

ANNUAL REPORT 2025-2026



OUR VISION AND PURPOSE

Vision

Older people in North Down & Ards are connected, supported and feel they matter

Purpose

To provide services and a voice for the older generation

A WORD FROM OUR CHAIR



Welcome everyone to our annual review of AGE north down & ards. It's been a very eventful year with lots of changes to the organisation. Maybe too many changes for one year! There were indeed some worrying times as regards funding and trying to find new offices. However, the core team led by Suzanne and Simon (and always backed up by Barbara, Carolyn and David) have continued to tackle these new challenges.

An organisation like ours needs lots of volunteers and I'd especially like to thank all those who have given us their free time and skills. I'd also like to thank my fellow trustees who have supported me during the year. Lastly, I'd like to emphasise that we continually need more volunteers and trustees so I would encourage others to help us in the future.

GERRY O'BOYLE
CHAIRMAN

A WORD FROM OUR CO-CEO'S



It is a very exciting time for AGE north down & ards. We have a dedicated team of staff and volunteers who are all passionate about the work that we do.

Following on from the many years of leadership of former CEO Dorothy Beattie, AGEnda continues its longstanding Floating Support and Good Morning Call services, alongside two new services, outlined later in this report.

With new services, new funding, and a new office, it has been the perfect time for a refresh. We are celebrating over 40 years serving the local community and are looking forward to a positive future for AGEnda. All our services work towards our Strategic Plan aims:

- 1. To offer a morning check-in telephone call service.**
- 2. To offer support services in a person's home to make it easier to maintain their independence.**
- 3. To offer support to people who are isolated and lonely.**
- 4. To increase access to services by networking and partnership with other agencies.**
- 5. To continue to build the capacity and long-term sustainability of the charity.**

SUZANNE MELVILLE & SIMON MALTMAN
Co-CEO's

FLOATING SUPPORT

Floating Support continues to be a service in high demand, with a steady stream of referrals. The team strives hard to work with clients as rapidly as possible, while ensuring they receive everything they need.

Many of our clients are lonely and isolated and Floating Support provides a much needed support service to them.

Some of the types of things that people have been supported with includes making social links, support to apply for benefits, housing issues, referrals to other agencies, advocacy and general signposting.

“THANK YOU FOR HELPING MY FATHER, I HAD NO IDEA HOW MUCH OF A GREAT SERVICE YOU WOULD BE PROVIDING”

AGENDA CLIENT



“I COULDN'T BELIEVE THAT I WAS ABLE TO RECEIVE THESE BENEFITS, IT WILL HELP SO MUCH, THANK YOU FOR ALL OF YOUR SUPPORT”

AGENDA CLIENT

During this year, we had our annual management review with Supporting People, which was very positive and complimentary.

Floating Support refers clients to other agencies for additional assistance to meet their needs. Examples of these include; Home Safety Team, Falls Prevention Team, Community Advice, Make The Call, South Eastern Trust, Rosie's Trust etc.

CARERS' SUPPORT & CIRCLES

AGenda piloted a Carers Circles Project aiming to alleviate loneliness and isolation and improve mental health and wellbeing of Older Carers through emotional and practical support. Having evidenced the need for and benefits of this service, we have successfully secured funding to continue and develop this project.

Circles are small groups of people who meet in local venues chosen for their relaxed ambience, accessibility and privacy. These offer an opportunity to build positive connections and share their lived experience on a variety of carers' issues and concerns.



We organised a number of Circles which included Drop-in sessions, Focus Groups, Coffee Mornings and creative activities including; pottery, print workshop and holistic therapies.

"IT'S BEEN AN AMAZING DAY, A REAL TONIC TO HAVE GREAT COMPANY & FUN, FOOD AND DRINK. WELL LOOKED AFTER, FELT SAFE, JUST WHAT IS NEEDED TO GIVE A QUALITY OF LIFE!"

AGENDA CLIENT

"I AM MORE CONFIDENT TO ASK FOR HELP AND HOW TO FIND THE RIGHT SERVICE TO ASK. SO GLAD I SIGNED UP WITH THIS CARERS CIRCLES. IT HELPED ME SO MUCH. MY FAMILY HAVE ALSO SAID I AM MUCH MORE ABLE TO COPE WITH MY CARING DUTIES WHICH CAN BE VERY CHALLENGING AND I AM ENJOYING ALL THE ACTIVITIES OFFERED."

AGENDA CLIENT

GOOD MORNING CALL

Good Morning Call continues to be a lifeline to people who are isolated and at risk. The clients are very appreciative of the service, as are family members. GMC continues to exceed its contracted numbers and received a very healthy intake of new referrals this year.

The service currently supports around 200 people, many who are living on their own and are socially isolated. The service has enabled many people to continue to live independently in their own homes for as long as they wish, including one client who we have supported for 17 years.

Recently, the service prevented a potential fatal situation by alerting family as the client could not be contacted. The client had suffered a stroke and the family told us that they believed the service had saved her life.

Good Morning Call volunteers offer hope and friendly voices



AGenda volunteers Suzanne and Rodney Neill. B17-23-4-26

HUSBAND and wife Rodney and Suzanne Neill are two of the friendly voices that greet older people with an AGenda 'Good Morning Call'.

These dedicated volunteers freely give up their time to give reassuring phone calls that help provide peace of mind for older people and their families.

The Good Morning Calls are check in calls that ensure an older person's well being and safety and allows them to remain independent in their own homes.

The calls take place from Monday to Friday from 9.15am to 11am, with a minimum of two calls a week delivered

by volunteers such as Rodney and Suzanne.

Suzanne has brought a wealth of experience to her volunteering role having been volunteering since Covid.

"I worked in the Trust for a long time in the older people's programme and have a real heart for older people," she said.

"I love chatting to them and I may be speaking with people who maybe haven't talked to anybody else that day who are lonely."

Said Suzanne: "You build up a relationship with people and they feel they can share things with you. Having somebody else to talk to can bring hope as

they have someone to listen to them."

A Good Morning Call volunteer for over 10 years, Rodney spoke of the rewarding experience of freely giving up your time to help others in need.

"I have been a volunteer for about 10 years since I retired," he said. "I come in once a week and I would ring about 30 people in around two hours."

"It is really rewarding to have the opportunity to chat with some of the most vulnerable people in our society who are lonely. It is great to get that sense of connection and contact, it is a very rewarding thing to do."



“IT HAS BEEN A GREAT COMFORT TO KNOW THAT SOMEONE WAS CHECKING IN ON MY MOTHER”

AGENDA CLIENT'S FAMILY

NEW PROJECTS FOR 2026-27

CARERS' SUPPORT



We are delighted to share that The National Lottery Community Fund Northern Ireland has funded our Carers' Support Project for the next 2 years.

Are you 65+, caring for a family member or friend & living in the North Down & Ards area? The Carers' Support Service aims to reduce loneliness, isolation, improve mental health and wellbeing, and to connect with other carers. This project will support 200 older carers through home visits, one to one support, small group Circles, activities and workshops. AGenda provides a lifeline for carers who might otherwise feel disconnected from their community.

PREVENTATIVE VISITS

We are excited to be commencing a new service in partnership with the SE Trust. This service will initially reach out to people over 75, who have not linked in with a GP surgery or social worker for quite some time. AGenda will then visit and help to connect, support and refer the clients as needed. We hope that this project will reach individuals who may otherwise not receive the services that they need.



OUR VOLUNTEERS

AGEnda is incredibly fortunate to have such dedicated and talented volunteers. We have 8 regular Good Morning Call volunteers, and five Board members.

We are very grateful to all of our volunteers for their hours of hard work, all for the benefit of the older people in the local area. They give up so much of their time and are reliable and give whatever help is needed time after time.

A big thank you to everyone!

If you are interested in volunteering with us, then please email or ring us to schedule a meeting.



OUR STATS

-OVER 300 PEOPLE SUPPORTED

-22896 GOOD MORNING CALLS MADE

-2 NEW PROJECTS BEGUN

-220 CHRISTMAS GIFTS DELIVERED

-INCOME HAS INCREASED BY 75 % FOR 26-27

OUR PARTNERS

At AGE north down & ards, we embrace partnership working. We work closely with many organisations locally and nationally.

In addition to making referrals to other agencies and working closely with our funders, we also regularly liaise with other organisations such as AGE NI, Community Advice, Women's Aid, YMCA, ANDBC, Make The Call, Safe & Well, NDCN, Inspire etc.

Thank you to Clarke & Co Accountants, Mark Mason Employment Law, Website designers Front Shore Digital, and telecom providers KBS & Yellowcom.



AGEnda also sits on many formal partnerships and steering groups. AGEnda is the recognised partner organisation for older people in the North Down & Ards area.

Across Northern Ireland, we are part of the Age Friendly Network, the Age Sector network, and the Older People's Parliament panel at Stormont.



Locally, we are part of panels and committees such as the Senior Well Ageing Network (SWAN), Homelessness Prevention Group, Ards & North Down PEACEPLUS, Kilcooley Health Improvement & Regeneration, Floating Support Partners, Ards & North Down Community Planning Partnership. AGEnda has exhibited at various events over the last year, such as the Positive Ageing Roadshow.

"WHAT I AM SEEING HERE AT AGENDA IS THE BEAUTY AND IMPACT OF WHAT A GROUP OF PEOPLE ARE DOING TO GIVE BACK TO THE GENERATION THAT HAS GONE BEFORE."

**SIOBHAN CASEY
COPNI**

Our 'Christmas Campaign Against Loneliness' was very successful this year and we are incredibly grateful to the donations from Lydia's Gift and the Spar Henderson Group.

STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT

	Note	Unrestricted Funds £	Restricted Funds £	Year to 31-Mar-26 TOTAL £	Year to 31-Mar-25 TOTAL £
Income from:					
Donations and Legacies	2	4,883	-	4,883	2,564
Charitable Activities	3	-	199,155	199,155	143,265
Total Income		4,883	199,155	204,038	145,829
Expenditure on:					
Charitable Activities	5	19,390	126,911	146,301	176,039
Total expenditure:		19,390	126,911	146,301	176,039
Net income/(expenditure)		(14,507)	72,244	57,737	(30,209)
Transfers between funds		-	-	-	-
Net movement in funds		(14,507)	72,244	57,737	(30,209)
Reconciliation of funds					
Total funds brought forward		35,325	15,444	50,769	80,978
Total funds carried forward		20,818	87,688	108,506	50,769

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

BALANCE SHEET As at 31 March 2026

	Note	2026 £	2025 £
Fixed Assets			
Tangible Assets	11	3,181	3,701
		<u>3,181</u>	<u>3,701</u>
Current Assets			
Debtors	7	6,326	8,794
Cash at bank		102,640	41,009
		<u>108,966</u>	<u>49,802</u>
Liabilities			
Creditors: amounts falling due within one year	8	(3,641)	(2,735)
Net Current Assets		<u>105,325</u>	<u>47,067</u>
Total Assets Less Current (Liabilities)		<u>108,506</u>	<u>50,769</u>
Net assets		<u>108,506</u>	<u>50,769</u>
Funds			
Restricted	12	87,688	15,444
Unrestricted		20,818	35,325
TOTAL FUNDS	12	<u>108,506</u>	<u>50,769</u>



OUR FUNDERS

A HUGE THANK YOU TO ALL OF OUR CURRENT AND RECENT FUNDERS



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AGEnda
AGE north down & ards

**SUPPORTING OLDER PEOPLE
IN NORTH DOWN & ARDS**