------------------------------

1.6 Impairment of fixed assets

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

1.7 Investments

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

1.8 Stocks

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

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

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

1.12 Financial instruments

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

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

1.13 Corporation tax

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

1.14 Pensions

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

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

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

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

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

1.15 Income

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

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

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

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

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

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

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

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

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

1.16 Expenditure

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

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

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

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

1.17 Allocation of support costs

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

1.18 Operating leases

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

1.19 Joint venture

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

1.20 Critical accounting estimates and areas of judgement

In the application of the group's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods. The following estimates are included within the financial statements;

Defined benefit pension scheme liability

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions (disclosed in note 23) will impact the carrying amount of the pension liability.

Notes to the financial statements (Continued)
for the year ended 31 March 2021

2. Company structure

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

3. Comparative Statement of Financial Activities

	Notes	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2020 £
Income from:					
Donations and legacies	4	27,938	-	-	27,938
Charitable activities	5	983,354	355,169	-	1,338,523
Other trading activities	6	3,792,663	-	-	3,792,663
Investments	7	429	-	-	429
Other		-	-	-	-
Total income		4,804,384	355,169	-	5,159,553
Expenditure on:					
Cost of raising funds:					
Trading activities		3,299,886	-	-	3,299,886
Charitable activities	9	1,404,255	351,271	51,211	1,806,737
Total expenditure		4,704,141	351,271	51,211	5,106,623
Net income/expenditure		100,243	3,898	(51,211)	52,930
Transfers		(88,198)	-	88,198	-
Other recognised gains/(losses)					
Actuarial gains/(loss) on defined benefit pension scheme	23	-	-	105,000	105,000
Net movement in funds		12,045	3,898	141,987	157,930
Reconciliation of funds					
Total funds brought forward		728,043	22,896	822,435	1,573,374
Total funds carried forward		740,088	26,794	964,422	1,731,304

Notes to the financial statements (Continued)
for the year ended 31 March 2021

4. Donations

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2021 £	Total 2020 £
Donations	18,180	-	-	18,180	25,784
Government grants	50,405	-	-	50,405	-
Legacy	2,630	-	-	2,630	2,100
Sponsorship	-	-	-	-	54
	<u>71,215</u>	<u>-</u>	<u>-</u>	<u>71,215</u>	<u>27,938</u>

5. Charitable activities income analysis

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2021 £	Total 2020 £
Charitable trusts grants	295,729	292,735	-	588,464	568,561
Contracts/SLA income	706,152	-	-	706,152	540,625
Private individuals	63,097	-	-	63,097	180,928
Income from transport	19,893	-	-	19,893	48,409
	<u>1,084,871</u>	<u>292,735</u>	<u>-</u>	<u>1,377,606</u>	<u>1,338,523</u>

6. Other trading activities

	Unrestricted funds £	Restricted funds £	Designated funds £	Total 2021 £	Total 2020 £
Income from EveryDay					
- Professional care and support	4,313,839	-	-	4,313,839	3,726,630
Catering income	62,581	-	-	62,581	24,968
Rental income from assets	7,358	-	-	7,358	31,540
Income from training & support services	2,860	-	-	2,860	7,583
Sale of sundry items	12	-	-	12	1,942
	<u>4,386,650</u>	<u>-</u>	<u>-</u>	<u>4,386,650</u>	<u>3,792,663</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

7. Investment income

	Unrestricted funds	Restricted funds	Designated funds	Total 2021	Total 2020
	£	£	£	£	£
Bank interest	267	-	-	267	429
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

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

The charity has a wholly owned subsidiaries which are registered in England and Wales; EveryDay Care & Support Ltd and EveryDay Homes Ltd which provides home care and catering services to adults of all ages.

EveryDay Care & Support Ltd

EveryDay Care & Support Ltd will donate £201,147 (2020 - £110,741) of its profits generated for the year to Age UK North Tyneside. A summary of the trading results is shown below. Audited financial statements will be filed with the Registrar of Companies.

Profit & loss account

	2021 £	2020 £
Turnover	4,379,299	3,738,351
Cost of sales and administration expenses	(4,171,464)	(3,629,108)
Net profit	<u>207,835</u>	<u>109,243</u>

A summary of the Balance Sheet is shown below:

Fixed assets	21,926	18,004
Current assets	1,021,559	665,119
Current liabilities	(556,523)	(293,635)
Net assets	<u>486,962</u>	<u>389,488</u>

EveryDay Homes Ltd

EveryDay Homes Ltd was incorporated on 21 February 2019, the company has remained dormant for the period 31 March 2021.

Age UK North Tyneside
(A company limited by guarantee)

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

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

Age UK North of Tyne and Gateshead Enterprises Limited

Age UK North of Tyne and Gateshead Enterprises Limited ceased trading on the 31 January 2020 and is currently in the process of being dissolved at Companies House. A summary of the trading results is shown below.

Profit & loss account	2021	2020
	£	£
Turnover	-	73,976
Cost of sales and administration expenses	-	(74,783)
	<hr/>	<hr/>
Net loss/profit	-	(807)
	<hr/>	<hr/>

A summary of the Balance Sheet is shown below:

	2021	2020
	£	£
Fixed assets	-	-
Current assets	-	139
Current liabilities	-	-
Provision for liabilities	-	-
	<hr/>	<hr/>
Net assets	-	139
	<hr/>	<hr/>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

9. Expenditure on charitable activities

9.1 Direct costs

	Unrestricted funds	Restricted funds	Designated fund	Total 2021	Total 2020
	£	£	£	£	£
Staff & volunteer costs	1,150,524	215,853	-	1,366,377	1,290,909
Premises costs	68,016	-	-	68,016	80,119
Overhead costs	117,840	-	-	117,840	121,968
Motor vehicle costs	14,744	-	-	14,744	35,369
Depreciation	9,977	-	66,560	76,537	69,398
Marketing & promotion	10,050	4,838	-	14,888	7,718
Food & provisions	2,280	-	-	2,280	11,427
Audit fees	6,000	-	-	6,000	6,000
Legal & professional fees	42,792	3,212	-	46,004	27,297
Project & development work	65,404	83,451	-	148,855	156,015
Sundry purchases for re-sale	972	-	-	972	516
Service charge	(12,175)	12,175	-	-	-
	<u>1,476,424</u>	<u>319,529</u>	<u>66,560</u>	<u>1,862,513</u>	<u>1,806,736</u>

9.2 Support costs

	2021	2020
	£	£
Executive team	92,741	88,905
Finance	129,031	138,296
HR & Training	100,805	118,539
Marketing & communications	40,322	29,635
Quality & performance	20,161	19,756
Governance	20,161	45,852
	<u>403,221</u>	<u>440,983</u>

9.3 Governance

	2021	2020
	£	£
Staff costs and related costs	27,507	26,268
Legal & professional fees	21,790	18,592
Other costs	17	992
	<u>49,314</u>	<u>45,852</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

10. Net income/expenditure for the year

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

	2021	2020
	£	£
Depreciation – owned assets	151,631	75,648
Operating lease costs	-	24,657
Loss on disposal of investment	-	115
	<u> </u>	<u> </u>

11. Auditors remuneration

The auditor's remuneration amounts to an audit fee of £9,600 (2020 - £9,600).

12. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Total salary costs analysed by:

	2021	2020
	£	£
Wages and salaries	4,282,392	3,832,282
National insurance contributions	277,141	229,792
Pension contributions	130,645	117,584
	<u>4,690,178</u>	<u>4,179,658</u>

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

	2021	2020
	No.	No.
£70,001 - £80,000	1	1
	<u> </u>	<u> </u>

No trustee received any remuneration or reimbursement of expenses (2020 - £nil).

The key management personnel of the parent charity comprise the Trustees, Group Chief Executive and Leadership Team. The total employee benefits of the key management personnel of the parent charity were £297,765 (2020 - £255,380).

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

	2021	2020
	No.	No.
Executive team	1	1
Leadership team	5	4
Managers	14	13
Co-ordinators	17	17
Officers	27	21
Assistants	245	225
	<u>306</u>	<u>281</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

13. Tangible fixed assets
Group

	Land & buildings freehold £	Fixtures, fittings & equipment £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2020	1,286,719	496,986	64,865	1,848,570
Additions	-	38,832	9,999	48,831
At 31 March 2021	1,286,719	535,818	74,864	1,897,401
Depreciation				
At 1 April 2020	571,542	472,456	34,409	1,078,407
Charge for the year	134,199	8,993	8,439	151,631
At 31 March 2021	705,741	481,449	42,848	1,230,038
Net book value				
At 31 March 2020	715,177	24,530	30,456	770,163
At 31 March 2021	580,978	54,369	32,016	667,363

Charity

	Land & buildings freehold £	Fixtures, fittings & equipment £	Motor vehicles £	Total £
Cost or valuation				
At 1 April 2020	1,286,719	396,410	33,192	1,716,321
Additions	-	27,458	9,999	37,457
At 31 March 2021	1,286,719	423,868	43,191	1,753,778
Depreciation				
At 1 April 2020	571,542	380,815	11,806	964,163
Charge for the year	134,199	3,797	6,181	144,177
At 31 March 2021	705,741	384,612	17,897	1,108,340
Net book value				
At 31 March 2020	715,177	15,595	21,386	752,158
At 31 March 2021	580,978	39,256	25,204	645,438

Notes to the financial statements *(Continued)*
for the year ended 31 March 2021

13. Tangible fixed assets *(Continued)*

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

	£
Cost	
At 1 April 2020 and 31 March 2021	1,235,652
Depreciation	
At 1 April 2020	350,758
Charge for the year	12,357
At 31 March 2021	363,115
Net book value	
At 31 March 2020	884,894
At 31 March 2021	875,537

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

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

14. Investments

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Investment in wholly owned subsidiary companies				
EveryDay Care & Support Ltd	-	-	2	2
EveryDay Homes Ltd	-	-	2	-
Investment in joint venture				
Age UK North of Tyne & Gateshead Enterprises Limited	-	-	-	10
Investment property	373,347	373,347	373,347	373,347
Total investments	<u>373,347</u>	<u>373,347</u>	<u>373,351</u>	<u>373,359</u>

15. Stocks

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Consumables	11,492	9,467	1,433	1,827

16. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Trade debtors	302,351	166,214	131,138	136,610
Prepayments	57,863	25,272	32,996	38,169
Accrued income	206,146	193,813	19,873	-
Amounts owed by subsidiary undertaking	-	-	122,498	107,636
	<u>566,360</u>	<u>385,299</u>	<u>306,505</u>	<u>285,415</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

17. Creditors: amounts falling due within one year

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Trade creditors	64,256	19,882	41,513	14,753
Other creditors	29,868	24,012	10,210	11,247
Other taxes and Social Security	65,591	56,567	21,238	19,721
Accruals	211,138	167,282	61,742	40,198
Deferred income	105,061	30,519	105,061	30,519
Mortgage loan (note 18)	10,000	10,000	10,000	10,000
	<u>485,914</u>	<u>308,262</u>	<u>249,764</u>	<u>126,438</u>

Deferred income

Deferred income comprises grants relating to future periods.

	£
At 1 April 2020	30,519
Additions during the year	(30,519)
Amounts released to income	105,061
	<u>105,061</u>
At 31 March 2021	<u>105,061</u>

18. Creditors: amounts falling due after one year

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Mortgage loan	92,714	97,102	92,714	97,102
	<u>92,714</u>	<u>97,102</u>	<u>92,714</u>	<u>97,102</u>

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

Notes to the financial statements (Continued)
for the year ended 31 March 2021

19. Financial instruments

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

Loan payable falling due:

	Group 2020	Group 2020	Charity 2021	Charity 2020
	£	£	£	£
Within 1 year	10,000	10,000	10,000	10,000
More than 1 year, less than 5 years	40,000	40,000	40,000	40,000
More than 5 years	52,714	57,102	52,714	57,102
	<u>102,714</u>	<u>107,102</u>	<u>102,714</u>	<u>107,102</u>

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

20. Restricted funds

For the year ended 31 March 2021

	Balance at 1 April 2020	Income	Expenditure	Other non trading	Balance at 31 March 2021
	£	£	£	£	£
Sport England – Active Age	-	41,836	(41,836)	-	-
Nationwide Building Society – Independence Links for Later Life	26,794	-	(26,794)	-	-
Ballinger Trust - Dementia Connections	-	40,000	(40,000)	-	-
Age UK - Later Life Goals	-	21,000	(21,000)	-	-
Age UK – Veterans Should Not Be Forgotten	-	19,500	(19,500)	-	-
Big Lottery – Friendly Faces in Local Places	-	31,469	(31,469)	-	-
Big Lottery – Telephone Befriending Service	-	40,653	(40,653)	-	-
North Tyneside CCG – Healthy Habits	-	98,277	(98,277)	-	-
	<u>26,794</u>	<u>292,735</u>	<u>(319,529)</u>	<u>-</u>	<u>-</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

20. Restricted funds (Continued)

For the year ended 31 March 2020

	Balance at 1 April 2019 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2020 £
Sport England – Active Age	-	44,217	(44,217)	-	-
Nationwide Building Society – Independence Links for Later Life	-	45,928	(19,134)	-	26,794
Ballinger Trust - Dementia Connections	22,896	189,187	(212,083)	-	-
Age UK - Later Life Goals	-	21,000	(21,000)	-	-
Big Lottery – Friendly Faces in Local Places	-	14,164	(14,164)	-	-
North Tyneside CCG – Healthy Habits	-	40,673	(40,673)	-	-
	<u>22,896</u>	<u>355,169</u>	<u>(351,271)</u>	<u>-</u>	<u>26,794</u>

Restricted funds

Sport England – Active Age – this is the third year of a four year funded project working in partnership with North Tyneside Council, Comic Relief and Northumbria University.

Nationwide Building Society – Independence Links for Later Life – A total of £45,929 was received in October 2019, of which £19,134 was used to fund the service delivery to 31 March 2020, and the remaining amount during 2020-21.

Ballinger Trust - Dementia Connections - this is the final funding contribution to our Dementia Services project.

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

Age UK – Veterans Should Not Be Forgotten – A six month projects specific to the Covid-19 pandemic to support Veterans through the lockdown.

Big Lottery - Friendly Faces in Local Places – This is the second year of a three year project funded through the Building Connections fund.

Big Lottery – Telephone Befriending Service – Covid-19 specific funding to support socially isolated older people during the pandemic, initially for one year to 31 March 2021, but successfully extended 12 months into 2021-22.

North Tyneside CCG - Healthy Habits – This is a three year project which commenced in November 2019 working in partnership with the YMCA.

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

21. Unrestricted funds

For the year ended 31 March 2021

	Balance at 1 April 2020 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2021 £
Unrestricted funds					
General fund	350,600	1,401,169	(1,360,460)	99,756	491,065
EveryDay Care & Support Ltd	389,488	4,379,299	(4,171,464)	(311,508)	285,815
	<u>740,088</u>	<u>5,780,468</u>	<u>(5,531,924)</u>	<u>(211,752)</u>	<u>776,880</u>
Designated funds					
Property fund	981,422	-	(134,199)	4,388	851,611
Strategic development fund	-	-	-	207,364	207,364
Final salary pension scheme liability	(17,000)	-	-	(2,000)	(19,000)
	<u>964,422</u>	<u>-</u>	<u>(134,199)</u>	<u>209,752</u>	<u>1,039,975</u>
Total unrestricted funds	<u>1,704,510</u>	<u>5,780,468</u>	<u>(5,666,123)</u>	<u>(2,000)</u>	<u>1,816,855</u>

For the year ended 31 March 2020

	Balance at 1 April 2019 £	Income £	Expenditure £	Other non trading £	Balance at 31 March 2020 £
Unrestricted funds					
General fund	447,227	1,066,033	(1,074,842)	(87,818)	350,600
EveryDay Care & Support Ltd	280,817	3,738,351	(3,629,300)	(380)	389,488
	<u>728,044</u>	<u>4,804,384</u>	<u>(4,704,142)</u>	<u>(88,198)</u>	<u>740,088</u>
Designated funds					
Property fund	944,435	-	(51,211)	88,198	981,422
Final salary pension scheme liability	(122,000)	-	-	105,000	(17,000)
	<u>822,435</u>	<u>-</u>	<u>(51,211)</u>	<u>193,198</u>	<u>964,422</u>
Total unrestricted funds	<u>1,550,479</u>	<u>4,804,384</u>	<u>(4,755,353)</u>	<u>105,000</u>	<u>1,704,510</u>

Unrestricted funds

All services are holding reserves in line with the organisations reserves policy. This means that each project is holding two months normal revenue expenditure plus potential staff redundancy costs in reserve. The two months normal revenue expenditure is calculated using the projected expenditure for each project for the next financial year ending 31 March 2021.

Designated funds

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

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

21. Unrestricted funds (*Continued*)

The strategic development fund is to support to 2020-2025 Strategy, covering;

- Establishing EveryDay Homes as a Registered Social Housing provider
- Backworth Ageing Well Village and the creation of a Wellbeing Hub which will provide community based preventative activities
- Investment in a new transport fleet which is carbon neutral
- Digital solutions to enhance our customer service and experience, and achieve efficiencies across the Group.

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

22. Analysis of net assets between funds

For the year ended 31 March 2021

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
Unrestricted funds					
General fund	64,459	426,606	-	-	491,065
EveryDay Care & Support Ltd	21,926	263,889	-	-	486,962
Designated fund	954,325	197,364	(92,714)	(19,000)	1,039,975
	<u>1,040,710</u>	<u>887,859</u>	<u>(92,714)</u>	<u>(19,000)</u>	<u>1,816,855</u>
Restricted funds	-	-	-	-	-
	<u>1,040,710</u>	<u>887,859</u>	<u>(92,714)</u>	<u>(19,000)</u>	<u>1,816,855</u>

For the year ended 31 March 2020

	Tangible fixed assets £	Net current assets £	Creditors due after one year £	Defined benefit pension scheme liability £	Total £
Unrestricted funds					
General fund	36,982	313,618	-	-	350,600
EveryDay Care & Support Ltd	18,004	371,484	-	-	389,488
Designated fund	1,088,524	(10,000)	(97,102)	(17,000)	964,422
	<u>1,143,510</u>	<u>675,102</u>	<u>(97,102)</u>	<u>(17,000)</u>	<u>1,704,510</u>
Restricted funds	-	26,794	-	-	26,794
	<u>1,143,510</u>	<u>701,896</u>	<u>(97,102)</u>	<u>(17,000)</u>	<u>1,731,304</u>

Notes to the financial statements (Continued)
for the year ended 31 March 2021

23. Pension (Continued)

Defined contribution scheme

The group operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £130,645 (2020 - £117,584).

The defined contribution liability is allocated to unrestricted funds.

Defined benefit scheme

The group operates a defined benefit scheme in the UK. A full actuarial valuation of the Age Concern Retirement Benefits Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2021 by a qualified independent actuary. As required by FRS 102 the defined benefit liabilities have been measured using the projected unit method. The scheme is closed to new entrants and further benefit accrual.

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

The total costs recognised in the period:

	2021	2020
	£'000	£'000
Current service cost	14	13
Past service costs	-	-
Other finance costs	1	2
	<hr/>	<hr/>
Pension expense recognised as an expense	15	15
Amount recognised as other comprehensive income	(17)	60
	<hr/>	<hr/>
Total recognised	(2)	75
	<hr/>	<hr/>

The amounts recognised in the balance sheet are as follows:

	2021	2020
	£'000	£'000
Fair value of scheme liabilities	(2,663)	(2,472)
Fair value of scheme assets	2,644	2,455
	<hr/>	<hr/>
Deficit in the scheme	(19)	(17)
	<hr/>	<hr/>

Change in the present value of the defined benefit obligation

	2021	2020
	£'000	£'000
Opening defined benefit obligation	2,472	2,420
Interest cost	54	57
Actuarial (gain)/loss arising on the scheme liabilities	214	70
Benefits paid (including expenses)	(77)	(75)
	<hr/>	<hr/>
Liabilities in scheme at end of the year	2,663	2,472
	<hr/>	<hr/>

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

23. Pension (*Continued*)

Change in the fair value of scheme assets

	2021 £'000	2020 £'000
Opening fair value of scheme assets	2,455	2,298
Expected return on scheme assets	53	55
Actuarial (losses)/gains	197	130
Employer contributions	30	60
Benefits paid (including expenses)	(91)	(88)
Total market value of assets	2,644	2,455

Major categories of scheme assets as a percentage of total assets

	2021 %	2020 %
Equities	19.3	14.7
Diversified growth	12.5	12.4
Gifts and bonds	65.8	64.8
Property	-	7.1
Cash	2.4	1.0

The return on plan assets was as follows:

	2021 £'000	2020 £'000
The actual return on scheme assets for the year was	250	185

Principal actuarial assumptions at the balance sheet date

	As at 31 March 2021 %	As at 31 March 2020 %
Discount rate	2.1	2.2
Rate of increase in payment of pre 2006 pensions	3.1	3.0
Rate of increase in payment of post 2006 pension	2.5	2.5
Inflation assumption (RPI)	3.1	2.8
Inflation assumption (CPI)	2.3	1.8

The assumed life expectations on retirement at age 65

	As at 31 March 2021 years	As at 31 March 2020 years
Retiring today – males	87.1	86.7
Retiring today – females	89.4	89.0
Retiring in 20 years – males	88.1	87.7
Retiring in 20 years – females	90.6	90.2

Notes to the financial statements (Continued)
for the year ended 31 March 2021

24. Commitments under operating leases

At 31 March 2021 the company had total commitments to the end of the lease under non-cancellable operating leases as set out below:

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Within 1 year	14,216	118,648	-	96,570
More than 1 year and less than 5 years	-	122,890	-	115,028
	<u>14,216</u>	<u>241,538</u>	<u>-</u>	<u>211,598</u>

25. Related party transactions

There have been no related party transactions during the year (2020 – none).

A person connected to a Trustees holds a contract of employment with EveryDay Care & Support Ltd, they were recruited through the standard recruitment process and their contract is in line with the standard terms of employment of the group.

26. Controlling party

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

27. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the reporting period	87,551	52,929
Adjustments for:		
Investment income	(267)	(429)
Depreciation	151,631	75,648
Loss on disposal of investments	-	115
(Increase)/decrease in stock	(2,025)	(810)
Decrease/(increase) in debtors	77,709	(345,392)
(Decrease)/increase in creditors	(81,117)	260,816
Net cash (used in)/provided by operating activities	<u>233,482</u>	<u>42,877</u>

Notes to the financial statements (*Continued*)
for the year ended 31 March 2021

28. Analysis of changes in net debt

	1 Apr 2020 £	Cash flows £	31 Mar 2021 £
Short term cash borrowings	(10,000)	-	(10,000)
Long term cash borrowings	(97,102)	4,388	(92,714)
Total liabilities	<u>(107,102)</u>	<u>4,388</u>	<u>(102,714)</u>
Cash and cash equivalents	615,391	180,530	795,921
Total net debt	<u>508,289</u>	<u>184,918</u>	<u>693,207</u>