



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

Annual Report and Accounts 2012/2013

31st MARCH 2013

*Contact the Elderly is a registered charity in England and Wales (1146149) and in Scotland (SC039377).
Company Number (07869142) Registered office: 15 Henrietta Street, London WC2E 8QG.*

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Chairman's Statement



FROM QUEEN'S DIAMOND JUBILEE VOLUNTEERING AWARD 2012 TO OUR GOLDEN JUBILEE IN 2015

On 29th May 2013 at St James's Palace, Her Majesty honoured the recipients of The Queen's Diamond Jubilee Volunteering Award 2012. She thereby acknowledged the vital importance of our work as the only national charity that, since inception, has focussed solely on combating loneliness in old age. Her Majesty recognized the huge problem of trying to reach out to more of the 500,000 plus isolated older people off the radar of support across the UK. When I quoted Mother Teresa's resonant words: *'being alone and unwanted is the world's greatest disease'*, Her Majesty appeared moved and we are hopeful that she will be able to help us extend our vital friendship lifeline to many more neglected older people by joining the celebration of our Golden Jubilee in 2015.

The problem of isolation has reached epidemic proportions, with devastating impact on health and well-being. Contact the Elderly tackles loneliness directly as 'doers' rather than 'talkers' at no cost to the taxpayer. Our monthly Sunday afternoon tea parties in the homes of volunteers create over 48,000 individual friendship links each year with isolated older people. It is a simple concept, that has stood the test of time in making a profound and life-enhancing impact, on older guests with little or no family support, and volunteers who provide vital and lasting friendship.

Since I founded the charity in 1965, Contact the Elderly has created over a million life-enhancing individual links between lonely older people and our national network, now comprises 6,400 dedicated volunteers in 494 groups. Our volunteers are our major asset and our lifeblood.

- Volunteer drivers are only asked to spare three hours one Sunday afternoon a month;
- Volunteer hosts only need to put the kettle on once a year to welcome new and old friends for tea and help spread the word to their neighbours and friends;

Chairman's Statement

- Our volunteers see the difference it makes to the older people and their own lives. For most of our guests, our monthly tea parties are the only cross on an otherwise empty calendar and best described in the words of a guest: *"At last I have something to live for!"*

Despite severe cutbacks elsewhere in social care and support for the elderly, Contact the Elderly is expanding at the rate of at least one new group a week. We need funds to support our 'IF NOT NOW, WHEN?' Jubilee campaign to help us do very much more.

Our volunteers stay with us for many years and even decades because they have fun, an enriching experience, make new friends, while helping to remedy one of the greatest problems of our time.*

**According to our latest survey 83% of Contact the Elderly volunteers feel happier as a result of being involved with the charity's work, and 89% feel they are giving something back.*

WHY THE CONTACT THE ELDERLY MODEL IS SO EFFECTIVE

- Sunday afternoon is acknowledged to be the loneliest day of the week for older people living alone.
- Contact the Elderly's groups operate on Sunday when most community services for older people are unavailable.
- 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.
- The Contact the Elderly model helps address the emotional needs of older people who wish to remain in their own home, but whose diminished mobility makes it impossible for them to maintain regular social contact.



Chairman's Statement

Our latest survey shows that our simple act of friendship:

- makes 80% of our older guests feel happier, less lonely and part of the community;
- has enabled 86% to make friends with the volunteers, and 79% with other guests;
- 96%* have something to look forward to as a result of Contact the Elderly.

**Statistics based on Contact the Elderly research undertaken among a sample of 2,000 older guests during 2012.*

With almost 50 years of experience in developing volunteer groups nationwide, our regular friendship links help isolated older people to remain independent at home and out of hospital.

JOIN OUR GOLDEN JUBILEE 2015 CAMPAIGN

We aim to celebrate our Golden Jubilee in 2015 with our 'IF NOT NOW, WHEN?' campaign to find more volunteer drivers and hosts throughout the country. By then we plan to increase our groups from 494 to 625, to provide over 60,000 individual friendship links for older people with over 7,500 dedicated volunteers.

To achieve these goals we need all the help we can get and are working with other organisations, including Age UK, Anchor and Esther Rantzen's Silver Line, and encouraging high profile names, donors and volunteers, to help us meet our above ambitious targets when we celebrate our Golden Jubilee in 2015.



Trevor Lyttleton, MBE

Founder and Chairman of Contact the Elderly





Director's Statement



First and foremost my thanks, as always, must go to:

- Our volunteers, not only for their passion and commitment in providing a unique lifeline of friendship, but also for their support and enthusiasm in spreading the word about what we do and why we do it which brings so many new volunteers to help our cause.
- To our funders and supporters for their on-going belief in the benefits of what we do and for their awareness and appreciation of the profound impact we have on the lives of some of the oldest and loneliest people across the country.
- To our staff for their dedication and commitment and for always being prepared to go that “extra mile” for our older guests and our volunteers.
- And last, but not least, to the Chairman and Trustees for their support and for their deep and lasting dedication to the charity and our beneficiaries.

As a result, it has been our most effective year ever. We have continued to launch new groups across England, Scotland and Wales at the rate of more than one a week. We launched sixty four new groups, seven more than our previous record of a year ago. In so doing, and by making sure that we all work as hard as possible in maintaining our existing groups, we were able to welcome more than 1,000 new elderly guests to our tea parties for the first time during the year.

Throughout the year we have been successful in further raising our profile in both national and local media to great effect and we have worked in co-operation with many new organisations to help us reach even more older people who otherwise would be “off the radar” of any such help and support.

Of course, our volunteers remain at the very heart of what we do and during the year their passion and commitment was recognised in two special awards the charity received. The Wales Council for Voluntary Action presented us with the WCVA Third Sector Cymru Award in respect of “Health, Social Care and Wellbeing”. And, of course, we were all similarly thrilled to be presented by Her Majesty with The Queen’s Diamond Jubilee Volunteering Award 2012. I can only say thank you to each and every one of our volunteers in helping us achieve such recognition.



Director's Statement

And now, a new year beckons. We want to do more, much more of the same. Our targets are quite rightly challenging but, I trust, achievable. But, above all, what it is perhaps worth reminding ourselves is what we are really about and Beatrice, aged 78 summed it up for me perfectly:

"Contact the Elderly came into my life at such an important time. I had just lost my husband and I had been in hospital for a major operation. The tea parties give me something to look forward to and the chance to meet other people. I feel that Contact the Elderly has helped me to be part of the world again."



Keith Arscott

Director of Contact the Elderly

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2013

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 2013. They comply with current statutory requirements, the Charity's Articles of Association and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005 - 2nd edition).

Structure, Governance and Management

Incorporation

During 2011 the charity successfully completed the process of incorporation, with the establishment of a new company limited by guarantee with charitable status. On the 1st April 2012 the assets of Contact the Elderly, an unincorporated charity (charity number 244681), were transferred to the newly incorporated charity, also named Contact the Elderly (charity number 1146149). The charity's company registration number is 07869142.

Governing Documents

The charity is governed by its Articles of Association dated 14th June 2012 and by a Charity Commission order dated 21st June 2005. The charity is also registered as a charity in Scotland (charity number SCO39377).

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, at which the Chairman, Secretary, Treasurer and ordinary Trustees are elected by the members. Trustees are proposed by the members of the charity. 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 16 to the accounts and details of related party transactions are given in note 15.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Officers and the Director 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 Director manages the day-to-day running of the charity and implements the strategy and policies of the charity.

The Director reports to the Trustees through the Chairman.

Staff, who report to the Director, 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 the back page together with details of the principal officer and professional advisors.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

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.

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). 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 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;
- 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 2013

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 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 and Internal Control

The Trustees have examined the major strategic, business and operational risks to which the charity is exposed, and can confirm that systems have been established and are in place to enable the early identification of issues so that the necessary steps can be taken to manage those risks.

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.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

We have over 6,400 volunteers providing regular support for just under 4,000 older people throughout the UK.

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 activity is provided free of charge to any older person who fulfils our guidelines of being over 75, 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.

Review of 2012/2013 - Achievements and Performance

Last year we set ourselves the following targets:

- **Create 70 new Contact the Elderly local friendship groups across England, Scotland and Wales.**

We actually launched 64 new groups – more than we have ever launched in one year. And, although slightly below the challenging target we set ourselves, it meant that we maintained our momentum to reach even more lonely and socially isolated older people by launching more than one new group a week across England, Scotland and Wales.

- **To maintain at least 97% of our existing groups.**

Making sure that we maintain our existing groups is obviously as vital as opening new groups. During the year we only had to close 6 groups – meaning that we maintained 99% of our groups.

- **To have a national volunteer force more than 6,000 strong.**

By the end of the year, we had over 6,400 volunteers. The greatest number of active volunteers we have had at any time.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

- **To have 500 groups across England, Scotland and Wales by March 2013**
At the end of the year we had 494 groups – just short of our objective. However, with the new groups launched and minimal closures, we actually welcomed over 1,000 new elderly guests to tea for the first time during the year.



Congratulations Ma'am on a wonderful 60 years and thank you for personally recognising the hard work and dedication of Contact the Elderly volunteers with
The Queen's Diamond Jubilee Volunteering Award 2012



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



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

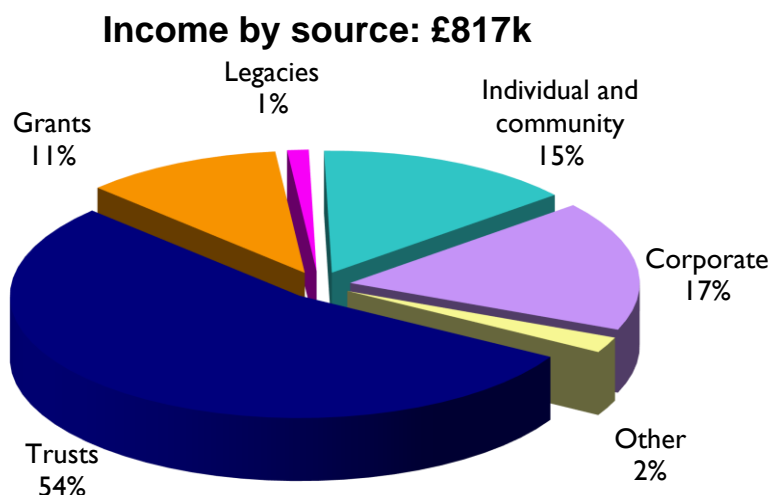
Financial Review

As mentioned above, in 2011 the charity became incorporated, and on 1st April 2012 all funds from the previous unincorporated entity were transferred into the new, incorporated entity at this date. This "transfer in" is recognised on the Statement of Financial Activities as Incoming Resources under "Other Income" with the result that Contact's total income appears significantly greater than for the year ended 31 March 2012 which is not actually the case, in terms of external funds received. The figures quoted in the 'Financial Review', 'Income and Funding' and 'Expenditure' paragraphs all exclude the "transfer in" and assume that the charity's result for year ended 31 March 2012 were the same as the unincorporated entity which transferred in the funds. This has been done in order to make year on year comparison possible.

The accounts for the year show a deficit in the year of £106,123 compared with a deficit of £66,418 in the previous year. Our expenditure increased by £94,767 as we expanded our service delivery. Our income rose by £48,684 to £817,079 from £768,395.

Income and Funding

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



- General unrestricted reserves have increased by £104,098 to £317,428
- Restricted fund balances have decreased from £465,737 to £346,046

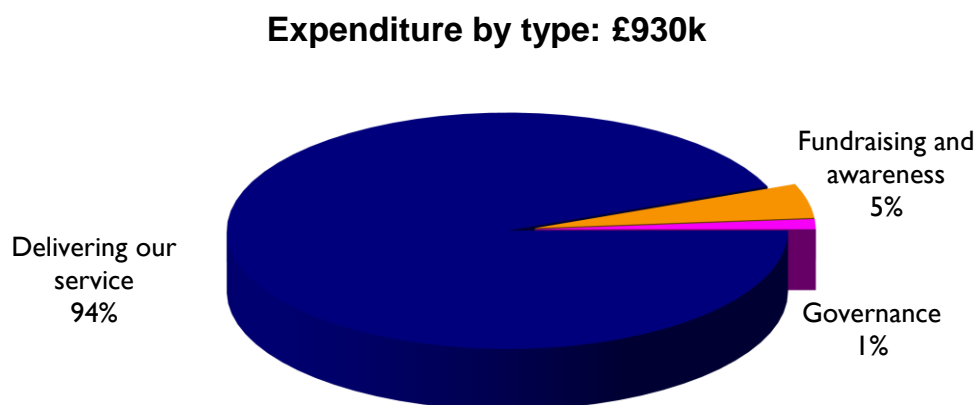


TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

The ongoing support of JTI is much valued in helping us to launch new groups and maintain existing groups across England, Scotland and Wales. In Scotland, the Scottish Government continues to generously fund our work, whilst in Wales we continued to be supported by the Big Lottery Fund under their People & Places scheme. Also worthy of note is the continued and substantial funding we are grateful for from the Redwing Trust via the Charities Aid Foundation.

Expenditure

As expected, our expenditure rose by £94,766 as a result of the increase in staff resources in support of delivering our frontline services. The breakdown of expenditure is as follows:



Investment Policy

Grants and donations received generate income from short and medium-term interest bearing deposits. Given the current low interest rate environment, we also invest in units held at market value. These are classified as current asset investments as the purpose for holding them is to achieve a better return rather than as a long term investment.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2013

Reserves Policy

Reserves are that part of our unrestricted funds that we are freely available to spend. The Trustees have reviewed the reserve policy. The Trustees have determined that in furtherance of the charity's objectives, giving the normal level of restricted funds held, the level of reserves, net of fixed assets, should be between 3 to 6 months of total expenditure. Reserves at 31 March 2013 represent 4 months of total expenditure.

The Trustees also monitor the total funds and have determined that in furtherance of the charity's objectives, total funds, net of fixed assets, should be between 6 to 12 months of total expenditure. Total funds at 31 March 2013 represent 8 months of total expenditure.

Our Plans for 2013/2014

Include:

- **Launching 70 new groups across England, Scotland and Wales.**
- **Including at least 10 new groups in co-operation with Universities and faith groups of all denominations across the country.**
- **Maintaining more than 98% of our existing groups.**
- **Having a national volunteer force more than 7,000 strong.**
- **By March 2014 having over 560 active groups in total.**

Approved by the Trustees on *11 September 2013*

and signed on their behalf by



Trevor Lyttleton MBE, Founder and Chairman



**INDEPENDENT AUDITOR'S REPORT TO
THE TRUSTEES OF CONTACT THE ELDERLY
FOR THE YEAR ENDED 31ST MARCH 2013**

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2013 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. 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 Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the company's members 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 company and the company's members 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, 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 as 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 2013**

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 Trustees' Annual Report to identify material inconsistencies with the audited financial statements. 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 31 March 2013 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 Trustees Investment (Scotland) Act 2005 and regulation 8 of the Charities (Scotland) Regulations 2006 (as amended).



**INDEPENDENT AUDITOR'S REPORT TO
THE TRUSTEES OF CONTACT THE ELDERLY
FOR THE YEAR ENDED 31ST MARCH 2013**

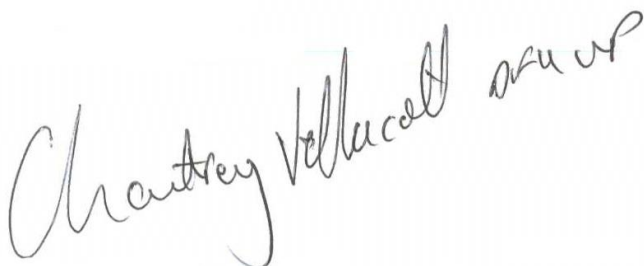
Opinion on other matter prescribed by the Companies Act 2006

In our opinion 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.

Matters on which we are required to report by exception

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:

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



Richard Willis (Senior statutory auditor)
for and on behalf of CHANTREY VELLACOTT DFK LLP
Chartered Accountants and Statutory Auditor
London

Date: 24/9/2013



STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2013

	Unrestricted Funds	Restricted	Total	Total
	General	Designated	Funds	Funds
	2013	2013	2013	2012
	£	£	£	£
Incoming Resources				
Voluntary Income:				
Donated income (Note 2)	234,784	-	464,839	699,623
Contact the Elderly transfer (Note 3)	212,320	90,530	466,747	769,597
Grant income (Note 4)	-	-	90,577	90,577
Legacy income (Note 5)	153	-	9,646	9,799
Investment Income:				
Bank interest and sundry income (Note 6)	14,857	-	2,223	17,080
Total Incoming Resources	462,114	90,530	1,034,032	1,586,676
Resources Expended				
Costs of generating funds:				
Fundraising and awareness	43,771	-	-	43,771
Charitable Activities:				
Delivering our services	-	-	872,910	872,910
Governance Costs	12,899	-	-	12,899
Total Resources Expended (Note 7)	56,670	-	872,910	929,580
Net incoming / (outgoing) resources being net income / (expenditure) for the year before transfers (Note 8)	405,444	90,530	161,122	657,096
Transfers				
Gross transfers between funds	(94,394)	(90,530)	184,924	-
Net incoming / (outgoing) resources before other recognised gains and losses	311,050	-	346,046	657,096
Other recognised gains and losses				
Unrealised gains on investment assets	6,378	-	-	6,378
Net movement in the year	317,428	-	346,046	663,474
Fund balances brought forward at 1 st April 2012	-	-	-	-
Fund balances carried forward at 31st March 2013	317,428	-	346,046	663,474

The charity had no recognised gains or losses in the year other than that shown above. All the above results were derived from continuing activities.

The notes and information on pages 21 to 34 form part of these financial statements.



BALANCE SHEET
AS AT 31ST MARCH 2013

	£	2013 £	£	2012 £
FIXED ASSETS				
Tangible fixed assets (Note 10)		2,007		-
 CURRENT ASSETS				
Debtors (Note 11)	6,166		-	
Investments	186,378		-	
Cash at bank and in hand	494,083		-	
		686,627		-
 CURRENT LIABILITIES				
Creditors - Amounts falling due within one year (Note 12)		(25,160)		-
 NET ASSETS				
		661,467		-
		663,474		-
 REPRESENTED BY:-				
Unrestricted funds (Note 14)		317,428		
Restricted funds (Note 14)		346,046		-
		663,474		-

These accounts were approved by the Trustees and authorised for issue on and signed on their behalf by:-



Trevor Lyttleton MBE
Founder and Chairman

The notes and information on pages 21 to 34 form part of these financial statements.



NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2013

1. ACCOUNTING POLICIES

The principal accounting policies which have been 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 and applicable accounting standards and the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP) issued in March 2005 (2nd edition).

b) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- 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.
- Investment income is included when receivable.
- Funds received for the purchase of fixed assets are accounted for as restricted income. The treatment of the assets provided depends upon the restrictions imposed by the grant and if the fixed assets' acquisition discharges the restriction then the assets will be held in unrestricted funds. A corresponding transfer of the associated restricted income will be made to the unrestricted fund in the year of purchase.



- Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is certainty of receipt and the amount is quantifiable.

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

c) 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.

d) 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.

Designated Funds are funds set aside by the trustees out of general unrestricted funds for specific future purposes.

e) 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

f) Resources Expended

Expenditure is recognised on an accrual 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 generating 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.



- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

g) 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.



NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

2. DONATED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Trusts	137,352	303,468	440,820	-
Corporate	26,173	114,714	140,887	-
Individual	68,343	17,959	86,302	-
Community and events donation income	2,916	28,698	31,614	-
	<u>234,784</u>	<u>464,839</u>	<u>699,623</u>	<u>-</u>

3. CONTACT THE ELDERLY TRANSFER

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Contact the Elderly transfer	303,850	466,747	769,597	-
	<u>303,850</u>	<u>466,747</u>	<u>769,597</u>	<u>-</u>

On the 1st April 2012 the assets of Contact the Elderly, an unincorporated charity (charity number 244681), were transferred to the newly incorporated charity, also named Contact the Elderly (charity number 1146149). The company's registration number is 07869142.

4. GRANT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Scottish Government	-	40,000	40,000	-
Big Lottery Fund	-	23,095	23,095	-
Fife Council - Choose Life	-	16,000	16,000	-
GCVS	-	5,181	5,181	-
Inverclyde CHCP	-	3,750	3,750	-
Birmingham City Council	-	1,411	1,411	-
Other	-	1,140	1,140	-
	<u>-</u>	<u>90,577</u>	<u>90,577</u>	<u>-</u>



NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

5. LEGACY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Mary Finnigan	-	9,646	9,646	-
Sylvia Barlow	100	-	100	-
Coodes Solicitors	53	-	53	-
	<u>153</u>	<u>9,646</u>	<u>9,799</u>	<u>-</u>

6. BANK INTEREST AND SUNDRY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Investment	9,216	-	9,216	-
Bank interest	5,542	-	5,542	-
Other income	99	2,223	2,322	-
	<u>14,857</u>	<u>2,223</u>	<u>17,080</u>	<u>-</u>

7. RESOURCES EXPENDED

	Direct costs £	Support costs £	Total 2013 £	Total 2012 £
Delivering our service				
Local groups	32,615	-	32,615	-
Restricted projects	224,226	11,973	236,199	-
Regions in England	211,706	185,060	396,766	-
Regions in Wales	67,291	37,132	104,423	-
Regions in Scotland	90,559	56,119	146,678	-
	<u>626,397</u>	<u>290,284</u>	<u>916,681</u>	<u>-</u>
Head office overheads	246,514	(246,514)	-	-
Fundraising and awareness	43,770	(43,770)	-	-
Governance	12,899	-	12,899	-
	<u>929,580</u>	<u>-</u>	<u>929,580</u>	<u>-</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

7. RESOURCES EXPENDED (CONT'D)

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

	2013	2012
	£	£
Salary cost	168,989	-
Office premises costs	39,083	-
Office running costs	40,929	-
National marketing costs (incl. website)	37,140	-
Legal and professional charges	2,236	-
Depreciation charge for year	3,677	-
Other costs	(1,770)	-
Total	290,284	-

8. NET INCOMING / (OUTGOING) RESOURCES

	2013	2012
	£	£
Net income / (outgoing) resources are stated after charging:-		
Depreciation	3,677	-
Auditor's remuneration - audit services	3,420	-
	6,100	-

9. STAFF

	2013	2012
	£	£
Staff costs during year were as follows:-		
Salaries and wages	573,352	-
National Insurance	51,272	-
Pension costs	11,680	-
Total	636,304	-

The average number of employees during the year was 27 (the full time equivalent being 22) (2012: £nil).

No employee earned more than £60,000 during the year (2012: £nil).



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

10. TANGIBLE FIXED ASSETS

Office Equipment
£

COST

At 1 st April 2012	-
Transferred in (see note 17)	71,244
Disposals	<u>(18,984)</u>
At 31 st March 2013	<u>52,260</u>

ACCUMULATED DEPRECIATION

At 1 st April 2012	-
Transferred in (see note 17)	65,560
Charge for year	3,677
Disposals	<u>(18,984)</u>
At 31 st March 2013	<u>50,253</u>

NET BOOK VALUE

At 31 st March 2013	<u>2,007</u>
At 31 st March 2012	<u>-</u>

11. DEBTORS - Amounts receivable within one year

	2013	2012
	£	£
Other debtors	6,010	-
Accrued income	156	-
	<u>6,166</u>	<u>-</u>

12. CREDITORS - Amounts falling due within one year

	2013	2012
	£	£
PAYE/NI	14,335	-
Creditors	758	-
Accruals	10,067	-
	<u>25,160</u>	<u>-</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	797	1,210	2,007
Debtors	6,166	-	6,166
Current asset investments	186,378	-	186,378
Cash at bank and in hand	130,798	363,285	494,083
Creditors falling due within on year	(6,711)	(18,449)	(25,160)
Net assets at the end of year	<u>317,428</u>	<u>346,046</u>	<u>663,474</u>

14. FUNDS

	1 st April 2012 £	Incoming £	Outgoing £	Transfers between funds £	31 st March 2013 £
Unrestricted Funds					
General	-	468,492	(56,670)	(94,394)	317,428
Designated	-	90,530	-	(90,530)	-
	-	<u>559,022</u>	<u>(56,670)</u>	<u>(184,924)</u>	<u>317,428</u>
Restricted Funds					
Local Groups	-	146,120	(32,614)	4,415	117,921
Geographic Area:					
East London	-	959	(39,151)	38,192	-
North London	-	10,667	(38,669)	28,002	-
South London	-	11,028	(37,770)	26,742	-
London	-	54,259	-	(54,259)	-
Surrey & Sussex	-	4,725	(13,642)	8,917	-
North & Midlands	-	33,996	(28,964)	(5,032)	-
North East	-	17,109	(12,568)	4,880	9,421
North West	-	5,963	(15,422)	9,459	-
East Midlands	-	11,893	(9,190)	-	2,703
West Midlands	-	13,283	(32,422)	19,139	-
Bath, Bristol & Somerset	-	1,965	(14,751)	12,786	-
Cornwall	-	39,912	(33,515)	-	6,397
Sub-total carried forward	-	<u>351,879</u>	<u>(308,678)</u>	<u>93,241</u>	<u>136,442</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

14. FUNDS (CONT'D)

	1 st April 2012	Incoming	Outgoing	Transfers between funds	31 st March 2013
	£	£	£	£	£
Restricted Funds (cont'd)					
Sub-total brought forward	-	351,879	(308,678)	93,241	136,442
East of England	-	13,657	(50,521)	36,864	-
Rest of England	-	21,645	(42,278)	20,633	-
Mid Wales	-	11,166	(29,512)	18,346	-
North Wales	-	11,166	(30,168)	19,002	-
South Wales	-	11,166	(39,144)	27,978	-
East Scotland	-	15,750	(38,679)	22,929	-
Highlands	-	1,550	(38,174)	36,624	-
West Scotland	-	20,282	(46,581)	28,889	2,590
Scotland	-	156,603	(14,783)	(41,040)	100,780
Projects:					
Ann Rylands Project	-	69,638	(72,275)	2,637	-
Caritas	-	918	(918)	-	-
Database Administration	-	5,917	(5,917)	-	-
Direct Debit Facility	-	2,000	-	-	2,000
Firs Education (Events in NW&Y)	-	3,000	-	-	3,000
Guest Birthday Celebration	-	714	-	-	714
Legacy Fundraising	-	3,000	-	-	3,000
New Groups	-	128,320	-	(47,880)	80,440
Redwing Trust	-	122,345	(115,015)	-	7,330
Robertson Trust	-	16,572	(2,100)	(4,722)	9,750
Scottish Government	-	40,649	(2,849)	(37,800)	-
The Big Lottery: People and Places	-	23,095	(32,318)	9,223	-
Website Development	-	3,000	(3,000)	-	-
	-	1,034,032	(872,910)	184,924	346,046
	-	1,593,054	(929,580)	-	663,474



NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

14. FUNDS (CONT'D)

Purpose of Restricted Funds:

Local Group Funds

Funds raised by or on behalf of particular Contact the Elderly groups for their use.

Geographic Area Funds

Funds raised to carry out our development and support work through the development officer in that particular area.

Projects

Funds raised to carry out the particular project, the main ones being:

Ann Rylands Project

Funding to increase the number of regional staff to extend our reach to more older people.

New Groups

Funding to launch new groups and to support local special events for groups and guests.

Redwing Trust

Funding to support increased resources to enable us to increase awareness/profile of our cause and strengthen regional teams.

Scottish Government

Funding to support Scottish organisation.

The Big Lottery: People and Places

Funding to support increase in regional staff to enable us to launch more groups.



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

15. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

16. TRUSTEES

The Trustees received no remuneration (2012: £nil) and only one Trustee attending Trustee meetings from afar was reimbursed travel expenses of £452 (2012: £nil).

17. FINANCIAL COMMITMENTS

At 31st March 2013 the charity had annual commitments under non-cancellable operating leases as follows:

	2013	2012
	£	£
Less than 1 year		
Land and buildings	28,800	-
Other	14,940	-
Total	43,740	-

18. TRANSFER IN OF ASSETS AND LIABILITIES

At 1st April 2012 the activities, assets and liabilities of Contact the Elderly, an unincorporated charity (charity number 244681) were transferred to this charity. The unincorporated charity, having become dormant, has been removed from the Charity Commission Register.

The assets, liabilities and funds transferred on 1st April 2012 were:	£
Tangible assets (net book value)	5,684
Debtors	12,837
Cash	768,990
Creditors	(17,914)
Total funds transferred in	769,597
Unrestricted funds - general	212,320
Unrestricted funds - designated	90,530
Restricted funds	466,747
Total funds transferred in	769,597



NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2013

19. ACKNOWLEDGEMENT OF DONATIONS MADE

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

29 th May 1961 Charitable Trust	Edith Murphy Foundation
A E B Charitable Trust	Endrick Trust
Anne Duchess of Westminster's Charity	Ernest Kleinwort Charitable Trust
Bank of Scotland	Eveson Charitable Trust
Barbour Trust	Fetch Media Ltd
Baring Asset Management Ltd	Fife Council
Beatrice Laing Foundation	Firs Education Ltd
Bellahouston Trust	Forte Charitable Trust
Big Lottery Fund - People and Places	G J W Turner Trust
Bill Brown 1989 Charitable Trust	Gale Family Charity Trust
Birmingham City Council	Garfield Weston Foundation
Capita Business Services Ltd	Glasgow Council for the Voluntary Sector
Caritas	Gerald Micklem Trust
Chapman Charitable Trust	Haberdasher's Company
Charles & Elsie Sykes Trust	Headley Trust
CHK Charities Ltd	I M Wealth Services Ltd
City & Metropolitan Welfare Charity	Inman Charitable Trust
Community Care Elder Organisers	Inverclyde CHCP
Coward Endowment	James Beattie Charitable Trust
Cyril and Eve Jumbo Charitable Trust	Jo Walters Trust
DMF Ellis Charitable Trust	Joseph Strong Frazer Trust
Dorothy Howard Charitable Trust	JTI
Duchy of Lancaster Benevolent Fund	Launan Charitable Trust
Duke of Devonshire's 1949 Charitable Trust	Leathersellers' Company Charitable Trust
East Riding Primary Care Trust	Legacy - Mary H Finnigan



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2013

19. ACKNOWLEDGEMENT OF DONATIONS MADE (CONT'D)

Lincolnshire Community Foundation	Scottish Government
Lloyds TSB Foundation	Sir Jules Thorn Charitable Trust
May and Stanley Smith Charitable Trust	Slaughter & May Charitable Trust
Moffat Charitable Trust	South Wales Classic Car Club
Morton Charitable Trust	St John Southworth
Mrs B L Robinson's Charitable Trust	Susanna Peake Charitable Trust
Murphy Neumann Charity	Thomas Hickman's Charity
Nexen Inc	Touchstone Trust
Nexen Petroleum UK Ltd	Tresillian Trust
Pears Foundation	Vandervell Foundation
Peter Milnet Trust	Waitrose Plc
Really Useful Group Ltd	Walter Guinness Charitable Trust
Redington Ltd Pension	William Allen Young Charitable Trust
Redwing Trust	William Frederick Haines Foundation
Robertson Trust	Woodroffe Benton Foundation
Sacker & Partners	Zurich Community Trust



REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name	Contact the Elderly
Charity Registration numbers	1146149 (England and Wales); SC039377 (Scotland)
Company Registration number	07869142
Principal Office	15 Henrietta Street London WC2E 8QG Freephone: 0800 716543 Email: info@contact-the-elderly.org.uk Website: www.contact-the-elderly.org.uk
The President	The Lady Jasmine Cavendish
Trustees	Trevor Lyttleton, MBE Chairman and Founder Christian Grobel Hon Treasurer William Barney Pamela Holmes Helen Munro, MBE Sarah Reed Susan Goss (resigned 13 July 2013)
Director	Keith Arscott
Auditor	Chantrey Vellacott DFK LLP Chartered Accountants Russell Square House 10-12 Russell Square London WC1B 5LF
Bankers	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**
- **JOIN THE FRIENDSHIP FUND, SPREADING FRIENDSHIP BY DONATING AT LEAST £5 PER MONTH, OR £60 PER YEAR TO HELP US LAUNCH MORE GROUPS, FIND MORE VOLUNTEERS AND WELCOME MORE MEMBERS INTO OUR GROUPS**
- **PLEDGE TO LEAVE US A GIFT IN YOUR WILL TO ENSURE OUR GIFT OF FRIENDSHIP REACHES EVEN MORE OLDER PEOPLE IN THE YEARS TO COME**

PLEASE CALL FREEPHONE 0800 716543 OR VISIT

WWW.CONTACT-THE-ELDERLY.ORG.UK

IF NOT NOW, WHEN?

