



**CONTACT
THE ELDERLY**



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

Annual Report and Accounts 2014/2015

31st MARCH 2015

*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.*

CONTENTS

	Page
Messages from the Chair and Chief Executive Officer	2 - 9
Trustees' annual report	10 - 17
Independent auditor's report	18 - 20
Statement of Financial Activities	21
Balance sheet	22
Notes to the accounts	23 - 34
Reference and administrative information	35 - 36

CHAIR'S STATEMENT

FOR THE YEAR ENDED 31ST MARCH 2015

CONTACT THE ELDERLY INTO ITS 2015 GOLDEN JUBILEE YEAR: THE CHALLENGE OF LONELINESS FIFTY YEARS ON



Trevor Lyttleton's vision in 1965 of extending a simple hand of friendship to help relieve the loneliness of older people is as powerful a vision today in 2015 as it ever has been. 2015 marks 50 years since Trevor founded Contact the Elderly when he clearly saw the challenge and the impact of loneliness on the elderly in his local community in the heart of London.

This awareness prompted Trevor to persuade his friends to help him encourage both young and older to drive away loneliness once a month by taking old people out to tea. That remains Contact the Elderly's mission to this day.

In this Jubilee year, as Trevor retires as Chairman we give thanks to Trevor for his unparalleled commitment to the charity and to elderly and young up and down the country. We also thank the countless volunteers, supporters, staff and friends who all play vital roles in extending Contact the Elderly's hand of friendship to more lonely people.

A MILLION HAPPY LINKS WITH LONELY OLDER PEOPLE OVER 50 YEARS

Contact the Elderly is known today as the only national charity solely dedicated since inception to tackling loneliness in old age.

Mother Teresa described "*Being alone and unwanted*" as "*the world's greatest disease*" and thanks to our great staff and incredible network of 7,425 volunteers nationwide our monthly Sunday afternoon tea parties make the difference between misery and happiness for isolated older people.

We have made a million face-to-face individual friendship links since we started and will create 54,000 such links in the current year. Research demonstrates that our regular friendship links with the elderly save taxpayer funds by a 25% reduction in their calls on GPs and NHS.



CHAIR'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2015

All of us at Contact are doers rather than talkers. Our volunteers meet to do, not to talk about doing and know what is expected of them right from the outset.

WHY CONTACT THE ELDERLY'S MODEL REMAINS SO EFFECTIVE

- Sunday is acknowledged to be the loneliest day of the week for older people living alone.
- 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 model addresses the emotional needs of older people who wish to remain independent in their own home, but whose diminished mobility makes it impossible for them to maintain regular social contact.
- 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.

SUPPORT FOR OUR MISSION

A statement of support from the Prime Minister was issued on Contact the Elderly's anniversary, 'commending' the charity for its 'enormous contribution'. The statement continues to say:

"Since Contact the Elderly was first established, life expectancy has been growing steadily, meaning your work has even greater resonance now than ever before. The voluntary work you all do is a shining example of the Big Society we want to build - a society in which we take more responsibility for ourselves and our neighbours; communities working together, not depending on remote and impersonal bureaucracies. So let me wish Contact the Elderly our congratulations and thanks as you celebrate your anniversary today. And here's to many more years making such an enormous contribution to our society."



CHAIR'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2015

We look forward to increasing governmental and parliamentary support for our simple, cost-effective solution.

GOLDEN JUBILEE CELEBRATION AND CALL TO ACTION

To conclude our year of 50th anniversary celebrations and special events, we are holding a Golden Jubilee Concert in the majestic setting of St Paul's Cathedral, London, on 29 October 2015.

Attendees will be invited to celebrate the *Power of Contact* with an evening of orchestral music and readings from special guests. Through the hour-long performance, evocative music from classical to the present day will remind us of where we started and how far we have come. We look forward to a magical evening and hope many of our supporters will join us for this concert.



CHAIR'S STATEMENT

FOR THE YEAR ENDED 31ST MARCH 2015

THANKS

I wish to convey special thanks to:

- All our funders, trusts, corporate and individual donors for their vital support in meeting the emergency outlined above which we hope will be matched by Government support.
- Our 7,425 volunteers, who are our lifeblood: the real heroes at the forefront of all we do, who support us nationwide as drivers, hosts and coordinators. With their dedication we continue to combat loneliness amongst the nation's most isolated older people through the simple solution of face-to-face contact and a cup of tea.

We are very proud of the fact that our volunteers stay with us for so long. In our Golden Jubilee Year we have volunteers who have been with us since the very first tea party in 1965, which is a tremendous achievement.

May we all take inspiration from Trevor's dedication and unwavering strength of purpose and wish him well in his retirement and in his continuing role as the longest-standing volunteer for Contact the Elderly.

We are hugely indebted to all our volunteers and our generous supporters with whose help we will meet the tough challenge in meeting our commitment to help eradicate loneliness in old age - one of the greatest problems of our time.



Christian Grobel

Chair of Contact the Elderly



CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2015



With the lead up to and now in our Golden Jubilee Year, it has been a very exciting time for us all at Contact the Elderly. We have continued to grow our work significantly in existing areas as well as expanding to reach new areas where there is a need for our service. We have seen a 15% growth in income, and the increased awareness of our work in this celebratory year has resulted in new volunteers and funders and allowed us to reach out to a greater number of isolated older people.

Looking to the future, we have ambitious growth plans to double the reach of our service within the next five years.

MANCHESTER AND BIRMINGHAM: LONELINESS HOTSPOTS

Last year we identified Manchester and Birmingham as 'loneliness hotspots' and have been approaching organisations and potential supporters in these areas. Birmingham has been our priority with 34,000 people over the age of 80 who live alone and until recently only five Contact the Elderly groups. We have recruited a new Support Officer for the Midlands and North West and creating a new role of Birmingham Development Officer, kindly supported by JTI. Contact the Elderly has launched three new groups in Birmingham this financial year, and will be launching a minimum of seven new groups in our Golden Jubilee year including a GP group.

OUR SUCCESSFUL GP INITIATIVE

A recent poll of GPs found that between one and five patients a day attend their surgeries because they are lonely (Campaign to End Loneliness). In 2014 Contact the Elderly launched its first GP group in Storrsdale, Liverpool. The group is coordinated by the practice manager and hosted in the practice each month. Contact the Elderly is developing this model throughout the UK by working with proactive GP surgeries to reduce isolation amongst older patients.

CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2015

Practice Manager and volunteer group coordinator at Storrsdale Medical Practice, Deepa Gnanasundaram, said: "I still can't overcome the joy of the Storrsdale Friends group. It was such a heart-felt time for me, to see such happy smiles around the table in the practice where we handle serious patients' queries all the time. We have seen a reduction in the numbers of patients coming to us because they are lonely and an increase in the standing of the practice in the community."

The charity is going from strength to strength in terms of its media presence both online and offline. We now have over 14,000 followers on Twitter, helping us to spread our message throughout their networks.

CONTACT THE ELDERLY BRAND REFRESH

We have chosen our Golden Jubilee year to refresh our brand. In a time of increased awareness we feel it will stand us in a good position amongst similar organisations. We want our brand to be as exciting and fun as our volunteering opportunities and feel that the new image makes our tea parties instantly recognisable.



U – CONTACT

We now have four university groups: Liverpool Hope, Durham, Loughborough and Royal Holloway. These groups continue to flourish and approaches are also being made in Birmingham and Edinburgh, we will continue to use this successful model throughout England, Scotland and Wales.

CHIEF EXECUTIVE'S STATEMENT

FOR THE YEAR ENDED 31ST MARCH 2015

JUBILEE PARTNERSHIPS

We have been building exciting new partnerships with a number of large companies whose support will help us reach our Golden Jubilee targets. We are delighted to be working with Waitrose - and thank them for including us as one of their four chosen charities to benefit from the sale of their Christmas cards, and Terra Firma, whose funding over the next three years will enable us to continue our London Underground poster campaign as well as enabling the launch of a new group each year. We have developed new partnerships with Barnett Waddingham, as our official Golden Jubilee Sponsor, and Schroders, who are supporting the development of new groups.

In addition we have partnered with tea company We Are Tea, who are supporting us in various ways throughout our Jubilee year and beyond.

JUBILEE CAMPAIGN: THE BIG FIFTEA

The charity's successful Big FifTEA celebrations saw more than 5,000 older guests and volunteers come together in their local communities on 19th April to mark the anniversary month with a special tea party.

The day was widely publicised throughout England, Scotland and Wales with fantastic coverage in The Express, The Times, The Daily Mail, The Telegraph Online, Mirror Online and an extensive list of regional printed and broadcast media. This vital publicity has helped to raise the profile of the charity and its work in combating loneliness amongst isolated older people.

I have travelled around the country extensively over the past year and have seen first-hand the great joy experienced at our tea parties. The quotes below are extracts from a current photography project entitled 'If Not Now', and demonstrate that the vital work we are doing in local communities is essential to the wellbeing of our guests.



CHIEF EXECUTIVE'S STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2015

"The main benefit for me is that the tea parties have restored a lot of my self-esteem. I lost all my confidence because of all sorts of dreadful things that happened. One time I wouldn't have even dared walking into a room where there were people." Beatrice, Coventry

"The teas get me out of the house because I'm on my own, I've been on my own for 15 years now. You know sitting in the same room and you're seeing four walls and they can't answer back to you; you can't have a conversation with a brick can you? So that's why I go out, because I get to meet people." Fred, Bristol

Older guest, Clayton, says: "It's a bit lonely in the house on one's own. I first started feeling lonely on the 12th January 2014 when my wife died. It's difficult to put into a few words how the charity has helped me but I would say it's helped me feel not alone at all. I'll be living off today for a long time." Clayton, Coventry

"Feeling lonely is like feeling unwanted and unloved, you get careless in the way you dress and do your hair because at the end of the day you've got nowhere to go." Julia, East London

I would like to thank Trevor, Christian and the Trustees for their ongoing support during this very special year and I look forward to the many more exciting celebratory events that are to take place during the summer and autumn of 2015.



Mary Rance
CEO of Contact the Elderly



TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2015

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 2015. 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

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. 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 15 to the accounts and details of related party transactions are given in note 14.

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.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015

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 the back page together with details of the principal officer and professional advisors.

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 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;
- 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.



TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2015

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

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

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



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015

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.

We have over 7,425 volunteers providing regular support for over 4,370 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 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.

Review of 2014/2015 - Achievements and Performance

Last year we set ourselves the following targets:

- **Create 75 new Contact the Elderly local friendship groups across England, Scotland and Wales.**

We actually launched 45 new groups – taking an additional 500 older people out to tea each month. And, although below the challenging target we set ourselves, it meant that we maintained our momentum to reach even more lonely and socially isolated older people.



TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2015

- **To maintain at least 98% 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 3 groups – meaning that we maintained 99.5% of our groups.
- **To have a national volunteer force more than 7,500 strong.**
By the end of the year, we had 7,425 volunteers. This is just short of our target and is the greatest number of active volunteers we have had at any time.
- **To have 650 groups across England, Scotland and Wales by March 2015**
At the end of the year we had 564 groups – short of our objective. However, with the new groups launched and minimal closures, we actually welcomed over 1,000 new older guests to tea for the first time during the year.

Financial Review

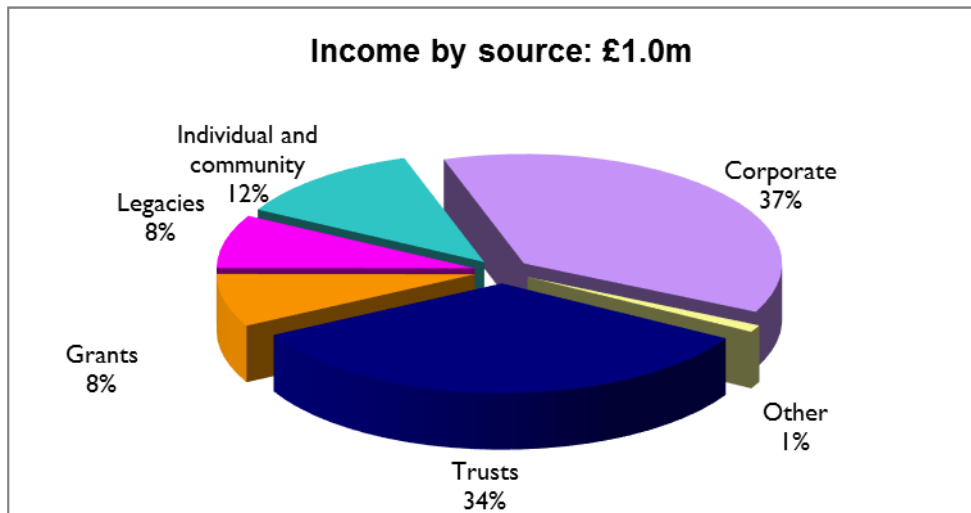
The accounts for the year show a deficit in the year of £92,602 compared with a deficit of £127,772 in the previous year. Our expenditure increased by £118,738 as we expanded our service delivery. Our income rose by £131,692 to £1,016,017.



TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015

Income and Funding

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



- General unrestricted reserves have increased by £13,549 to £198,145
- Restricted fund balances have decreased by £106,151 to £244,955

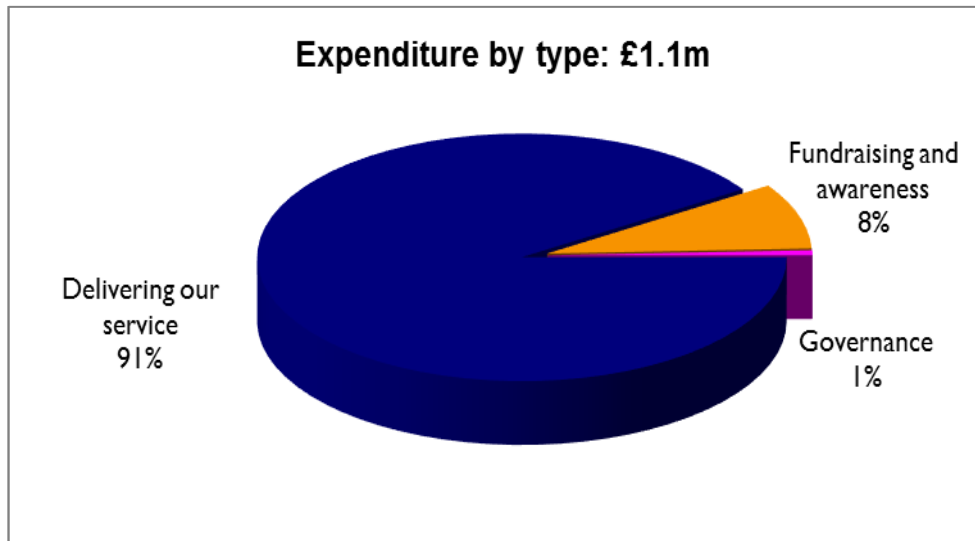
Income from our corporate partners has increased by more than 58% compared to prior year. We are very grateful for this support which demonstrates not only the value of the service our volunteers provide, but also the practical and straightforward opportunities Contact provides for companies to give 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 Waitrose. We are also grateful for our new partnerships with Hitachi Capital, Shawbrook Bank, Barnett Waddingham and Terra Firma, to name just a few. In Scotland, the Scottish Government continues to generously fund our work,



**TRUSTEES' ANNUAL REPORT
FOR THE YEAR ENDED 31ST MARCH 2015**

Expenditure

Our expenditure rose to just over £1.12m 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

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, we also invest some funds 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 a long term investment.

Reserves Policy

Reserves are that part of our unrestricted funds that we are freely available to spend. The Trustees have reviewed the reserves policy. The Trustees 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 between 3 to 6 months of total expenditure. Reserves at 31 March 2015 were below this range and represent just over 2 months of total expenditure, due in part to expenditure in the run-up to the Jubilee year to raise awareness and an increase in our service delivery. The Trustees continue to monitor the position to ensure the reserves return to the agreed range and anticipate an increase in income following the increase in awareness and fundraising activity in 2015/16.



TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2015

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 2015 represent 4.7 months of total expenditure.

Our Plans for 2015/2016

Include:

- **Launching 125 new groups across England, Scotland and Wales.**
- **Including at least 13 new groups in co-operation with Universities, faith groups of all denominations and GP practices across the country.**
- **Maintaining more than 98% of our existing groups.**
- **Having a national volunteer force more than 8,000 strong.**
- **By March 2016 having over 680 active groups in total.**

Approved by the Trustees on 3rd September 2015 and signed on their behalf by



Christian Grobel

Chair of Contact the Elderly



**INDEPENDENT AUDITOR'S REPORT TO
THE TRUSTEES OF CONTACT THE ELDERLY
FOR THE YEAR ENDED 31ST MARCH 2015**

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2015 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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 2015**

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 2015 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 2015**

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.

Moore Stephens LLP

Richard Willis (Senior statutory auditor)
for and on behalf of MOORE STEPHENS LLP
Chartered Accountants and Statutory Auditor
London

Date: 3rd September 2015

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2015

	Unrestricted Funds	Restricted	Total	Total
	General	Designated	Funds	Funds
	2015	2015	2015	2014
	£	£	£	£
Incoming Resources				
Voluntary Income:				
Donated income (Note 2)	454,317	-	391,138	845,455
Grant income (Note 3)	-	-	79,409	79,409
Legacy income (Note 4)	80,407	-	-	80,407
Sundry income	1,901	-	1,006	2,907
Investment Income:				
Bank and investment income (Note 5)	7,839	-	-	7,839
Total Incoming Resources	544,464	-	471,553	1,016,017
Resources Expended				
Costs of generating funds:				
Fundraising and awareness	-	-	96,539	96,539
Charitable Activities:				
Delivering our services	-	-	1,017,759	1,017,759
Governance Costs	-	-	7,384	7,384
Total Resources Expended (Note 6)	-	-	1,121,682	1,121,682
Net incoming / (outgoing) resources being net income / (expenditure) for the year before transfers (Note 7)	544,464	-	(650,129)	(105,665)
Transfers				
Gross transfers between funds	(543,978)	-	543,978	-
Net incoming / (outgoing) resources before other recognised gains and losses	486	-	(106,151)	(105,665)
Other recognised gains and losses				
Unrealised gains on investment assets	13,063	-	-	13,063
Net movement in the year	13,549	-	(106,151)	(92,602)
Fund balances brought forward at 1 st April 2014	184,596	-	351,106	535,702
Fund balances carried forward at 31st March 2015	198,145	-	244,955	443,100

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 23 to 36 form part of these financial statements.



BALANCE SHEET
AS AT 31ST MARCH 2015

	£	2015 £	£	2014 £
FIXED ASSETS				
Tangible fixed assets (Note 9)		-		1,004
 CURRENT ASSETS				
Debtors (Note 10)	8,901		4,290	
Investments	140,288		177,225	
Cash at bank and in hand	326,145		390,035	
		<u>475,334</u>		<u>571,550</u>
 CURRENT LIABILITIES				
Creditors - Amounts falling due within one year (Note 11)		<u>(32,234)</u>		<u>(36,852)</u>
		443,100		534,698
NET ASSETS		<u>443,100</u>		<u>535,702</u>
 REPRESENTED BY:-				
Unrestricted funds (Note 13)		198,145		184,596
Restricted funds (Note 13)		244,955		351,106
		<u>443,100</u>		<u>535,702</u>

These accounts were approved by the Trustees and authorised for issue on 3rd September 2015

and signed on their behalf by:-



Christian Grobel
Chair of Contact the Elderly

The notes and information on pages 23 to 36 form part of these financial statements.



NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2015

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 2015

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 2015

- 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 2015

2. DONATED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Trusts	187,728	156,622	344,350	423,391
Corporate	175,087	203,897	378,984	238,898
Individual	54,575	11,124	65,699	67,490
Community and events	36,927	19,495	56,422	32,094
	<u>454,317</u>	<u>391,138</u>	<u>845,455</u>	<u>761,873</u>

3. GRANT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Scottish Government	-	40,000	40,000	40,000
Big Lottery Fund	-	19,768	19,768	23,556
Fife Council - Choose Life	-	15,506	15,506	15,000
Bury Council	-	-	-	5,184
Other	-	4,135	4,135	4,750
	<u>-</u>	<u>79,409</u>	<u>79,409</u>	<u>88,490</u>

4. LEGACY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Joyce Valerie Bird	50,000	-	50,000	-
Mrs O G Hiscock	29,227	-	29,227	-
Nina Walker	-	-	-	10,558
Frederick How	-	-	-	5,000
Gaby Hardwicke Solicitors	-	-	-	3,000
Ruby Davies	-	-	-	1,924
Other	1,180	-	1,180	1,600
	<u>80,407</u>	<u>-</u>	<u>80,407</u>	<u>22,082</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

5. BANK AND INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Investment income	7,147	-	7,147	8,250
Bank interest	692	-	692	2,564
	<u>7,839</u>	<u>-</u>	<u>7,839</u>	<u>10,814</u>

6. RESOURCES EXPENDED

	Direct costs £	Support costs £	Total 2015 £	Total 2014 £
Delivering our service				
Local groups	47,908	-	47,908	41,010
Regions	605,630	398,040	1,003,670	803,167
Projects	64,401	5,703	70,104	158,767
	<u>717,939</u>	<u>403,743</u>	<u>1,121,682</u>	<u>1,002,944</u>
Head office overheads	299,820	(299,820)	-	-
Fundraising and awareness	96,539	(96,539)	-	-
Governance	7,384	(7,384)	-	-
	<u>403,743</u>	<u>(403,743)</u>	<u>-</u>	<u>-</u>
Total	<u>1,121,682</u>	<u>-</u>	<u>1,121,682</u>	<u>1,002,944</u>

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

	2015 £	2014 £
Salary cost	199,955	142,003
Office premises costs	58,197	26,285
Office running costs	62,215	49,425
National marketing costs (incl. website)	63,685	53,082
Legal and professional charges	6,491	5,625
Depreciation charge for year	1,004	1,003
Other costs	12,196	10,666
Total	<u>403,743</u>	<u>288,089</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

7. NET INCOMING / (OUTGOING) RESOURCES

	2015	2014
	£	£
Net income / (outgoing) resources are stated after charging:-		
Depreciation	1,004	1,003
Auditor's remuneration - audit services	4,858	5,840
	4,858	5,840

8. STAFF

	2015	2014
	£	£
Staff costs during year were as follows:-		
Salaries and wages	633,517	590,353
National Insurance	51,607	51,786
Pension costs	15,014	11,754
Total	700,138	653,893

The average number of employees during the year was 31 (2014: 28) (the full time equivalent being 24 (2014: 23)).

No employee earned more than £60,000 during the year (2014: none).



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

9. TANGIBLE FIXED ASSETS

Office Equipment
£

COST

At 1 st April 2014	52,003
Additions	-
Disposals	-
At 31 st March 2015	52,003

ACCUMULATED DEPRECIATION

At 1 st April 2014	50,999
Charge for year	1,004
Disposals	-
At 31 st March 2015	52,003

NET BOOK VALUE

At 31 st March 2015	-
At 31 st March 2014	1,004

10. DEBTORS - Amounts receivable within one year

2015 **2014**
£ £

Other debtors	3,150	3,250
Prepayments and accrued income	5,751	1,040
	8,901	4,290

11. CREDITORS - Amounts falling due within one year

2015 **2014**
£ £

PAYE/NI	14,163	14,671
Creditors	560	220
Accruals	17,511	21,961
	32,234	36,852



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted	Restricted	Total
	£	£	£
Debtors	8,901	-	8,901
Current asset investments	140,288	-	140,288
Cash at bank and in hand	65,233	260,912	326,145
Creditors falling due within on year	(16,277)	(15,957)	(32,234)
Net assets at the end of year	<u>198,145</u>	<u>244,955</u>	<u>443,100</u>

13. FUNDS

	1 st April 2014 £	Incoming £	Outgoing £	Transfers between funds £	31 st March 2015 £
Unrestricted Funds					
General	184,596	557,527	-	(543,978)	198,145
	<u>184,596</u>	<u>557,527</u>	<u>-</u>	<u>(543,978)</u>	<u>198,145</u>
Restricted Funds					
Local Groups	134,657	55,217	(47,908)	7,738	149,704
Regions:					
East London	-	-	(54,310)	54,310	-
North London	-	17,531	(55,479)	37,948	-
South London	-	15,861	(53,945)	38,084	-
East Anglia	-	7,026	(50,892)	43,866	-
Surrey & Sussex	-	15,202	(43,499)	28,297	-
Bath, Bristol & Somerset	-	3,955	(58,987)	55,032	-
Cornwall	-	-	(30,523)	30,523	-
London, South & West	-	5,175	(1,434)	(3,741)	-
Birmingham	-	38,145	(26,679)	16,709	28,175
North East	-	6,404	(39,562)	33,158	-
North West	-	3,670	(43,602)	39,932	-
Midlands	-	17,570	(54,091)	36,521	-
South Yorkshire & Derbyshire	-	19,768	(24,952)	5,184	-
North & Mid Wales	-	5,581	(61,317)	55,736	-
Sub-total carried forward	<u>134,657</u>	<u>211,105</u>	<u>(647,180)</u>	<u>479,297</u>	<u>177,879</u>



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

13. FUNDS (CONT'D)

	1 st April 2014	Incoming	Outgoing	Transfers between funds	31 st March 2015
	£	£	£	£	£
Restricted Funds (cont'd)					
Sub-total brought forward	134,657	211,105	(647,180)	479,297	177,879
South Wales	-	2,000	(62,503)	60,503	-
North West & Wales	-	7,427	(57,163)	49,736	-
Rest of England	-	13,600	(49,657)	36,057	-
Central Scotland	-	-	(47,264)	47,264	-
East Scotland	-	21,051	(54,767)	33,716	-
Highlands	-	2,475	(48,824)	46,349	-
West Scotland	-	6,536	(57,917)	51,381	-
Scotland	33,894	7,110	(32,006)	(8,998)	-
Projects:					
CAF	32,981	58,944	(52,661)	(2,344)	36,920
Direct Debit Facility	2,000	-	(2,000)	-	-
Firs Education (Events in NW&Y)	3,000	-	-	(3,000)	-
Friendship Fund Application	1,250	-	-	(1,250)	-
Guest Birthday Celebration	714	-	-	(108)	606
Jane Atfield Award	-	250	(250)	-	-
Legacy Fundraising	3,000	-	(3,000)	-	-
New Groups	127,320	92,310	-	(193,625)	26,005
Redwing Trust	1,290	-	(1,290)	-	-
Robertson Trust	9,750	-	-	(9,750)	-
Scottish Government	-	40,000	-	(40,000)	-
Survey	-	3,545	-	-	3,545
Terra Firma	-	5,200	(5,200)	-	-
Vintage Teas	1,250	-	-	(1,250)	-
	351,106	471,553	(1,121,682)	543,978	244,955
	535,702	1,029,080	(1,121,682)	-	443,100



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

13. FUNDS (CONT'D)

	1 st April 2014	Incoming	Outgoing	Transfers between funds	31 st March 2015
	£	£	£	£	£
Unrestricted Funds	184,596	557,527	-	(543,978)	198,145
Restricted Funds - Scotland	76,625	136,116	(293,439)	117,618	36,920
Restricted Funds - Other	274,481	335,437	(828,243)	426,360	208,035
	535,702	1,029,080	(1,121,682)	-	443,100

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:

CAF

Funding for Scotland

New Groups

Funding to launch new groups

Scottish Government

Funding for Scotland

14. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

15. TRUSTEES

The Trustees received no remuneration (2014: £nil) and only one Trustee attending Trustee meetings from afar was reimbursed travel expenses of £650 (2014: £513).



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

16. FINANCIAL COMMITMENTS

At 31st March 2015 the charity had annual commitments under non-cancellable operating leases as follows:

	2015	2014
	£	£
Less than 1 year		
Land and buildings	32,769	38,536
Other	3,760	3,528
Total	36,529	42,064

17. 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:

29 th May 1961 Charitable Trust	Community Foundation for Wales
A E B Charitable Trust	Coward Endowment
Adam Colebrooke-Taylor	Edith Murphy Foundation
Anchor Housing Association	Ernest Kleinwort Charitable Trust
Austin and Hope Polkington Trust	Fiduciary M S Ltd
Barbour Foundation	Fife Council
Bellinger Donnay Charitable Trust	Financial Conduct Authority
Benenden Charitable Trust	George Perkins Charitable Trust
Big Lottery Fund - Reaching Communities	Haberdasher's Company
Bill Brown 1989 Charitable Trust	Hitachi Capital
Brian Mitchell Charitable Settlement	Hyde Park Place Estates
Charities Aid Foundation	Inman Charitable Trust
Charities Trust	John James Bristol Foundation
Charles Wolfson Charitable Trust	Joseph Strong Frazer Trust
CHK Charities Ltd	Joyce Valerie Bird
Community Foundation for Surrey	JTI



NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2015

17. ACKNOWLEDGEMENT OF DONATIONS MADE (CONT'D)

Ernest Kleinwort Charitable Trust	Robert Luff Foundation Ltd
Launan Charitable Trust	Rockefeller Philanthropy
Lloyds Bank Plc	Rothschild Foundation
London Community Foundation	S Peake Charitable Trust
Lovering Charitable Trust	Sacker & Partners
Markel International Services Ltd	Schroders
May and Stanley Smith Charitable Trust	Scottish Government
Merchant Taylors' Company	Shanley Foundation
Mrs O G Hiscock	Shawbrook Bank
Mrs R A Brown	Smith & Williamson
Murphy Neumann Charity	Somerset Community Foundation
Nancie Massey Charitable Trust	Stanley Grundy Foundation Ltd
NHS Highland	Sunspot Tours Ltd
Odin Charitable Trust	Terra Firma
P W O Street Trust	Vandervell Foundation
Patrick & Helena Frost Foundation	Waitrose Plc
Paul Gallagher	Westminster Foundation
People's Postcode Trust	William Allen Young Charitable Trust
Persula Foundation	Zochonis Charitable Trust
Pinders Professional and Consultancy Ltd	



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: info@contact-the-elderly.org.uk Website: www.contact-the-elderly.org.uk
The President	The Lady Jasmine Cavendish
Trustees	Trevor Lyttleton, MBE Founder and Chairman (resigned on 22 July 2015) Christian Grobel Hon Treasurer, Chair (appointed Chair on 22 July 2015) William Barney Saul Betmead (appointed 1 April 2014) Rosemary Brown (appointed 21 April 2015) Claire Harris (appointed 1 April 2014) Pamela Holmes Philip Kelvin (appointed 1 April 2014) Helen Munro, MBE Sarah Reed Sally-Anne Wilkinson (appointed 1 April 2014)
Chief Executive Officer	Mary Rance
Auditor	Moore Stephens 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?

