



**The Queen's Diamond  
Jubilee Volunteering  
Award 2012**

## **Annual Report and Accounts 2016/2017**

**31<sup>st</sup> MARCH 2017**

*Contact the Elderly is a registered charity in England and Wales (1146149) and in Scotland (SC039377).  
Company Number (07869142) Registered office: 2 Grosvenor Gardens, SW1W 0DH.*

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## **CHAIR'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2017**



Do you know of someone aged 75 or over who lives alone? Chances are that you do, with government figures estimating an increase of over 25% in single occupant households over the next 25 years. Over two thirds of this increase is estimated to be made up of pensioners. Contact the Elderly is the only national charity dedicated solely to alleviating loneliness amongst isolated older people through regular face-to-face contact. Our staff and volunteers are committed to delivering our tried and tested model of Sunday afternoon tea parties to reach as many older people as we can.

### **Be Our Guest!**

2016 saw a renewed focus on reaching this hard-to-reach group of people, with our "Be Our Guest" campaign delivering results in both a large increase in volunteers and in older people.

We can be proud that Contact the Elderly has reached the 10,000 volunteer mark for the first time in its 51 years. This combined with reaching more than 5,500 older people each month is an incredible achievement, with a team of only 40 wonderful staff. Mary Rance, our Chief Executive, and her strong leadership team have done much to build on the legacy of our Jubilee year and to set the charity on a strong path of growth.

### **Why Contact the Elderly's Model Is Still So Effective**

- Sunday is acknowledged to be the loneliest day of the week for older people living alone, confirmed recently by 76% of guests in a survey we undertook;
- Our groups operate on Sunday when most community services for older people are not available;
- The benefits extend beyond the one-Sunday-a-month gathering, with the long-term nature of groups creating real and lasting friendships between young and old;
- Our surveys show that our simple act of friendship makes our older guests feel happier, less lonely and part of the community and has enabled them to make friends with the volunteers and other guests.

## **CHAIR'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2017**

### **Why Our Work Is Needed**

As people grow older they can become invisible in society. Issues such as illness, reduced mobility or bereavement can significantly affect our ability to leave home, socialise and feel part of the community. In our highly mobile society, often a lack of close family nearby exacerbates this.

The detrimental effects of loneliness on both mental and physical health have been well-documented. Older people are proportionally more affected by depression, anxiety and a lack of confidence, increasingly in today's ever more digitized economy. One of Contact the Elderly's objectives of encouraging inter-generational friendships is particularly important in this regard and another strength of our service delivery.

### **Thanks**

I wish to convey special thanks to all our funders, both our long-term individual supporters and generous, highly collaborative corporate partners.

We are very grateful that the NBFA Assisting the Elderly [previously known As National Benevolent Fund for the Aged] (NBFA) agreed to a merger with Contact the Elderly during the year. It is a testament to our simple, effective and focused service that a charity with such a strong heritage in caring for the elderly and vulnerable made this decision; we look forward to our combined resources accelerating the development of our service.

I would like to pay special tribute to Rosemary Brown, who was a long term supporter and trustee who sadly passed away in March 2016. Rosemary and her husband Peter and been volunteer hosts for many decades and we were saddened by Rosemary's passing; she had only joined our Trustee Board the previous year. Thanks to a very generous donation received in Rosemary's name, we are able to launch our new 'Volunteer Support Portal' later this year.

It is inspiring to see so many people give so much to support what we do. On behalf of our beneficiaries I would like to thank our staff, volunteers, our President, Trustees and everyone who comes into the friendly world of Contact the Elderly.

In the words of Joan, one of our guests "When you get to my age, all you do is look back at the life you had, but Contact the Elderly has given me something to look forward to, something to live for."

Let's all do what we can to continue to spread the word about our tea parties and look out for others, like Joan, in our communities to join Contact the Elderly.



Christian Grobel  
Chair, Board of Trustees  
Contact the Elderly

## **CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2017**



While 2015 was the 'Year of the Volunteer', where we greatly increased the number of volunteers who support the work of Contact the Elderly, 2016 was definitely the 'Year of the Older Guest', where we made great strides to find more older people who would really benefit from joining one of our tea party groups. This was made possible by our "Be Our Guest" campaign.

Specifically, as at March 2017, we had:

- Launched 118 new groups in the year - which was the highest ever in one year!
- Maintained 99.4% of existing groups, as we believe retaining groups is as important as opening new groups;
- Grown our national volunteer force to 10,142, with still more to be placed in groups under development;
- Run 725 groups which, with minimal closures and placing new older guests into existing groups, resulted in us welcoming 2,051 new older guests to tea for the first time during the year.

The highlights of the year included:

### **Merger With NBFA Assisting The Elderly**

We were delighted when, fellow charity, NBFA Assisting the Elderly (charity number 1147446), who have been working with older people across the UK since 1957, decided to transfer their net assets to Contact the Elderly under a Deed of Transfer of Charitable Undertaking. In 2015, after the NBFA Trustees undertook a strategic review, they decided to seek a merger with a larger charity operating in the same sector and several alternatives were researched. Very quickly, Contact the Elderly came to the fore because our method of operating had proven a success, as well as being very complementary to the objectives of NBFA.

## **CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2017**

As we move forward into 2017, we will be dedicating all funds received from NBFA to accelerating the creation of tea party groups based across the UK. Over the next two years, this should result in an additional 100 groups, providing nearly one thousand more older people with opportunities to make new friendships and regain their social confidence.

### **“Be Our Guest” Campaign**

Launched in October 2016, this was a publicity campaign aiming to seek out new older guests who would benefit from attending our monthly tea parties. The campaign aims were to raise awareness of Contact the Elderly among local communities, to encourage older people to try a tea party for the first time, to mobilise members of the public to invite neighbours in their community to a local tea party, or to engage healthcare professionals with the benefits of referring older people to Contact the Elderly's service. As a result we saw the following:

- On the launch day, we had 5,401 visits to our website – 77% were new visitors and the highest spike of visitors we had in the whole year;
- The campaign was featured on ITV's “This Morning” programme, which reaches a daily audience of 1.2 million people;
- In the 7 months following the launch of the campaign we received 1,615 enquiries about older people joining our groups compared with 1,057 in the same period the previous year;
- For the first time we received funding to take out some adverts on buses in our ‘hot spot’ target areas.

### **Volunteer Portal**

As we move forward with over 10,000 volunteers, and with the intention of growing further, one of the challenges is how we can better update and support our volunteers so that they feel an increased involvement with all aspects of our work. With this in mind, we have commissioned the development of a secure intranet site or ‘portal’, which will be able to be accessed and used only by registered volunteers. The site will house a number of resources containing information aimed at keeping our volunteers up to date and informed. We hope this new project will be available to volunteers later in 2017.

## CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2017

### People's Postcode Lottery

In December 2016, we were delighted to be awarded a grant of £250,000 from the People's Postcode Lottery to further develop our work and enable us to reach out to more isolated older people in their local communities. We were very pleased to be able to ask two of our new celebrity ambassadors (Linda Marlowe from EastEnders, and Tamla Kari from BBC's Musketeers) to accept the cheque on our behalf.

### A GP Approach To Working In Partnership

Since 2014, we have been partnering with GP surgeries across the UK to bring our tea party model into surgeries. These 'GP tea parties' retain the same integral context of deepening social inclusion, while also offering staff opportunities to appropriately and discreetly monitor individual's health and wellbeing. This highly effective solution has been proven to save time and money for practices whilst creating a greater sense of community between staff and patients.

The initiative has so far been successful because of its grass roots approach to the communities it works in, with surgery staff quickly recognising the simple benefits of the tea parties as a way to reduce pressure on their services.

To support this initiative we received funding to develop GP groups in Greater Manchester. We currently have 8 GP tea party groups, 5 of which were launched in the 2016/17 financial year.

### Where We Are Now

In 2017 we will continue to launch more new groups than ever before and carry on the successful "Be our Guest" campaign, to reach out to more isolated older people throughout the UK.



**CHIEF EXECUTIVE'S STATEMENT  
FOR THE YEAR ENDED 31ST MARCH 2017**

We will continue to work with partner organisations and referrers to help us become known to those who are hardest to reach; working with our existing volunteers to their maximum capacity and raising vital funds to continue to support our tried and tested solution.



Mary Rance  
Chief Executive Officer  
Contact the Elderly

## **TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2017**

The Trustees of Contact the Elderly, who are also the directors of the Charity, present their report and audited financial statements for the year ended 31st March 2017. 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)".

### **Structure, Governance and Management**

#### **Governing Documents**

The charity is governed by its Memorandum and Articles of Association dated 2<sup>nd</sup> December 2011 as amended by special resolution dated 18<sup>th</sup> March 2014. This was also amended at a General Meeting dated 19<sup>th</sup> April 2017. The charity is also registered as a charity in Scotland (charity number SCO39377).

#### **Merger With NBFA Assisting The Elderly**

On 31<sup>st</sup> 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.

#### **Recruitment and appointment of the Trustees**

The management of the charity is supervised by the Trustees who report to the charity at the Annual General Meeting. The Trustees have business, financial, legal, volunteering and media expertise.

All Trustees give their time voluntarily and received no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 17 to the accounts and details of related party transactions are given in note 16.

## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2017**

#### **Trustee induction and training**

All Trustees receive an induction which consists of meetings with the Officers 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 the strategy and policies of the charity. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, work at national office or in home-based offices in different parts of the country and provide support for existing Contact the Elderly groups and develop new ones.

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 40 together with details of the principal officers 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.

#### **Statement of Trustees' responsibilities**

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



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2017

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.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2017

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 their likelihood of crystallising and impact on the charity should they do so. 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 a regular basis by the Trustee in charge of governance and mitigating actions 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 2017**

- 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.

### **Our Objectives and Activities**

#### **Objectives**

To encourage very elderly people living alone to develop social interests by bringing companionship into their lives; to help such people to establish social contact with those who are similarly placed; to encourage volunteers to devote some of their spare time to these purposes.

#### **Activities**

Contact the Elderly aims to relieve the loneliness and isolation of frail elderly people aged 75 and over, who live alone and have limited support from family, friends and statutory services, by bringing companionship into their lives. Volunteers provide personal, face-to-face support primarily through regular monthly outings in groups throughout England, Wales and Scotland. One Sunday afternoon a month, every month of the year, Contact the Elderly volunteers extend the charity's vital hand of friendship by driving older members to the home of a volunteer host.

At 31 March 2017 we had 10,142 volunteers providing regular support to 5,688 older people throughout the UK. That is a 12% increase in volunteers and a 15% increase in older people in the last year.

The volunteers are committed to furthering the charity's objectives without remuneration. The value of their work substantially exceeds the charity's actual annual expenditure. The contribution of the volunteers (group coordinators, hosts and drivers) has been calculated to be 215,900 hours per annum.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2017

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 where we have a group with sufficient volunteers to assist.

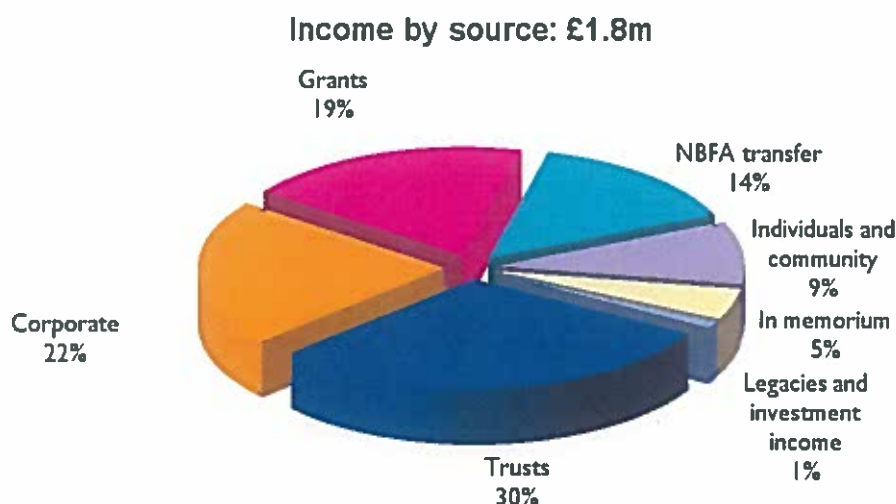
In reviewing and making decisions regarding our activities, we have regard to the Charity Commission's general guidance on public benefit.

### Financial Review

The accounts for the year show a surplus in the year of £430,171 compared with a surplus of £13,973 in the previous year. Our expenditure has increased slightly, by £80,109, to £1,388,530 as we expanded our service delivery. Our income rose by £486,070 to £1,812,027, reflecting the People's Postcode Lottery grant (£250,000), the transfer of net assets from NBFA (£262,964), a large donation in memory of Rosemary Brown, a former Trustee (£80,000) and an increase in corporate and trust donations. The general unrestricted reserves increased by £366,269 to £520,040, of which £245,368 is designated for setting up 100 new groups over the next two years as part of the NBFA merger, leaving £274,672 of unrestricted general funds. The restricted reserves increased by £46,306 to £334,206. An endowment fund of £17,596 now exists as a result of the NBFA transfer of net assets.

### Income and Funding

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



## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2017**

Income from companies has increased by 18% this year, and we are very grateful for the continued strong support from our corporate partners. This demonstrates not only the value of the service our volunteers provide, but also the practical and straightforward opportunities Contact provides for companies to give back to their communities. The ongoing support of JTi is particularly valued in helping us to launch new groups and maintain existing groups across England, Scotland and Wales, as is the national support from Bridgepoint. We are also grateful for our partnerships with Shawbrook Bank, Sackers, Terra Firma and T Rowe Price, to name just a few. In Scotland, the Scottish Government continues to generously fund our work. We have also received funding from the Big Lottery to support projects in South Yorkshire and in North, East and West Yorkshire.

### **Expenditure**

Our expenditure rose to just under £1.4m, as we filled regional gaps in our national network. The breakdown of expenditure is as follows:

**Expenditure by type: £1.4m**



### **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.





## **TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2017**

For the financial year 2016/17 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.

We are not aware of any complaints relating to our fundraising activities.

### **Investment Policy**

The policy is to invest in short and medium-term investments. We invest in interest bearing accounts and, given the current low interest rate environment for the past few years we have also invested in some funds in units held at market value. These were classified as current asset investments as the purpose for holding them was to achieve a better return rather than a long-term investment. Given the current uncertainties we have decided to sell the shares and now only invest in interest bearing accounts.

### **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 two months of total expenditure, in order to absorb any fluctuations in income and expenditure.

Reserves (general unrestricted funds) at 31 March 2017 were £274,672 and represent 1.8 months' of total budgeted expenditure for 17/18.

Approved by the Trustees on 19<sup>th</sup> July 2017 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 2017**

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2017 which are set out on pages 20 to 41. 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).

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, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulations made under section 44 of the Act. 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 auditors' 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, and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of trustees and auditor**

As explained more fully in the Statement of Trustees' Responsibilities, set out on page 10, 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.

We have been appointed auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2017**

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2017 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).



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2017**

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

**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 Trustees Annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the charitable company has not kept proper and adequate accounting records 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.



Richard Willis, *Senior Statutory Auditor*

For and on behalf of Moore Stephens LLP, Statutory Auditor

150 Aldersgate Street, London, EC1A 4AB

Date: 19<sup>th</sup> July 2017



**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31ST MARCH 2017**

	Unrestricted Funds					
	General Funds 2017	Designated Funds 2017	Restricted 2017	Endowment Funds 2017	Total Funds 2017	Total Funds 2016
Incoming And Endowments From	£	£	£	£	£	£
<b>Donations and Legacies:</b>						
Donated income (Note 2)	525,734	-	662,637	-	1,188,371	1,059,400
Grant income (Note 3)	250,000	-	89,795	-	339,795	75,945
NBFA Assisting the Elderly transfer (Note 4)	245,368	-	-	17,596	262,964	-
Legacy income (Note 5)	12,390	-	1,090	-	13,480	104,464
<b>Charitable Activities:</b>						
Golden Jubilee (Note 6)	-	-	-	-	-	80,256
<b>Investments:</b>						
Bank & investment income (Note 7)	7,413	-	4	-	7,417	5,892
<b>Total Income</b>	<b>1,040,905</b>	<b>-</b>	<b>753,526</b>	<b>17,596</b>	<b>1,812,027</b>	<b>1,325,957</b>
<b>Expenditure On</b>						
<b>Raising funds:</b>						
Fundraising and awareness	-	-	93,120	-	93,120	112,865
<b>Charitable Activities:</b>						
Delivering our services	-	-	1,295,410	-	1,295,410	1,195,556
<b>Total Expenditure (Note 8)</b>	<b>-</b>	<b>-</b>	<b>1,388,530</b>	<b>-</b>	<b>1,388,530</b>	<b>1,308,421</b>
Net (losses) / gains on investments	6,674	-	-	-	6,674	(3,563)
<b>Net income/(expenditure) (Note 9)</b>	<b>1,047,579</b>	<b>-</b>	<b>(635,004)</b>	<b>17,596</b>	<b>430,171</b>	<b>13,973</b>
Transfers between funds (Note 15)	(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 1 <sup>st</sup> April 2016	153,771	-	287,900	-	441,671	427,698
<b>Fund balances carried forward at 31<sup>st</sup> March 2017</b>	<b>274,672</b>	<b>245,368</b>	<b>334,206</b>	<b>17,596</b>	<b>871,842</b>	<b>441,671</b>

All the above results were derived from continuing activities.

The notes and information on pages 23 to 41 form part of these financial statements.



**BALANCE SHEET**  
**AS AT 31ST MARCH 2017**

		2017	2016
	£	£	£
<b>FIXED ASSETS</b>			
Tangible fixed assets (Note 11)		-	-
<b>CURRENT ASSETS</b>			
Debtors (Note 12)	14,532	31,586	
Investments	-	136,725	
Cash at bank and in hand	934,654	328,752	
	<u>949,186</u>	<u>497,063</u>	
<b>CURRENT LIABILITIES</b>			
Creditors - Amounts falling due within one year (Note 13)	<u>(77,344)</u>	<u>(55,392)</u>	
Net current accounts			441,671
<b>NET ASSETS</b>		<u>871,842</u>	<u>441,671</u>
<b>REPRESENTED BY:-</b>			
General funds (Note 15)		274,672	153,771
Designated funds (Note 15)		245,368	-
Restricted funds (Note 15)		334,206	287,900
Endowment funds (Note 15)		17,596	-
		<u>871,842</u>	<u>441,671</u>

These accounts were approved by the Trustees and authorised for issue on 19<sup>th</sup> July 2017 and signed on their behalf by:-



Christian Grobel  
Chair of Contact the Elderly

The notes and information on pages 23 to 41 form part of these financial statements.

**STATEMENT OF CASH FLOWS**  
**YEAR ENDED 31ST MARCH 2017**

	2017	2016
	£	£
<b>Cash flows from operating activities:</b>		
Net cash used in operating activities	455,457	(2,980)
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	7,046	5,587
Purchase of investments	(213,945)	-
Proceeds from sale of investments	357,344	-
Net cash provided by investing activities	150,445	5,587
Change in cash/cash equivalents in the year	605,902	2,607
Cash/cash equivalents at the beginning of the year	328,752	326,145
Cash/cash equivalents at the end of the year	934,654	328,752

**RECONCILIATION OF NET MOVEMENTS IN  
FUNDS TO NET CASH FLOW FROM  
OPERATING ACTIVITIES**

<b>Net movement in funds for the year (as per the statement of financial activities)</b>	430,171	13,973
Adjustments for:		
Losses / (gains) on investments	(6,674)	3,563
Dividends, interest and rents from investments	(7,046)	(5,587)
(Increase) / decrease in debtors	17,054	(22,685)
Increase / (decrease) in creditors	21,952	7,756
Net cash used in operating activities	455,457	(2,980)

**ANALYSIS OF CASH AND CASH  
EQUIVALENTS**

Cash in hand	924,654	297,603
Notice deposits (less than 3 months)	10,000	31,149
Total cash and cash equivalents	934,654	328,752



**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2017**

**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.





**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**1. ACCOUNTING POLICIES (CONT'D)**

**b) Income Recognition**

- 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 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.

**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.



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**1. ACCOUNTING POLICIES (CONT'D)**

**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 8.
- 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 8.

**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.



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**1. ACCOUNTING POLICIES (CONT'D)**

**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 2017**

**2. DONATED INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Trusts	211,821	329,940	541,761	487,815
Corporate	108,898	287,726	396,624	334,850
Individual	107,552	16,943	124,495	75,957
In memorium	81,564	1,536	83,100	7,830
Community and events	15,899	26,492	42,391	152,948
	<b>525,734</b>	<b>662,637</b>	<b>1,188,371</b>	<b>1,059,400</b>

**3. GRANT INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Postcode Lottery	250,000	-	250,000	-
Big Lottery Fund	-	46,470	46,470	24,810
Scottish Government	-	42,400	42,400	40,000
Other	-	925	925	11,135
	<b>250,000</b>	<b>89,795</b>	<b>339,795</b>	<b>75,945</b>

**4. NBFA ASSISTING THE ELDERLY TRANSFER**

	Unrestricted Funds £	Endow- ment Funds £	Total Funds 2017 £	Total Funds 2016 £
NBFA Assisting the Elderly transfer	245,368	17,596	262,964	-
	<b>245,368</b>	<b>17,596</b>	<b>262,964</b>	-

On 31<sup>st</sup> 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 2017**

**5. LEGACY INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Mr Alan Thomson	11,190	-	11,190	-
Dr V M Dalley Lederman	-	-	-	60,000
Mr N Batten	-	-	-	22,751
Dr Barbara Clark	-	-	-	19,773
Other	1,200	1,090	2,290	1,940
	<b>12,390</b>	<b>1,090</b>	<b>13,480</b>	<b>104,464</b>

**6. CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Golden Jubilee	-	-	-	80,256
	-	-	-	<b>80,256</b>

**7. BANK AND INVESTMENT INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Investment income	7,046	-	7,046	5,587
Bank interest	367	4	371	305
	<b>7,413</b>	<b>4</b>	<b>7,417</b>	<b>5,892</b>



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**8. TOTAL EXPENDITURE**

	Direct costs £	Support costs £	Total 2017 £	Total 2016 £
<b>Delivering our service</b>				
Local groups	53,763	-	53,763	51,555
Regions	796,413	400,807	1,197,220	1,253,732
Projects	107,388	30,159	137,547	3,134
	<u>957,564</u>	<u>430,966</u>	<u>1,388,530</u>	<u>1,308,421</u>
<b>Fundraising and awareness</b>	93,120	(93,120)	-	-
<b>Head office overheads</b>	318,387	(318,387)	-	-
<b>Governance</b>	19,459	(19,459)	-	-
	<u>430,966</u>	<u>(430,966)</u>	<u>-</u>	<u>-</u>
<b>Total</b>	<u>1,388,530</u>	<u>-</u>	<u>1,388,530</u>	<u>1,308,421</u>

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

	2017 £	2016 £
<b>Fundraising and awareness</b>		
Salary cost	86,607	105,364
Office running costs	1,605	1,081
National marketing costs (incl. website)	4,908	6,420
<b>Head office overheads</b>		
Salary cost	140,954	102,751
Office premises costs	38,907	38,214
Office running costs	60,313	76,772
National marketing costs (incl. website)	46,505	45,581
Golden Jubilee	-	66,343
Legal and professional charges	31,197	60,867
Other costs	511	646
<b>Governance</b>		
Salary cost	2,483	3,256
Accounts preparation, audit and filing fees	8,963	8,729
Legal fees	3,864	3,000
Trustee meeting and AGM costs	4,149	2,435
<b>Total</b>	<u>430,966</u>	<u>521,459</u>



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**9. NET INCOME / (EXPENDITURE)**

	2017	2016
	£	£
Net income / (expenditure) is stated after charging:-		
Auditor's remuneration - audit services	4,800	4,940

**10. STAFF**

	2017	2016
	£	£
<b>Staff costs during year were as follows:-</b>		
Salaries and wages	837,685	741,478
National Insurance	70,090	62,602
Pension costs	18,443	20,249
<b>Total</b>	<b>926,218</b>	<b>824,329</b>

The average number of employees during the year was 39 (2016: 34) (the full time equivalent being 31 (2016: 27)).

No employee had total employee benefits in excess of £60,000 during the year (2016: none).

The key management personnel of the charity comprise; the Trustees, the Chief Executive Officer, Operations Manager, Fundraising Manager and Executive Officers. The total employee benefits of the key personnel of the charity were £213,178 (2016: £188,992).

**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**11. TANGIBLE FIXED ASSETS**

	<b>Office Equipment</b>
	<b>£</b>
<b>COST</b>	
At 1 <sup>st</sup> April 2016	52,003
Additions	-
Disposals	-
At 31 <sup>st</sup> March 2017	52,003
 <b>ACCUMULATED DEPRECIATION</b>	
At 1 <sup>st</sup> April 2016	52,003
Charge for year	-
Disposals	-
At 31 <sup>st</sup> March 2017	52,003
 <b>NET BOOK VALUE</b>	
At 31 <sup>st</sup> March 2017	-
At 31 <sup>st</sup> March 2016	-

**12. DEBTORS - Amounts receivable within one year**

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Accrued income	-	20,000
Other debtors	4,610	4,303
Prepayments	9,922	7,283
	14,532	31,586

**13. CREDITORS - Amounts falling due within one year**

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
<b>PAYE/NI</b>	20,711	18,302
Accruals	56,633	37,090
	77,344	55,392



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted	Restricted	Endowment	Total Funds
	£	£	£	£
Debtors	14,432	100	-	14,532
Cash at bank and in hand	553,685	363,373	17,596	934,654
Creditors falling due within on year	(48,077)	(29,267)	-	(77,344)
Net assets at the end of year	<u>520,040</u>	<u>334,206</u>	<u>17,596</u>	<u>871,842</u>

**15. FUNDS**

	1 <sup>st</sup> April 2016 £	Income £	Expenditure £	Transfers between funds £	31 <sup>st</sup> March 2017 £
<b>Unrestricted Funds</b>					
General	153,771	1,047,579	-	(926,678)	274,672
Designated - NBFA	-	-	-	245,368	245,368
	<u>153,771</u>	<u>1,047,579</u>	<u>-</u>	<u>(681,310)</u>	<u>520,040</u>
<b>Restricted Funds</b>					
Local Groups	184,761	73,194	(53,763)	11,332	215,524
<b>Regions:</b>					
London and South	-	29,996	(34,564)	4,568	-
Bath, Bristol & Somerset	-	1,814	(34,646)	32,832	-
East of England	-	5,790	(54,806)	49,016	-
Greater London	-	572	(42,970)	42,398	-
North London	-	3,000	(41,760)	38,760	-
South West London	-	13,461	(41,933)	28,472	-
Surrey and Sussex	-	8,528	(38,232)	29,704	-
Home Counties support	-	28,000	(38,680)	13,013	2,333
London & South support (1)	-	28,200	(18,527)	4,427	14,100
London & South support (2)	-	100	(44,129)	44,029	-
North and Wales	-	22,074	(34,740)	12,666	-
Birmingham	33,380	3,000	(58,028)	21,648	-
North East	-	6,580	(36,068)	29,488	-
North West	-	30,220	(45,974)	19,280	3,526
North Yorkshire	1,525	25,690	(32,431)	9,247	4,031
Sub-total carried forward	<u>219,666</u>	<u>280,219</u>	<u>(651,251)</u>	<u>390,880</u>	<u>239,514</u>



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**15. FUNDS (CONT'D)**

	1 <sup>st</sup> April 2016	Income	Expenditure	Transfers between funds	31 <sup>st</sup> March 2017
	£	£	£	£	£
<b>Restricted Funds (cont'd)</b>					
Sub-total brought forward	219,666	280,219	(651,251)	390,880	239,514
South Yorkshire & Derbyshire	-	24,112	(35,019)	14,570	3,663
North West support	-	5,785	(43,570)	37,785	-
Yorkshire support	-	2,050	(41,834)	39,784	-
National	6,244	18,079	(46,484)	25,687	3,526
Scotland	-	50,185	(22,200)	(27,985)	-
Central Scotland	45,371	51,188	(116,194)	40,734	21,099
East Scotland	-	3,850	(33,054)	29,204	-
North Scotland	-	250	(33,377)	33,127	-
West Scotland	-	10,836	(49,034)	38,198	-
North Scotland support	-	40,835	(53,373)	13,955	1,417
South Wales	-	-	(36,614)	36,614	-
Wales support	-	-	(44,391)	44,391	-
National support	1,391	25,831	(44,588)	17,366	-
<b>Projects:</b>					
Friendship Fund	-	1,000	(1,000)	-	-
Guest Birthday Celebrations	586	-	(44)	-	542
New Groups	10,402	71,024	-	(78,586)	2,840
New Groups (Birmingham)	-	8,680	-	(8,680)	-
Survey	4,240	4,296	(4,240)	-	4,296
Big Bad Tea Party	-	840	(840)	-	-
Yorkshire Training & Publicity	-	800	(658)	-	142
Corporate Projects	-	75,000	(59,664)	22,164	37,500
Database Licences	-	20,000	(20,000)	-	-
Development of New Groups	-	20,000	-	(20,000)	-
Scotland	-	3,000	-	-	3,000
Spare Chair Sunday	-	10,666	(51,101)	40,435	-
Volunteer Support Officers	-	25,000	-	(8,333)	16,667
	287,900	753,526	(1,388,530)	681,310	334,206



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**15. FUNDS (CONT'D)**

	1 <sup>st</sup> April 2016	Income	Expenditure	Transfers between funds	31 <sup>st</sup> March 2017
	£	£	£	£	£
<b>Endowment Funds</b>					
NBFA Assisting the Elderly	-	17,596	-	-	17,596
	-	17,596	-	-	17,596
<b>TOTAL FUNDS</b>	441,671	1,818,701	(1,388,530)	-	871,842

	1 <sup>st</sup> April 2016	Income	Expenditure	Transfers between funds	31 <sup>st</sup> March 2017
	£	£	£	£	£
Unrestricted Funds - General	153,771	1,047,579	-	(926,678)	274,672
Unrestricted Funds - Designated	-	-	-	245,368	245,368
Restricted Funds - Scotland	45,371	160,944	(307,890)	127,233	25,658
Restricted Funds - Other	242,529	592,582	(1,080,640)	554,077	308,548
Endowment Funds	-	17,596	-	-	17,596
	441,671	1,818,701	(1,388,530)	-	871,842

**Purpose of Restricted and Designated Funds:**

Name of fund	Description, nature and purposes of the fund
<b>Designated - NBFA</b>	Funding for development of 100 new groups over the next 2 financial years.
<b>Local Group Funds</b>	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 480 groups had a balance.
<b>Geographic Area Funds</b>	Funds raised to carry out our development and support work through the development officer and volunteer support officer in that particular area.
<b>Home Counties support</b>	Specific funding to cover Home Counties Volunteer Support Officer's costs. The £2,333 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 30 April 2017.



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**15. FUNDS (CONT'D)**

<b>London &amp; South support</b>	Specific funding to cover London & South Volunteer Support Officer's costs. The £14,100 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 30 September 2017.
<b>North West</b>	Specific funding to cover North West Regional Development Officer's costs. The £3,526 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 31 July 2017.
<b>North Yorkshire</b>	Specific funding to cover North Yorkshire Regional Development Officer's costs. The £4,031 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 31 May 2017.
<b>South Yorkshire &amp; Derbyshire</b>	Specific funding to cover South Yorkshire & Derbyshire Regional Development Officer's costs. The £3,663 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 31 May 2017.
<b>National</b>	Specific funding to cover National Regional Development Officer's costs. The £3,526 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 31 July 2017.
<b>Central Scotland</b>	Specific funding to cover Central Scotland costs. The £21,099 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 31 March 2018.
<b>North Scotland support</b>	Specific funding to cover North Scotland Volunteer Support Officer's costs. The £1,417 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 30 April 2017.
<b>Guest Birthday Celebrations</b>	Specific funding to cover birthday cards and gifts for guests. It is expected to be spent by 31 March 2018.



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**15. FUNDS (CONT'D)**

<b>New Groups</b>	Specific funding for setting up new local groups. It is expected to be spent by 31 March 2018.
<b>Survey</b>	Specific funding to cover survey costs in relation to the 'If not now when' project. It is expected to be spent by 30 September 2017.
<b>Yorkshire Training &amp; Publicity</b>	Specific funding to cover costs of Yorkshire coordinator training day and publicity in the area. It is expected to be spent by 30 September 2017.
<b>Corporate Projects</b>	Specific funding to cover 'Corporate Projects Manager's costs. The £37,500 year end balance is to cover costs from 1 April 2017. It is expected to be spent by 30 September 2017.
<b>Scotland</b>	Specific funding for promotional materials in Scotland. It is expected to be spent by 31 March 2018.
<b>Volunteer Support Officers</b>	Specific funding for Volunteer Support Officer roles nationally. The £16,667 year end balance is to cover costs from 1 April 2017 to 30 November 2017.

**Funds Transfers:**

The unrestricted funds received from NBFA Assisting the Elderly, £245,368, have been transferred to a designated fund. This purpose of this fund is setting up 100 new group over the next two financial years.

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 new group is set up that wants to be identified as such then 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 in the year was £90,106.

**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**15. FUNDS (CONT'D)**

Scotland receives some funds restricted for the whole area rather than a specific Regional Development / Volunteer Support Officer's region. If, at the year end, there is a positive balance on the whole area then it is transferred to the specific RDO's regions with each area to cover shortfalls. The amount transferred within Scotland in the year was £27,985.

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 in the year was £681,310.

**16. RELATED PARTY TRANSACTIONS**

There were no related party transactions in the year.

**17. TRUSTEES**

The Trustees received no remuneration or benefits-in-kind (2016: £nil) and only three Trustees, attending Trustee meetings from afar, were reimbursed travel expenses of £416 (2016: £725). Trustees made aggregate donations of £1,060 (2016: £1,040).

**18. FINANCIAL COMMITMENTS**

At 31st March 2017 the charity had total commitments under non-cancellable operating leases as follows:

	2017	2016
<b>Amounts due within one year:</b>	£	£
Land and buildings	24,577	57,346
Other	-	2,646
<b>Total</b>	<b>24,577</b>	<b>59,992</b>

At 31 March 2017 the charity had capital commitments amounting to £27,406 (2016: £nil) in relation to the development of an operation support portal.

**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2017**

**19. PRIOR YEAR SOFA**

	Unrestricted 2016 £	Restricted 2016 £	Endowment Funds 2016 £	Total Funds 2016 £
<b>Incoming Resources</b>				
<b>Donations and Legacies:</b>				
Donated income	514,712	544,688	-	1,059,400
Grant income	-	75,945	-	75,945
Legacy income	104,464	-	-	104,464
<b>Charitable Activities:</b>				
Golden Jubilee	80,256	-	-	80,256
<b>Investments:</b>				
Bank & investment income	5,886	6	-	5,892
<b>Total Income</b>	<b>705,318</b>	<b>620,639</b>	<b>-</b>	<b>1,325,957</b>
<b>Resources Expended</b>				
<b>Raising funds:</b>				
Fundraising and awareness	-	112,865	-	112,865
<b>Charitable Activities:</b>				
Delivering our services	-	1,195,556	-	1,195,556
<b>Total Expenditure</b>	<b>-</b>	<b>1,308,421</b>	<b>-</b>	<b>1,308,421</b>
Net (losses) / gains on investments	(3,563)	-	-	(3,563)
<b>Net income/(expenditure)</b>	<b>701,755</b>	<b>(687,782)</b>	<b>-</b>	<b>13,973</b>
Transfers between funds	(730,727)	730,727	-	-
Net movement in the year	(28,972)	42,945	-	13,973
Fund balances brought forward at 1 <sup>st</sup> April 2015	182,743	244,955	-	427,698
<b>Fund balances carried forward at 31<sup>st</sup> March 2016</b>	<b>153,771</b>	<b>287,900</b>	<b>-</b>	<b>441,671</b>



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

**20. ACKNOWLEDGEMENT OF DONATIONS MADE**

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:

Atass Foundation	Masonic Charitable Foundation
Baillie Gifford	Monday Charitable Trust
Big Lottery Fund	Moore Stephens LLP
Bill Brown 1989 Charitable Trust	Mr Alan Thomson
Bluebay Asset Management LLP	Mr Peter Brown
Bridgepoint	NBFA Assisting the Elderly
Chrysalis Finance	Next Plc
Dulverton Trust	P & H Frost Foundation
Dudley and Geoffrey Cox Charitable Trust	Persula Foundation
Dunhill Medical Trust	Peter Stebbings Memorial Trust
Garfield Weston Foundation	People's Postcode Lottery
Headley Trust	Premier Foods
Henry Smith Charity	Procter & Gamble Employee Charities Fund
ICAP Management Services Ltd	Rayne Foundation
Irwin Mitchell LLP	Robertson Trust
J P Morgan	Scottish Government
John Ellerman Foundation	Shawbrook Bank
JTi	Sobell Foundation
LB of Hounslow Mayor's Charities Appeal	Terra Firma
Lord Leverhulme's Charitable Trust	Waitrose
Lund Trust	Westminster Foundation
Madam Betard Trust	Wood Foundation
Making a Difference Locally	



## 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 SW1W 0DH Freephone: 0800 716543 Email: <a href="mailto:info@contact-the-elderly.org.uk">info@contact-the-elderly.org.uk</a> Website: <a href="http://www.contact-the-elderly.org.uk">www.contact-the-elderly.org.uk</a>
The President	The Lady Jasmine Cavendish
Trustees	Christian Grobel                      Chair William Barney Saul Betmead (to 7 June 2017) Marilyn Gallyer (from 18 January 2017) Alan Gilfillan OBE (from 18 January 2017) Claire Harris                      Hon Treasurer Pamela Holmes (to 13 July 2016) Philip Kelvin Helen Munro MBE (to 13 July 2016) Sarah Reed Sir John de Trafford Bt. MBE (from 18 January 2017) Sally-Anne Wilkinson
Chief Executive Officer	Mary Rance
Acting Chief Executive Officer	Cliff Rich (from December 16)
Operations Manager	Cliff Rich (from August 16 to November 16)
Fundraising Manager	Debra Bollan
Executive Officers:	
- London and the South	Cliff Rich (to July 16) Katy Szita (from September 16)
- North and Midlands	Mary Robinson
- Scotland	Val Crookston (to April 16) Morna O'May (from August 16)
Auditor	Moore Stephens LLP, Chartered Accountants 150 Aldersgate Street, London, EC1A 4AB
Banker	Coutts and Co, 440 Strand, London WC2R 0QS



**Please help us to continue to make a real difference**

**If you, or someone you know, would like to get involved there are many ways to help**

- **Volunteer as drivers once a month on a Sunday afternoon, or once or twice a year as a host providing tea for one of our groups**
- **Help ensure the older guests always have something to look forward to by coordinating a local group, or set up new ones**
- **Help us launch more groups by finding more volunteers and older guests**
- **Join the friendship fund, spreading friendship by donating at least £5 per month, or £60 per year to help us launch more groups**
- **Pledge to leave us a gift in your will to ensure our gift of friendship reaches even more older people in years to come**

**Please call freephone 0800 716543 or visit [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)**

**IF NOT NOW, WHEN?**

