



CONTACT THE ELDERLY



Report and financial statements for the year ended 31 March 2018

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Contact the Elderly

Contact the Elderly encourages older people living alone to develop social interests by bringing companionship into their lives. Through this, they establish social contact with their peers and friendships grow. To make this possible, we encourage volunteers to devote some of their spare time to helping older people get out and meet others.



Reference and administrative information

Charity Name

Contact the Elderly

Charity Registration numbers

1146149 (England and Wales)

SC039377 (Scotland)

Company Registration number

07869142

Principal Office

2 Grosvenor Gardens
London, SW1W 0DH

Freephone: 0800 716543

Email: info@contact-the-elderly.org.uk

Website: www.contact-the-elderly.org.uk

President

The Lady Jasmine Cavendish

Trustees

Christian Grobel, Chair

William Barney

Saul Betmead (resigned 7 June 2017)

Sir John de Trafford Bt. MBE

Marilyn Gallyer (resigned 24 October 2017)

Alan Gilfillan OBE

Claire Gooch, Hon Treasurer

Philip Kelvin

Sarah Reed

Sally-Anne Wilkinson

Key management personnel

Meryl Davies, Chief Executive Officer

Cliff Rich, Deputy CEO

Debra Bollan, Head of Fundraising

Jenny Bright, Head of Service (Special Projects)

Sian Llewellyn, Head of Service (Wales)

Nicola Morriss, Head of Service (Bisto)

Morna O'May, Head of Service (Scotland)

Katy Szita, Head of Service (South of England)

Pamela Walker, Head of Service (Midlands and North of England)

Auditor

Moore Stephens LLP, 150 Aldersgate Street,
London, EC1A 4AB

Banker

Coutts and Co, 440 Strand, London WC2R 0QS





Message from our Board Chair, Christian Grobel

Awareness of loneliness has once again risen amongst the public and those in government. In January 2018 the Prime Minister accepted the recommendations of the Jo Cox Commission on Loneliness by appointing a minister to lead on the issue, as well as accelerating work on a national strategy and specific initiatives to help combat loneliness. Contact the Elderly has been at the forefront of delivering a practical solution to help end loneliness amongst older people for over fifty years. We are committed to playing a major role in working with government and other organisations to achieve this goal. Our staff and volunteers deliver our tried and tested model of social gatherings that bring together older peers on a monthly basis, reaching as many older people as we can.

I am immensely grateful to our 11,000 volunteers who enable us to meet 6,223 older guests each month. Friendships are formed at our very social and informal occasions, and the impact of these encounters goes far beyond the monthly gathering and helps create long-lasting social relationships.

I would like to pay tribute to our staff who frequently go above and beyond to deliver our service. In particular the Trustees are very grateful to Mary Rance, who led the charity for several years and to Cliff Rich who stood in as Acting CEO after Mary stepped aside due to ill health. The Board is delighted to have appointed a new CEO, Meryl Davies, who joined Contact the Elderly in May 2018. Meryl will be working closely with Cliff and the team as she leads the organisation on the next phase of its journey.

Our volunteers, staff, funders, and referrers collaborate to bring people together towards our goal that no older person should ever again have nothing to look forward to. My thanks to all who are involved in this vital work.

Christian Grobel
Chair, Board of Trustees
Contact the Elderly

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“I’ve never had anything given to me in my life and I can’t believe how kind people have been to me since I’ve been part of Contact the Elderly. It’s absolutely marvellous.”

John, older guest

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Message from our Chief Executive, Meryl Davies

It is an immense privilege to have been asked to lead Contact the Elderly, raising awareness of social isolation and finding practical solutions to combating loneliness in older people. I am very much looking forward to working with the trustees, the team, and the volunteers as we do even more to make life better for older generations which deserve our keenest attention and our greatest respect.

I arrived here after the end of the year in question, so for the period from 1 April 2017 to 7 May 2018 Cliff Rich was Acting CEO. Under Cliff's leadership, Contact the Elderly continued to grow in line with our strategy, and he oversaw us:

- launch 99 new groups in the year
- run 813 groups in total
- welcome 1,864 new older guests for the first time during the year.
- grow our national volunteer force to 11,000, with still more to be placed in groups under development

NBFA Assisting the Elderly (charity number 1147446) transferred its net assets to Contact the Elderly at the end of 2016 with the aim of using these extra funds to accelerate the creation of tea party groups right across the UK. This has had a very positive start, and we are well on the way to achieving our joint objective of launching an additional 100 groups, in the name of NBFA Assisting the Elderly. By the end of April 2018, we had launched 30 of these new groups, one of them being in Belfast, our first group in Northern Ireland.

We have very much welcomed the wider national discussion on loneliness and social isolation. We were invited to be a member of the Loneliness Action Group and are working along side other national charities and organisations to work with the Government and the new Minister for Loneliness on a national strategy to continue combat loneliness.

The Scottish Government produced its draft Social Isolation and Loneliness Strategy at the beginning of this year. Contact the Elderly was mentioned by several politicians involved in the cross-party launch of the draft. Our Head of Service in Scotland, Morna O'May, attended the Scottish Older People's Forum at the Scottish Parliament and was part of the panel discussion at the Campaign to End Loneliness Summit in Scotland.

We have also been invited to join the Scottish Government's Cross Party working group on volunteering where we are contributing to the development of the Scottish Government Volunteering National Framework.

In 2018 – 19 we are continuing to extend our work in accordance with our 2020 strategy. We are particularly focussed on developing our referrer relationships and supporting the recruitment of older guests. We are also focussing on monitoring the impact of our work and, in the course of the year, we will introduce fresh approaches to capturing the information we need to demonstrate the impact of the work that we do and the change that we achieve. Along the way, we want to deepen our relationships with our volunteers, without whom we simply couldn't exist.

I join Christian in thanking everyone: board, staff team, and volunteers for their work with us. And in thanking the older guests who inspire us with their approach to life and ensure that we are entirely convinced that the work we do is making a critical difference to people who need and deserve that difference very much.

Meryl Davies
Chief Executive



TRUSTEES' ANNUAL REPORT

for the year ended 31st march 2018

The Trustees of Contact the Elderly, who are also directors under company law, present their report and audited financial statements for the year ended 31st March 2018. They comply with current statutory requirements, the Charity's Articles of Association and the Charities SORP (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)".

Strategic review

At Contact the Elderly, we're uniquely aware of the needs of older people. We work closely with 6,223 of the most socially isolated older people in the UK, helping them to reconnect with their community, develop new friendships, and break out of the cycle of social isolation.

Loneliness can affect us all, but it often goes unrecognised. 1.9 million older people in the UK say they feel ignored or invisible, and over 2 million people aged 75 and over live alone. As the UK's population ages, the epidemic of loneliness amongst our older neighbours will only get worse. This epidemic has wide ramifications, putting even more strain on our already overstretched health and social care services. Three quarters of GPs say that they see between one and five people each day who book appointments purely because they are lonely. We enable older people to reconnect with their community by facilitating social events where isolated older people can develop new local support networks.

At 31 March 2018 we had 11,002 volunteers providing regular support to 6,223 older people throughout the UK. The activity is provided free of charge to any older person who fulfils our

guidelines of being aged 75 or over, lonely and isolated, and unable to get out of their own house without some help. Not surprisingly, Contact the Elderly's greatest challenge is reaching the most isolated older people, people who rarely leave the house, and whose only company for weeks on end is the sound of the television or radio. Our work to develop new referral partnerships with local and national charities, health care providers, and other organisations is critical to our ability to serve the most vulnerable and isolated people in communities.

The work of Contact the Elderly, as outlined in its strategic plan to 2020, is to:

- Increase the number of older guests who attend our groups
- Increase the number of volunteer hosts and drivers who facilitate these gatherings
- Grow our profile as an organisation at the heart of tackling social isolation amongst older people
- Sustain our income to support all of this work.

Objective 1. Increasing the number of Older guests

“I absolutely love Contact the Elderly; can you believe it's free? I always make sure I take my purse out with me but I always come back with a full purse! I waited a year to join the group, but I got letters often letting me know what was going on, they were always so lovely and kind. From the very first moment I was in touch with Contact the Elderly, I felt that people cared about me and wanted me to feel I mattered. All the volunteer drivers are wonderful, we all chat each time we meet and they always want to hear my stories and like to share their news too. It's wonderful to be around youth, their energy and joie de vivre always makes my heart sing. And the hosts? They're wonderful too! Inviting us in and making us feel like we're family, it's a special person that can do that. The other guests and me also really get on well, and will always have a laugh when we get together!”

Valerie, older guest

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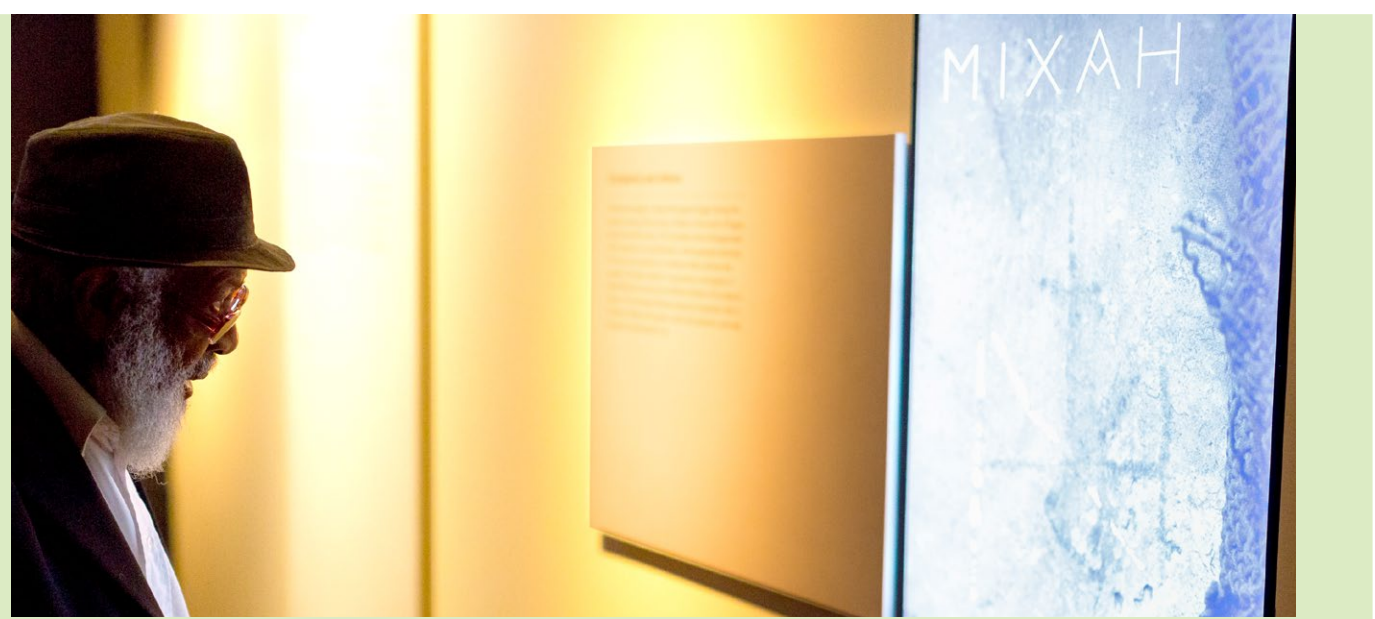
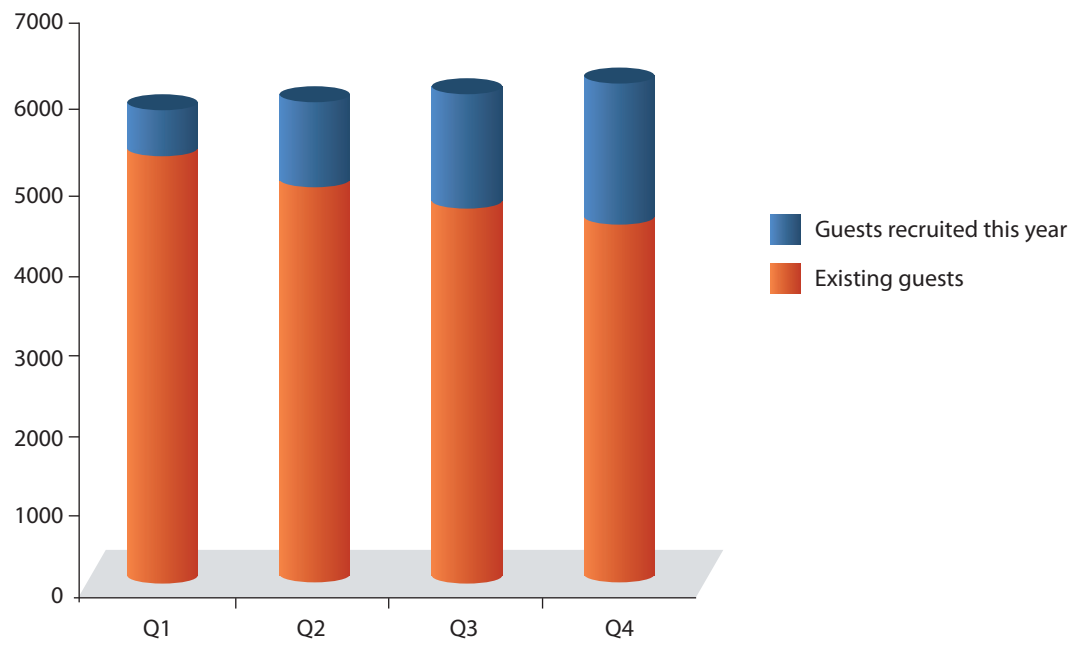


TRUSTEES' ANNUAL REPORT

for the year ended 31st march 2018

Developing our approach to national and local referrers will be a critical aspect of work in 2018-19. We are currently in discussions with both national and local referrers to formalise partnerships which will see us cross-referring older users of ours and other services such as older people's helplines, or services aimed at specific sub-sets of the population, such as former service personnel.

The Be Our Guest campaign in 2016 significantly boosted our older guest numbers. In 2017-18, we welcomed just under 2,000 new older guests in the year. The total number of older guests increased from 5,300 to 6,223.



Not just tea and cake: an older guest at a gathering at the British Museum

For the last four years our guests and volunteers have been given VIP tours of the British Museum in partnership with JTI. Our older guests are welcomed by museum volunteers and staff and given afternoon tea. They hear a talk about the history of the museum, are taken to explore exhibits, and have the chance to handle objects from around the world.



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Fire crews across the country support our work. The Green Watch firefighters at Sidcup Fire Station in the London Borough of Bexley began hosting tea parties for us seven years ago as part of their remit to support vulnerable people in their community. What began as a one-off tea party has developed over the years into a tea party and a Christmas lunch at the fire station, and a summer outing to the seaside. While other fire stations have hosted tea parties for us from time to time, no other fire station has shown this level of commitment, dedication and genuine joy in maintaining a relationship with their local groups.

We have also partnered with the London Fire Brigade on a 'Fire Safe and Well' pilot project across five London boroughs – Greenwich, Waltham Forest, Islington, Merton, and Ealing. While making fire safety visits to vulnerable older people's homes, London Fire Brigade Community Safety Officers will be completing Contact the Elderly application forms with those they feel would benefit from joining a group. We are also being encouraged to refer our older guests for at home fire safety visits.

A very successful Christmas party for Contact the Elderly was held at Isleworth Fire Station, which was attended by firefighters from Richmond Fire Station who are now going to be visiting tea parties in their borough to give fire safety talks and will be hosting a tea party for the older guests in those groups.



Firefighter partnerships

Tea with the GP

Loneliness has been increasingly recognised as a threat to physical as well as mental health, with GPs reporting that many older patients make appointments primarily because they are lonely. GPs need to find non-medical solutions to a problem that can cause medical issues - this is known as social prescribing – and our tea parties provide a low cost, sustainable answer to this rising problem.

In 2014, we launched a Contact the Elderly group based at the Storrsdale GP surgery in Liverpool. Out of this, 'Tea with the GP' was developed as a project to bring our tea parties into GP surgeries, increasing our reach, and allowing people to meet new friends in a familiar environment. Funding from the Rayne Foundation has allowed us to set up 10 groups nationally. Meanwhile, the Dunhill Medical Trust has funded the launch of five groups in Manchester, and Bournemouth Borough Council has funded the new Bournemouth GP group. Six new GP groups were launched last year, bringing us to 15 groups in total and we are well on the way to achieving the targets set for the end of the current project in August 2018.

The overall response from both healthcare professionals and older guests has been extremely positive and our evaluations demonstrate the value of this project.



“Some people don't see anybody from one day to the next. The tea parties are a good form of social prescribing and it is very nice to see friendly chat between the doctors and other staff and patients. Loneliness is a terrible thing and the parties definitely benefit guests - Contact the Elderly makes it very easy and provide good support”.

GP surgery staff member

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“

Ina worked as a hairdresser before joining the Land Army during the war, and later moved around with her husband's business. When her husband John died in 2002, Ina was left alone. Her sisters died not long after and she soon found herself with no family whatsoever. In her 90s, Ina has seen old friends pass away, leaving her socially isolated and feeling trapped in her own home.

“You're insulated and you may love your home very much – but it does become a wee prison,” Ina says.

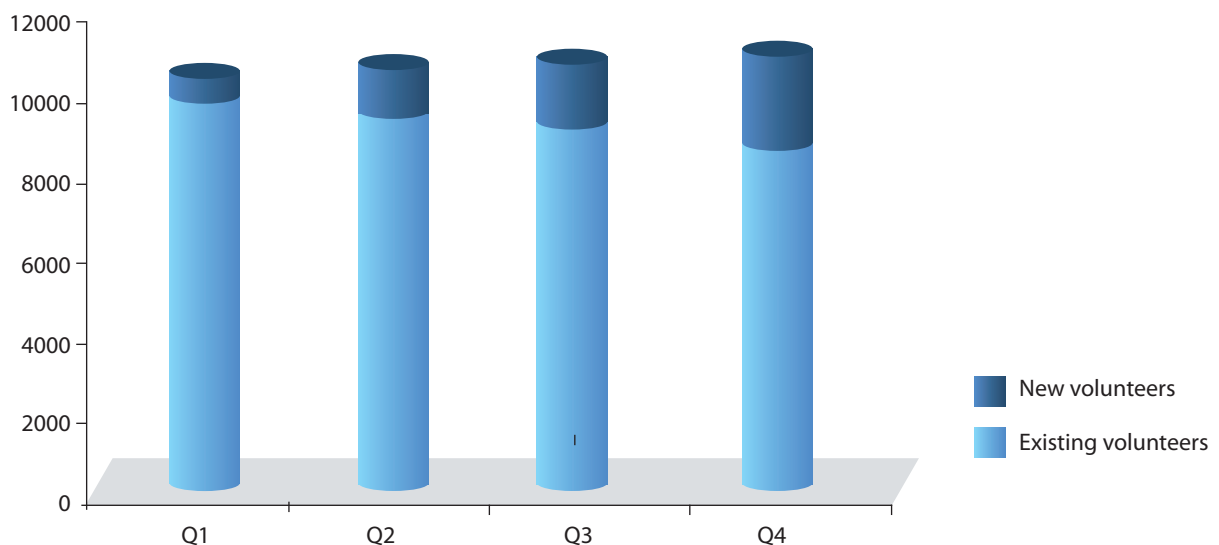
Discovering Contact the Elderly changed Ina's life completely. Not only do the monthly tea parties give her a reason to get out of the house, but she has had the opportunity to meet new people, visit new places, and even take a trip down memory lane, attending a tea party where she had worked in her youth for the Land Army.

In her words, “It has been the most wonderful thing that has ever happened to me. How can I describe it? It's like somebody opening a door and giving you a ready made family.”

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Objective 2. Working with volunteers

In the course of the year we recruited nearly 2,500 new volunteers. The total number of volunteers increased from 9,773 to 11,000. Our volunteer recruitment has been boosted by media attention from ITV Good Morning's One Million Minutes and from Channel 5's Do The Right Thing, and by the Spare Chair Sunday campaign in partnership with Bisto.



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for the year ended 31st march 2018

In November 2017, Contact the Elderly was chosen as one of the charities to benefit from Good Morning Britain's 'One Million Minutes' of volunteering. 102 year old guest George, and his volunteer driver Dan, were invited to the ITV studio.

George and Dan underline how valuable our work is. Through Contact the Elderly's tea parties in their town, they have a relationship which has gone beyond driver and guest and they have become very real friends.

Dan told us, "When I dropped George home [for the first time] he said to me some days he prays to God that the phone will ring so he can speak to someone. We have swapped numbers and will talk on the phone and go to more tea parties."

Dan and George represented Contact the Elderly on the ITV Good Morning Britain sofa, launching the "One Million Minutes" campaign.



The Channel 5 programme, 'Do The Right Thing' generated 1,000 new volunteer applications.



Spare Chair Sunday



The second Bisto Spare Chair Sunday project was launched by Contact the Elderly in partnership with Bisto (Premier Foods) in November 2017, with national TV and radio advertisements encouraging people to provide a "Spare Chair" at their Sunday lunch table for an older guest and their driver. Over six months, 2,600 people applied to open their homes and share their Sunday roast with an older guest. The aim of the project was to provide an additional "treat" by way of a Sunday lunch to an older guest who already attends our monthly tea party groups and to increase the number of regular volunteers who support our monthly tea party groups. Over 350 of our regular guests have been out for lunch so far and more lunches are being planned.

"Our guest was quite taken back by the whole thing and really appreciated what we had done for him. He thought the food was lovely. We gave him a spare dinner for Monday. It was a complete success and very rewarding. Thank you so much."

“It's been exciting watching Contact the Elderly grow into a national charity. I know that I've gained as much as I have given in my 53 years of volunteering. It's been an amazing journey and one which I wouldn't change for the world”

Sheila, volunteer since 1965

The concept of attending a Sunday lunch at a stranger's house can be daunting for many of our guests who lack confidence after years of loneliness and isolation, so the option of attending a group lunch was offered this year. This proved incredibly popular with both guests and hosts, and we were able to arrange a number of group lunches in homes, pubs, golf clubs and restaurants.

The project resulted in over 1,000 additional volunteers signing up to be hosts, drivers or group coordinators for Contact the Elderly and with the help of the new Spare Chair Sunday volunteers we were able to launch our first tea party group in Northern Ireland.

"It was our absolute pleasure hosting you. It made our day to have such refreshing, entertaining company! The work and help you give [as a Contact the Elderly driver] is an inspiration to us all. Thank you for all that you do and looking forward to seeing you again."

Looking ahead to 2018-19 our volunteer focus will remain:

- increasing the number of our volunteers
- developing new volunteering roles
- sustaining the relationship that we have with our current volunteers
- improving the experience of being a Contact the Elderly volunteer.

We will launch our volunteer portal which will be a key tool for us to maintain regular contact and we hope that this will bring us closer to our volunteers and enhance their experience of being part of our team.



TRUSTEES' ANNUAL REPORT

for the year ended 31st march 2018

Objective 3. Raising our profile and participating in the work to end loneliness across the UK

We are delighted to be part of the Campaign to End Loneliness. Deputy CEO, Cliff Rich, was a panel member at the Campaign's Annual Conference in 2017. We were also invited to join the Loneliness Action Group which was established to work with the Minister for Loneliness as she develops strategy and policy. As part of our extension of our work into Northern Ireland, Deputy CEO, Cliff Rich, was invited to speak at a health conference there in 2017.

Our digital profile increased steadily across the year, with a sharp rise in website visitors at the time of the Bisto Spare Chair Sunday campaign.

In 2018, we will be increasing our media work at local level to help us reach isolated older people. Our digital work will also be reviewed and renewed to support recruitment of both older guests and volunteers at both local and national levels.



Breaking the Silence

Our Breaking the Silence campaign raised awareness and funds and saw us again featured in the print and broadcast media.



TRUSTEES' ANNUAL REPORT for the year ended 31st march 2018

Award Nominations

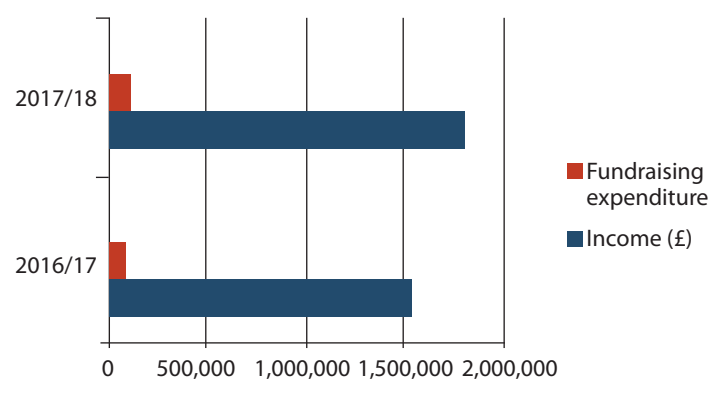
We were honoured to be nominated and shortlisted for the following awards during the year:

- **Charity Times Awards** – we were shortlisted in two categories
- **2017 The Charity Awards** – we were nominated for our Spare Chair Sunday campaign, and were highly commended
- **Great Scot 2017** – Finalist
- **The Herald Society 2017** – Winner for the second year running
- **Inspiring City Awards 2017**, Glasgow – Winner
- **AgeScotland** – we received a Certificate of Excellence

We believe this has been a great endorsement for our amazing volunteers, who make a huge difference to the lives of our older guests, bringing friendship back into the lives, but also our incredible staff, many of whom are home based in different locations across the UK.

Objective 4. Income generation

Contact the Elderly's loyal funders have been joined by new donors who are committing to the incredibly effective work that we do. We have focussed principally on working with grant makers and corporates and we have seen income increase by 16% while fundraising costs increased by 10%. Our fundraising cost to income ratio is particularly low: in 2017 we spent just over 6p to raise £1 and this was reduced further in 2018.



We received multi-year funding from City Bridge Trust to support our work across London and Big Lottery People and Places Investing In Your Community has awarded us five years of funding for our work in Wales. We also received funding from Big Lottery - Improving Lives - Scotland. Funding from Bridgepoint has helped us to develop our fundraising and communications work and

our second year of funding from the People's Postcode Lottery has been invaluable. Crucially, we renewed our partnership with JTI and in 2018 we are celebrating 10 years of working together.

In 2017, lifestyle brand Cath Kidston asked us to be the beneficiaries of their first branded Christmas cards. They wanted their staff to understand our work and experience outreach for themselves, so we organised a tea party at their head office. This was a Cath Kidston style tea party with beautiful bunting, table clothes, tiers of cakes and fabulous tea time treats. Staff kept popping in for a cup of tea and a chat and our guests were enchanted and entertained.



Cath Kidston tea party



TRUSTEES' ANNUAL REPORT

for the year ended 31st march 2018



In 2018-19 we will be increasing our work with companies and grant makers and enhancing our reporting for all of our funders. We will also adapt our web and digital presence to support our fundraising. Community fundraising across all the areas where we work is growing, with a strong presence in the Kiltwalks and other fundraising challenges. The appointment of a dedicated staff member to work with the people who help us to raise funds by giving their time, imagination, and energy will mean that we can offer greater support to them.

What next for Contact the Elderly



As we look towards 2020 and the launch of a new strategy, we will be focussing on enhancing specific areas of our work:

1. Research, impact, and excellence in volunteer engagement: putting in place new processes and policies to ensure that we are monitoring our work and using data to demonstrate our impact.
2. A great place to work: showing commitment to our diverse and widespread team of staff and volunteers.
3. Digital solutions: investing in our digital work and developing plans to support every aspect of our work with a strong digital offering.
4. Collaboration with other organisations in:
 - Referrals
 - Service delivery
 - Research
 - Fresh models for social gatherings to reflect the diversity of the older people we serve.

Structure, Governance and Management

Governing Documents

The charity is governed by its Memorandum and Articles of Association dated 2nd December 2011 as amended by special resolution dated 18th March 2014. This was also amended at a General Meeting dated 19th April 2017. The charity is also registered as a charity in Scotland (charity number SC039377).

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering and media expertise. A trustees' skills matrix is carried out at the start of each financial year and used as the basis from which to advertise for, or approach, suitable individuals.

All Trustees give their time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 16 to the accounts and details of related party transactions are given in note 15.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Treasurer and the CEO covering:

- duties of committee members, including presentation of the relevant Charity Commission guidance regarding the duties of trustees;
- explanation and presentation of the governing instrument;
- presentation of current and projected financial position;
- explanation of all significant projects within the charity;
- presentation of the activities of the charity and how it is organised, structured and staffed.

Organisational Structure

The Trustees meet quarterly and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, work at national office or in home-based offices across the UK.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 3, together with details of current key management personnel and professional advisors.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chairman in consultation with the CEO, and approved by the Trustees. Inflation and benchmarking are considered when determining any pay awards and the remuneration of each role.



TRUSTEES' ANNUAL REPORT

for the year ended 31st march 2018

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), 'the Financial Reporting Standard in the UK and Republic of Ireland'. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 that period.

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP (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 business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 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.

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

Risk Management

The Trustees maintain a risk register with risks assessed for the likelihood of impact on the charity. This impact may be on the charity as a whole, its objects, its staff or its beneficiaries. The risk register is reviewed with the CEO on an annual basis by the Board. Mitigating actions are taken for any risks perceived to be increasing, be this for reasons of changes in the funding environment or regulatory / legal changes or government policy.

The charity's principal risks and uncertainties, with our plans and strategies to mitigate these, are as follows:

- funding - its level and its continuity. We have a diversified fundraising approach, we have some loyal long-term partners and we manage our spending in line with our resources as set out elsewhere in this Report;
- reputation - amongst our beneficiaries, our volunteers, our funders and the wider community. We recruit volunteers after statutory checks, we report assiduously to our funders and we communicate success stories and policies regularly and frequently both internally and externally;



TRUSTEES' ANNUAL REPORT for the year ended 31st march 2018

- expanding the scale of our operations at a sustainable rate; keeping resources (volunteers, funding, staff) in line with beneficiary numbers (older people). We continuously monitor the balance between resources and beneficiaries both overall and in each country and geographic region of the United Kingdom.

The Trustees are confident that these risks and uncertainties are managed appropriately in a proactive and sensitive manner.

Public Benefit

In reviewing and making decisions regarding our activities, we have regard to the Charity Commission's general guidance on public benefit.

Financial Review

The accounts for the year show a surplus in the year of £114,473 compared with a surplus of £430,171 in the previous year. The 2016/17 surplus was primarily the result of the merger with NBFA Assisting the Elderly in December 2016 and the resulting transfer of £262,964 in assets.

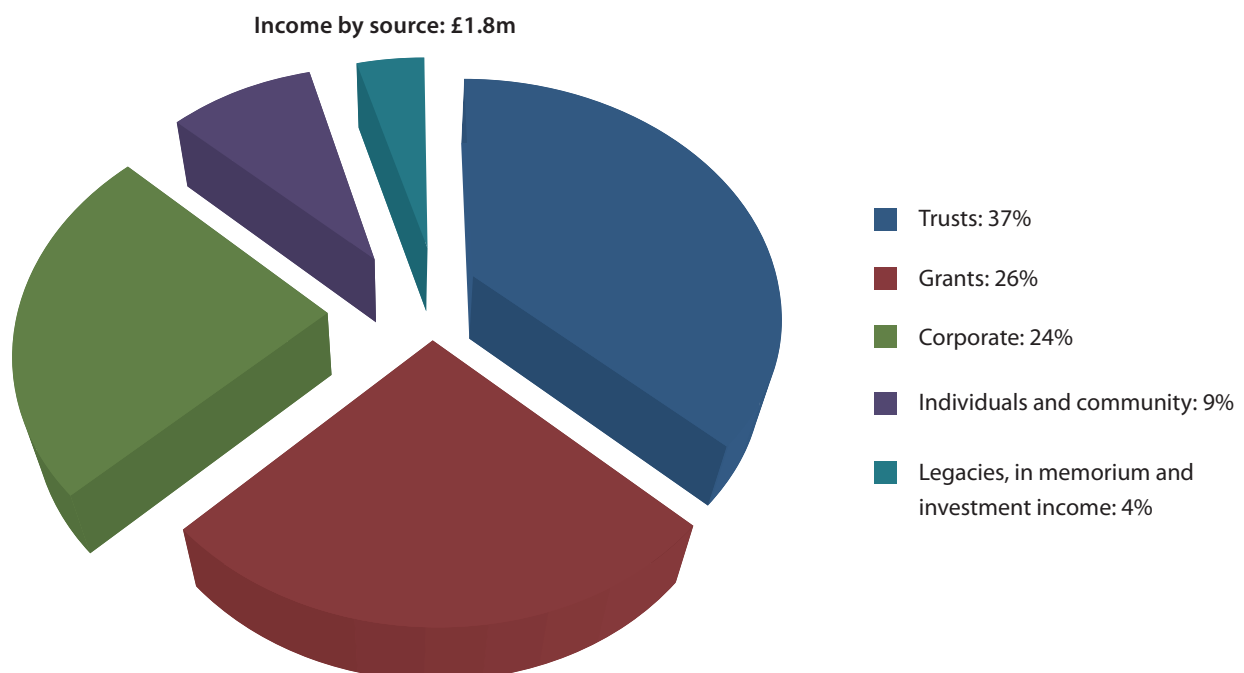
Our expenditure has increased, by £294,894, to £1,683,424 as we expanded our service delivery, in line with our strategic plan to 2020.

Our income fell by £14,130 to £1,797,897. The 2016/17 income included two significant one-off sources of income (transfer of net assets from NBFA (£262,964), a large donation in memory of a former Trustee (£80,000)), so our like for like income has increased by £328,834 from £1,469,063 to £1,797,897.

Unrestricted reserves increased by £100,275 to £620,315, of which £145,191 is the balance on the fund set aside to set up 100 new groups as part of the NBFA merger, leaving £475,124 of unrestricted general funds. The restricted reserves increased by £31,794 to £366,000. The endowment fund of £17,596 was transferred to the unrestricted general fund, as detailed in note 13.

Income and Funding

The principal sources of funding for the charity are shown below:

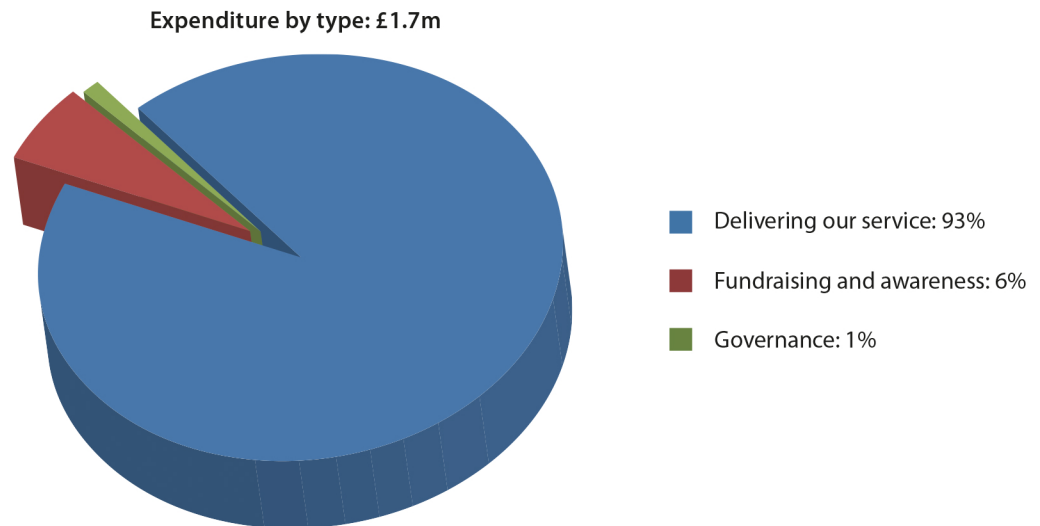


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for the year ended 31st march 2018

Expenditure

Our expenditure rose to just under £1.7m, as we continued to expand our service delivery in line with our strategic plan to 2020. The breakdown of expenditure is as follows:



Fundraising Policy

The rules for fundraising are set out in the Code of Fundraising Practice, which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. We regularly review the code of Fundraising which includes the standards relating to people in vulnerable circumstances. We work to ensure that our fundraising is legal, open, honest and respectful.

For the financial year 2017/18 Contact the Elderly did not use a professional fundraiser or agency to assist with any fundraising activities. We were a member of the Fundraising Standards Board scheme and are committed to the highest standards in fundraising.

Investment Policy

The policy is to invest in short and medium-term investments. We invest in interest bearing accounts. We have decided, due to current uncertainties, not to invest at present in the stock market.

Reserves Policy

Reserves are that part of our unrestricted funds that we are freely available to spend. The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of reserves (net of fixed assets) should be circa three months of total expenditure, in order to absorb any fluctuations in income and expenditure.

Reserves (general unrestricted funds) at 31 March 2018 were £475,624 and represent 2.9 months' of total budgeted expenditure for 18/19.

Approved by the Trustees on 25th July 2018 and signed on their behalf by

Christian Grobel
Chair, Board of Trustees
Contact The Elderly



INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF CONTACT THE ELDERLY for the year ended 31st march 2018

Opinion

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the Notes to the Financial Statements, including a summary of the significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 'the Financial Reporting Standard Applicable in the UK and Ireland'.

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2018 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis of 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 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 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 charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinion 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 Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Annual Report has been prepared in accordance with applicable legal requirements.



INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF CONTACT THE ELDERLY for the year ended 31st march 2018

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Annual Report.

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

- adequate and sufficient accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities Statement set out on page 16, 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 the 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 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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



Richard Willis, Senior Statutory Auditor
For and on behalf of Moore Stephens LLP, Statutory Auditor
150 Aldersgate Street, London, EC1A 4AB
Date: 25th July 2018

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31st march 2018



| | Unrestricted Funds | | Restricted Funds 2018 | Endowment Funds 2018 | Total Funds 2018 | Total Funds 2017 |
|--|-----------------------|--------------------------|--------------------------|-------------------------|---------------------|---------------------|
| | General Funds 2018 | Designated Funds 2018 | | | | |
| | £ | £ | | | | |
| Income and endowments from: | | | | | | |
| Donations and legacies: | | | | | | |
| Donated income (Note 2) | 524,442 | - | 738,709 | - | 1,263,151 | 1,188,371 |
| Grant income (Note 3) | 300,000 | - | 165,757 | - | 465,757 | 339,795 |
| NBFA Assisting the Elderly transfer (Note 4) | - | - | - | - | - | 262,964 |
| Legacy income | 55,706 | - | 13,145 | - | 68,851 | 13,480 |
| Investments: | | | | | | |
| Bank and investment income (Note 5) | 137 | | 1 | - | 138 | 7,417 |
| Total income | 880,285 | - | 917,612 | - | 1,797,897 | 1,812,027 |
| Expenditure on: | | | | | | |
| Raising funds: | | | | | | |
| Fundraising and awareness | - | - | 102,868 | - | 102,868 | 93,120 |
| Charitable activities: | | | | | | |
| Delivering our services | - | 159,585 | 1,420,971 | - | 1,580,556 | 1,295,410 |
| Total expenditure (Note 6) | - | 159,585 | 1,523,839 | - | 1,683,424 | 1,388,530 |
| Net (losses) / gains on investments | - | - | - | - | - | 6,674 |
| Net income / (expenditure) (Note 7) | 880,285 | (159,585) | (606,227) | - | 114,473 | 430,171 |
| Transfers between funds (Note 13) | (679,833) | 59,408 | 638,021 | (17,596) | - | - |
| Net movement in the year | 200,452 | (100,177) | 31,794 | (17,596) | 114,473 | 430,171 |
| Fund balances brought forward at 1 st April 2017 | 274,672 | 245,368 | 334,206 | 17,596 | 871,842 | 441,671 |
| Fund balances carried forward at 31st March 2018 | 475,124 | 145,191 | 366,000 | - | 986,315 | 871,842 |

All the above results were derived from continuing activities.

The notes and information on pages 24 to 38 form part of these financial statements.



BALANCE SHEET

as at 31st march 2018

| | 2018 | | 2017 | |
|---|-----------|----------------|----------|----------------|
| | £ | £ | £ | £ |
| Fixed assets | | | | |
| Tangible fixed assets (Note 9) | | - | | - |
| Current assets | | | | |
| Debtors (Note 10) | 120,517 | | 68,424 | |
| Investments | - | | - | |
| Cash at bank and in hand | 911,920 | | 880,762 | |
| | 1,032,437 | | 949,186 | |
| Current liabilities | | | | |
| Creditors - Amounts falling due within one year (Note 11) | (46,122) | | (77,344) | |
| Net current accounts | | 986,315 | | 871,842 |
| Net assets | | 986,315 | | 871,842 |
| Represented by: | | | | |
| General funds (Note 13) | | 475,124 | | 274,672 |
| Designated funds (Note 13) | | 145,191 | | 245,368 |
| Restricted funds (Note 13) | | 366,000 | | 334,206 |
| Endowment funds (Note 13) | | - | | 17,596 |
| Total funds | | 986,315 | | 871,842 |

These accounts were approved by the Trustees and authorised for issue on 25th July 2018 and signed on their behalf by:



Christian Grobel
Chair of Contact the Elderly

STATEMENT OF CASH FLOWS

year ended 31st march 2018

| | 2018 | | 2017 | |
|--|------|----------------|-----------|----------------|
| | £ | £ | £ | £ |
| Cash flows from operating activities: | | | | |
| Net cash used in operating activities | | 31,045 | | 401,565 |
| | | | | |
| Cash flows from investing activities | | | | |
| Dividends, interest and rents from investments | 113 | | 7,046 | |
| Purchase of investments | - | | (213,945) | |
| Proceeds from sale of investments | - | | 357,344 | |
| Net cash provided by investing activities | | 113 | | 150,445 |
| | | | | |
| Change in cash / cash equivalents in the year | | 31,158 | | 552,010 |
| Cash / cash equivalents at the beginning of the year | | 880,762 | | 328,752 |
| Cash / cash equivalents at the end of the year | | 911,920 | | 880,762 |
| | | | | |
| Reconciliation of net movements in funds to net cash flow from operating activities | | | | |
| Net movement in funds for the year (as per the statement of financial activities) | | 114,473 | | 430,171 |
| Adjustments for: | | | | |
| Losses / (gains) on investments | | - | | (6,674) |
| Dividends, interest and rents from investments | | (113) | | (7,046) |
| (Increase) / decrease in debtors | | (52,093) | | (36,838) |
| Increase / (decrease) in creditors | | (31,222) | | 21,952 |
| Net cash used in operating activities | | 31,045 | | 401,565 |
| | | | | |
| Analysis of cash and cash equivalents | | | | |
| Cash in hand | | 901,920 | | 870,762 |
| Notice deposits (less than 3 months) | | 10,000 | | 10,000 |
| Total cash and cash equivalents | | 911,920 | | 880,762 |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting Basis

The financial statements are prepared under the historical cost convention, with the exception of investments which are included at market value, and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)". Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income Recognition

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

Investment income is included when receivable.

Income from charitable activities

- Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.
- Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.
- Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Endowment Funds

Within the assets transferred from NBFA Assisting the Elderly on 31 December 2016 was a £17,586 permanent endowment. This permanent endowment was originally gifted to NBFA Assisting the Elderly, during its financial year to 30 June 2006, from the Masons Charities Trust, a charity which was wound up with the approval of the Charity Commission. The terms of the original transfer specified that NBFA Assisting the Elderly were to treat the share of the capital as a permanent endowment fund, with any investment income from the capital being treated within the unrestricted fund. On 19 July 2017 the trustees' decided that spending the fund to enhance Contact the Elderly's service growth, in line with the charities strategy, would be a better use of the fund. So the £17,596 balance was transferred to the unrestricted general account. As the annual income from this fund is below £1,000 per annum this was allowed to be done without the Charities Commission's consent.

d) Restricted Funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

e) Unrestricted Funds

General unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

f) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable.

g) Expenditure Recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 7.
- Allocation of support and governance costs.
- Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.
- Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 7.

h) Going Concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of reserves held and the budgeted level of income and expenditure for the next year. This is sufficient for the charity to continue as a going concern.

i) Tangible Fixed Assets and Depreciation

Assets with a cost greater than £1,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Office equipment - 25% per annum on a straight line basis.

j) Critical Estimates and Significant Judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

| 2. DONATED INCOME | | | | |
|---------------------|--------------------|------------------|------------------|------------------|
| | Unrestricted Funds | Restricted Funds | Total Funds 2018 | Total Funds 2017 |
| | £ | £ | £ | £ |
| Trust | 241,891 | 421,299 | 663,190 | 541,761 |
| Corporate | 159,458 | 269,306 | 428,764 | 396,624 |
| Individual | 92,163 | 25,926 | 118,089 | 124,495 |
| Gift Aid | 22,922 | 12 | 22,934 | - |
| In memoriam | 2,204 | 3,447 | 5,651 | 83,100 |
| Community and event | 5,804 | 18,719 | 24,523 | 42,391 |
| | 524,442 | 738,709 | 1,263,151 | 1,188,371 |

| 3. GRANT INCOME | | | | |
|---------------------|--------------------|------------------|------------------|------------------|
| | Unrestricted Funds | Restricted Funds | Total Funds 2018 | Total Funds 2017 |
| | £ | £ | £ | £ |
| Postcode Lottery | 300,000 | - | 300,000 | 250,000 |
| Big Lottery Fund | - | 119,357 | 119,357 | 46,470 |
| Scottish Government | - | 42,400 | 42,400 | 42,400 |
| Other | - | 4,000 | 4,000 | 925 |
| | 300,000 | 165,757 | 465,757 | 339,795 |

| 4. NBFA ASSISTING THE ELDERLY TRANSFER | | | | |
|--|--------------------|------------------|------------------|------------------|
| | Unrestricted Funds | Restricted Funds | Total Funds 2018 | Total Funds 2017 |
| | £ | £ | £ | £ |
| NBFA Assisting the Elderly transfer | - | - | - | 262,964 |
| | - | - | - | 262,964 |

On 31st December 2016 the assets and liabilities of NBFA Assisting the Elderly (charity number 1147446) were transferred to Contact the Elderly (charity number 1146149), under a Deed of Transfer of Charitable Undertaking.

NOTES TO THE ACCOUNTS

for the year ended 31st march 2018



| 5. BANK AND INVESTMENT INCOME | | | | |
|--------------------------------------|---------------------------|-------------------------|-------------------------|-------------------------|
| | Unrestricted Funds | Restricted Funds | Total Funds 2018 | Total Funds 2017 |
| | £ | £ | £ | £ |
| Investment income | 113 | - | 113 | 7,046 |
| Bank interest | 24 | 1 | 25 | 371 |
| | 137 | 1 | 138 | 7,417 |

| 6. TOTAL EXPENDITURE | | | | |
|----------------------------------|---------------------|----------------------|-------------------|-------------------|
| | Direct Costs | Support costs | Total 2018 | Total 2017 |
| | £ | £ | £ | £ |
| Delivering our service | | | | |
| Local groups | 70,783 | - | 70,783 | 53,763 |
| Regions | 994,795 | 476,664 | 1,471,459 | 1,197,220 |
| Projects | 100,128 | 41,054 | 141,182 | 137,547 |
| | 1,165,706 | 517,718 | 1,683,424 | 1,388,530 |
| Fundraising and awareness | 102,868 | (102,868) | - | - |
| Head office overheads | 403,994 | (403,994) | - | - |
| Governance | 10,856 | (10,856) | - | - |
| | 517,718 | (517,718) | - | - |
| Total | 1,683,424 | - | 1,683,424 | 1,388,530 |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

Support costs are allocated on the basis of staff time and comprise the following:

| NOTE 6 (CONT'D) | | |
|---|----------------|----------------|
| | 2018 | 2017 |
| | £ | £ |
| Fundraising and awareness | | |
| Salary cost | 97,287 | 86,607 |
| Office running costs | 1,003 | 1,605 |
| National marketing costs | 4,578 | 4,908 |
| Head office overheads | | |
| Salary cost | 158,555 | 140,954 |
| Office premises costs | 40,883 | 38,907 |
| Office running costs | 92,077 | 60,313 |
| National marketing costs (incl. website) | 91,674 | 46,505 |
| Legal and professional charges | 14,854 | 31,197 |
| Other costs | 5,950 | 511 |
| Governance | | |
| Salary cost | 2,114 | 2,483 |
| Accounts preparation, audit and filing fees | 7,626 | 8,963 |
| Legal fees | - | 3,864 |
| Trustee meeting and AGM costs | 1,117 | 4,149 |
| Total | 517,718 | 430,966 |

| 7. NET INCOME / (EXPENDITURE) | | |
|---|-------------|-------------|
| | 2018 | 2017 |
| | £ | £ |
| Net income / (expenditure) is stated after charging: | | |
| Auditor's remuneration - audit services | 3,600 | 4,800 |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

| 8. STAFF | | |
|--------------------|------------------|----------------|
| | 2018 | 2017 |
| | £ | £ |
| Salaries and wages | 1,017,082 | 837,685 |
| National Insurance | 88,289 | 70,090 |
| Pension costs | 24,176 | 18,443 |
| Total | 1,129,547 | 926,218 |

The average number of employees during the year was 45 (2017: 39) the full time equivalent being 40 (2017: 31).

No employee had total employee benefits in excess of £60,000 during the year (2017: none).

The total employee benefits of the key management personnel of the charity were £261,107 (2017: £213,178).

| 9. TANGIBLE FIXED ASSETS | |
|---------------------------------|--------|
| | £ |
| Office equipment | |
| Cost | |
| At 1 st April 2017 | 52,003 |
| Additions | - |
| Disposals | - |
| At 31 st March 2018 | 52,003 |
| Accumulated depreciation | |
| At 1 st April 2017 | 52,003 |
| Charge for year | - |
| Disposals | - |
| At 31 st March 2018 | 52,003 |
| Net book value | |
| At 31 st March 2018 | - |
| At 31 st March 2017 | - |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

| 10. DEBTORS - Amounts receivable within one year | | |
|--|----------------|---------------|
| | 2018 | 2017 |
| | £ | £ |
| NBFA Assisting the Elderly | 62,360 | 53,892 |
| Gift Aid | 26,934 | - |
| Other debtors | 9,959 | 4,610 |
| Prepayments | 21,264 | 9,922 |
| Total | 120,517 | 68,424 |

| 11. CREDITORS-Amounts falling due within one year | | |
|---|---------------|---------------|
| | 2018 | 2017 |
| | £ | £ |
| PAYE/NI | - | 20,711 |
| Pension | 4,633 | - |
| Accruals | 41,489 | 56,633 |
| | 46,122 | 77,344 |

| 12. ANALYSIS OF NET ASSETS BETWEEN FUNDS | | | | |
|--|----------------|----------------|----------------|----------------|
| | Unrestricted | | Restricted | Total Funds |
| | General | Designated | | |
| | £ | £ | £ | £ |
| Debtors | 119,208 | - | 1,309 | 120,517 |
| Cash at bank and in hand | 379,129 | 145,740 | 387,051 | 911,920 |
| Creditors falling due within on year | (22,713) | (1,049) | (22,360) | (46,122) |
| Net assets at the end of year | 475,624 | 144,691 | 366,000 | 986,315 |

NOTES TO THE ACCOUNTS

for the year ended 31st march 2018



| 13. FUNDS | | | | | |
|----------------------------------|-------------------------------|----------------|------------------|-------------------------------|--------------------|
| | 1 st April 2017 | Income | Expenditure | Transfers between funds | 31st March 2018 |
| | £ | £ | £ | £ | £ |
| Unrestricted Funds | | | | | |
| General | 274,672 | 880,285 | - | (679,833) | 475,124 |
| Designated - NBFA | 245,368 | - | (159,435) | 54,004 | 139,937 |
| Designated - Local Groups | - | - | (150) | 5,404 | 5,254 |
| | 520,040 | 880,285 | (159,585) | (620,425) | 620,315 |
| Restricted Funds | | | | | |
| Local Groups | 215,524 | 82,707 | (70,632) | 13,968 | 241,567 |
| Regions: | | | | | |
| London and South | - | 12,615 | (56,838) | 44,223 | - |
| Bath, Bristol & Somerset | - | 9,610 | (35,860) | 26,250 | - |
| East of England | - | 5,250 | (50,958) | 45,708 | - |
| East London | - | 14,490 | (40,052) | 25,562 | - |
| North London | - | 13,300 | (48,444) | 36,361 | 1,217 |
| South London | - | 1,000 | (39,721) | 38,721 | - |
| Surrey and Sussex | - | 18,885 | (35,263) | 16,378 | - |
| East of England support | 2,333 | 30,960 | (49,541) | 18,581 | 2,333 |
| North London support | 14,100 | 2,145 | (46,707) | 30,462 | - |
| London & South support | - | 36,200 | (45,735) | 23,885 | 14,350 |
| Midlands and North | - | 14,000 | (33,460) | 19,460 | - |
| West Midlands | - | 47,671 | (53,682) | 13,853 | 7,842 |
| North East | - | 7,275 | (43,925) | 36,650 | - |
| North West | 3,526 | 7,248 | (34,013) | 23,239 | - |
| North, East and West Yorkshire | 4,031 | 28,500 | (30,342) | 3,607 | 5,796 |
| South Yorkshire & Derbyshire | 3,663 | 23,737 | (33,731) | 11,945 | 5,614 |
| North West support | - | 16,965 | (35,674) | 18,709 | - |
| Yorkshire support | - | 11,560 | (42,224) | 30,664 | - |
| Midlands support | - | 6,800 | (20,207) | 13,407 | - |
| Special Projects National | 3,526 | 26,994 | (49,222) | 25,199 | 6,497 |
| Scotland | - | 74,422 | (29,959) | (44,463) | - |
| Sub-total carried forward | 246,703 | 492,334 | (926,190) | 472,369 | 285,216 |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

| 13. FUNDS (CONT'D) | | | | | |
|----------------------------------|-------------------------------|------------------|--------------------|-------------------------------|--------------------------------|
| | 1 st April 2017 | Income | Expenditure | Transfers between funds | 31 st March 2018 |
| | £ | £ | £ | £ | £ |
| Restricted Funds (cont'd) | | | | | |
| Sub-total brought forward | 246,703 | 492,334 | (926,190) | 472,369 | 285,216 |
| Central Scotland | 21,099 | 62,400 | (81,571) | 17,697 | 19,625 |
| East Scotland | - | 7,600 | (44,432) | 36,832 | - |
| North Scotland | - | - | (48,106) | 48,106 | - |
| West Scotland | - | 10,330 | (40,345) | 30,015 | - |
| North Scotland support | 1,417 | 34,443 | (51,711) | 17,268 | 1,417 |
| South Scotland support | - | 10,500 | (17,228) | 6,728 | - |
| East Scotland support | - | 22,541 | (9,106) | 1,862 | 15,297 |
| Wales | - | 58,940 | (47,256) | 1,238 | 12,922 |
| South Wales | - | - | (35,456) | 35,456 | - |
| Wales support | - | 750 | (37,739) | 36,989 | - |
| National support | - | 27,426 | (43,518) | 16,092 | - |
| | | | | | |
| Projects: | | | | | |
| Guest Birthday Celebrations | 542 | - | (81) | - | 461 |
| New Groups | 2,840 | 82,513 | (2,474) | (80,242) | 2,637 |
| New Groups (Birmingham) | - | 12,145 | - | (12,145) | - |
| Survey | 4,296 | 3,545 | (5,808) | - | 2,033 |
| Yorkshire Training & Publicity | 142 | - | (142) | - | - |
| Corporate Projects | 37,500 | - | (46,081) | 8,581 | - |
| Other | - | 18,021 | (18,021) | - | - |
| Scotland | 3,000 | 2,543 | (5,003) | - | 540 |
| Spare Chair Sunday | - | 46,581 | (63,571) | 26,175 | 9,185 |
| Volunteer Support Officers | 16,667 | 25,000 | - | (25,000) | 16,667 |
| | 334,206 | 917,612 | (1,523,839) | 638,021 | 366,000 |
| Endowment Funds | | | | | |
| NBFA Assisting the Elderly | 17,596 | - | - | (17,596) | - |
| | 17,596 | - | - | (17,596) | - |
| Total funds | 871,842 | 1,797,897 | (1,683,424) | - | 986,315 |

NOTES TO THE ACCOUNTS

for the year ended 31st march 2018



| 13. FUNDS (CONT'D) | | | | | |
|---------------------------------|-------------------------------|------------------|--------------------|-------------------------------|--------------------------------|
| | 1 st April 2017 | Income | Expenditure | Transfers between funds | 31 st March 2018 |
| | £ | £ | £ | £ | £ |
| Unrestricted funds - General | 274,672 | 880,285 | - | (679,833) | 475,124 |
| Unrestricted funds - Designated | 245,368 | - | (159,585) | 59,408 | 145,191 |
| Restricted funds - Scotland | 25,516 | 224,780 | (327,462) | 114,045 | 36,879 |
| Restricted funds - Other | 308,690 | 692,832 | (1,196,377) | 523,976 | 329,121 |
| Endowment funds | 17,596 | - | - | (17,596) | - |
| | 871,842 | 1,797,897 | (1,683,424) | - | 986,315 |

Purpose of Restricted and Designated Funds:

| Name of fund | Description, nature and purposes of the fund |
|---|---|
| Designated | |
| NBFA | Funding for development of 100 new groups from 1 April 2017. |
| Local Groups | Funds transferred from general funds to Contact the Elderly's groups for their own use. The amount transferred in the year was £5,404. These funds are added to and spent on a variable basis. At the year end 16 groups had a balance. |
| Restricted | |
| Local Groups | Funds raised by or on behalf of Contact the Elderly's groups for their own use. These funds are added to and spent on a variable basis. At the year end 540 groups had a balance. |
| Regions | Funds raised to carry out our development and support work through the development officer and volunteer support officer in that particular area. |
| North London | Specific funding to cover North London Development Officer's costs. The £1,217 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 15 April 2018. |
| East of England support | Specific funding to cover East of England Support Officer's costs. The £2,333 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 April 2018. |
| London & South support | Specific funding to cover London & South Volunteer Support Officer's costs. The £14,350 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 September 2018. |
| West Midlands | Funding to cover West Midlands Regional Development Officer's costs. The £7,842 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 September 2018. |
| North, East and West Yorkshire | Specific funding to cover North, East and West Yorkshire Regional Development Officer's costs. The £5,796 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 June 2018. |
| South Yorkshire & Derbyshire | Specific funding to cover South Yorkshire & Derbyshire Regional Development Officer's costs. The £5,614 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 June 2018. |
| Special Projects National | Specific funding to cover Special Projects National Regional Development Officer's costs. The £6,497 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 31 July 2018. |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

13. FUNDS (CONT'D)

| | |
|------------------------------------|--|
| Central Scotland | Specific funding to cover Central Scotland costs. The £19,625 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 31 March 2019. |
| North Scotland support | Specific funding to cover North Scotland Volunteer Support Officer's costs. The £1,417 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 April 2018. |
| East Scotland support | Specific funding to cover East Scotland Volunteer Support Officer's costs. The £15,297 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 31 December 2018. |
| Wales | Specific funding to cover Wales Head of Service costs. The £12,922 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 June 2018. |
| Guest Birthday Celebrations | Specific funding to cover birthday cards and gifts for guests. It is expected to be spent within the next 5 years. |
| New Groups | Specific funding for setting up new local groups. It is expected to be spent by 31 March 2019. |
| Survey | Specific funding to cover survey costs. It is expected to be spent by 31 March 2019. |
| Scotland | Specific funding for promotional materials in Scotland. It is expected to be spent by 31 March 2019. |
| Spare Chair Sunday | Specific funding for the Spare Chair Sunday project. The £9,185 year end balance is to cover costs from 1 April 2018. It is expected to be spent by 30 April 2018. |
| Volunteer Support Officers | Specific funding for Volunteer Support Officer roles nationally. The £16,667 year end balance is to cover costs from 1 April 2018 to 30 November 2018. |

Funds Transfers:

The purpose of the designated NBFA fund is setting up 100 new groups from 1 April 2017. The direct costs related to this were £105,431 and the allocated support costs £54,004. Only the direct costs are paid from the designated NBFA fund, so £54,004 was transferred from the general account to cover the allocated support costs.

The New Groups fund is restricted for setting up new local groups and the New Groups (Birmingham) fund is restricted for settings up new local groups in the Birmingham area. When a relevant new group is set up money is transferred from the New Groups fund to both the new local group and the relevant region. In line with the terms of the restriction, the local group can use the money as they choose and the amount transferred to the region is to cover the costs of setting up the group. The amount transferred from New Groups and New Groups (Birmingham) in the year was £80,242 and £12,145 respectively.

The endowment fund of £17,596 existed as a result of the NBFA transfer of net assets at 31 December 2016. On 19 July 2017 the trustees' decided that spending the fund to enhance Contact the Elderly's service growth, in line with it's strategy, would be a better use of the fund. So the £17,596 balance was transferred to the unrestricted general account. As the annual income from this fund is below £1,000 per annum this was allowed to be done without the Charities Commission consent.

Some restricted funding covers the whole of Scotland and is allocated by us to cover specific areas covered by Support and Development Officers. The amount transferred within Scotland in the year was £44,463.

At the year end the balance on each restricted fund is reviewed and where necessary transfers made from the general funds to the individual restricted fund to ensure the restricted fund is correct (i.e. not overdrawn or at the level required by the terms of each individual donation). The amount transferred from general funds to restricted funds in the year was £638,021.

14. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

15. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2017: £nil) and only two Trustees, attending Trustee meetings from afar, were reimbursed travel expenses of £893 (2016: £416). Trustees made aggregate donations of £900 (2017: £1,060).



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

16. FINANCIAL COMMITMENTS

At 31st March 2018 the charity had total commitments under non-cancellable operating leases as follows:

| | Land and Buildings 2018 | Other 2018 | Land and Buildings 2017 | Other 2017 |
|------------------------------|----------------------------|---------------|----------------------------|---------------|
| | £ | £ | £ | £ |
| Amounts due within 1 year | 50,481 | - | 24,577 | - |
| Amounts due within 2-5 years | 88,342 | - | - | - |
| Total | 138,823 | - | 24,577 | - |

At 31 March 2018 the charity had capital commitments amounting to £nil (2017: £27,406) in relation to the development of an operation support portal.



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

| 17. PRIOR YEAR SOFA | | | | | | |
|---|-----------------------|--------------------------|--------------------------|-------------------------|---------------------|---------------------|
| | Unrestricted Funds | | Restricted Funds 2017 | Endowment Funds 2017 | Total Funds 2017 | Total Funds 2016 |
| | General Funds 2017 | Designated Funds 2017 | | | | |
| | £ | £ | | | | |
| Incoming and endowments from: | | | | | | |
| Donations and legacies: | | | | | | |
| Donated income | 525,734 | - | 662,637 | - | 1,188,371 | 1,059,400 |
| Grant income | 250,000 | - | 89,795 | - | 339,795 | 75,945 |
| NBFA Assisting the Elderly transfer | 245,368 | - | - | 17,596 | 262,964 | - |
| Legacy income | 12,390 | - | 1,090 | - | 13,480 | 104,464 |
| Charitable activities: | | | | | | |
| Golden Jubilee | - | - | - | - | - | 80,256 |
| Investments: | | | | | | |
| Bank and investment income | 7,413 | - | 4 | - | 7,417 | 5,892 |
| Total Income | 1,040,905 | - | 753,526 | 17,596 | 1,812,027 | 1,325,957 |
| Expenditure on: | | | | | | |
| Raising funds: | | | | | | |
| Fundraising and awareness | - | - | 93,120 | - | 93,120 | 112,865 |
| Charitable activities: | | | | | | |
| Delivering our services | - | - | 1,295,410 | - | 1,295,410 | 1,195,556 |
| Total expenditure | - | - | 1,388,530 | - | 1,388,530 | 1,308,421 |
| Net (losses) / gains on investments | 6,674 | - | - | - | 6,674 | (3,563) |
| Net income / (expenditure) | 1,047,579 | - | (635,004) | 17,596 | 430,171 | 13,973 |
| Transfers between funds | (926,678) | 245,368 | 681,310 | - | - | - |
| Net movement in the year | 120,901 | 245,368 | 46,306 | 17,596 | 430,171 | 13,973 |
| Fund balances brought forward at 1st April 2016 | 153,771 | - | 287,900 | - | 441,671 | 427,698 |
| Fund balances carried forward at 31st March 2017 | 274,672 | 245,368 | 334,206 | 17,596 | 871,842 | 441,671 |



NOTES TO THE ACCOUNTS

for the year ended 31st march 2018

18. THANK YOU TO OUR FUNDERS

We sincerely thank all our donors; Statutory, Trusts and Foundations, Community organisations, Companies, Friendship Fund members, legacies and individuals. We particularly wish to record the donations of the following:

| | |
|--|-----------------------------------|
| 3i Plc | JTi |
| ACT Foundation | Lester Aldridge LLP |
| Atass Foundation | Masonic Charitable Foundation |
| Big Lottery Fund | Mortgage Brain Ltd |
| Bill Brown 1989 Charitable Trust | NBFA Assisting the Elderly |
| Blandy & Blandy LLP | Patrick & Helena Frost Foundation |
| Bridgepoint | Persula Foundation |
| CHK Charities Ltd | Peters & Peters LLP |
| City Bridge Trust | Platt & Fishwick Ltd |
| Co-operative Group Ltd | People's Postcode Lottery |
| Dudley and Geoffrey Cox Charitable Trust | Premier Foods |
| Dunhill Medical Trust | Rayne Foundation |
| ExPat Foundation | Robertson Trust |
| Gannochy Trust | Scottish Government |
| George Perkins Charitable Trust | Sobell Foundation |
| Gwyneth Forrester Trust | Thompson Family Charitable Trust |
| Haberdasher's Company | Waitrose |
| Helensfield Trust | Weinstock Fund |
| Henry Smith Charity | Westminster Foundation |
| Inman Charitable Trust | Zeal Network |
| J A Thornton | Zurich Community Trust |
| John Ellerman Foundation | |



Please help us to continue to
make a real difference



For more information please call
0800 716 543 or visit
www.contact-the-elderly.org.uk

IF NOT NOW, WHEN?



**CONTACT
THE ELDERLY**



