



## **Annual Report and Accounts 2015/2016**

**31<sup>st</sup> MARCH 2016**

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

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## **CHAIR'S STATEMENT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **CONTACT THE ELDERLY'S 2015 GOLDEN JUBILEE YEAR**



In 1965 Contact the Elderly's Founder, Trevor Lyttleton MBE, identified loneliness as a key issue affecting older people, and together with friends he established the simple solution of monthly Sunday afternoon tea parties. 50 years later, and with the support of 9,000 volunteers throughout England, Scotland and Wales, the need for Contact the Elderly's simple hand of friendship has never been greater.

Today, Contact the Elderly is the only national charity dedicated solely to alleviating loneliness amongst isolated older people through regular face-to-face contact. Our staff and volunteers are committed to delivering our tried and tested model of Sunday tea parties in order to combat one of the biggest challenges in our ageing society.

Contact the Elderly's 2015 Golden Jubilee Year was an opportunity to celebrate our successes to date, and to raise vital awareness of our work in order to recruit more volunteers to extend our vital lifeline to those not yet a part of our national network.

#### **Why Contact the Elderly's model is still so effective**

- Sunday is acknowledged to be the loneliest day of the week for older people living alone.
- 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.

## **CHAIR'S STATEMENT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **2015: The Year of the volunteer**

Contact the Elderly's volunteering opportunities are unique. In a time when younger people's lives are becoming increasingly busy, our simple ask of just a few hours on one Sunday afternoon a month is attractive and realistic, yet the benefits are immeasurable for our older guests and the afternoons are full of laughter for all involved.

Through our rolling calendar of Golden Jubilee events and campaigns, our objective was to raise the profile of Contact the Elderly, recruit more volunteers, raise vital funds to expand and continue our work, and position ourselves as the leading organisation in the field of loneliness among the elderly.

#### **Celebrating fifty years of "can-do" philosophy:**

From the Big FifTEA campaign, to our celebratory concert in St Paul's Cathedral, the year was an incredible example of a coming together of staff, volunteers and supporters old and new.

During the twelve month period, over 2,800 volunteers and 1,600 guests joined our national network, and Development Officers launched 79 new groups.

#### **Thanks**

I wish to convey special thanks to:

All our funders, both our long-term supporters and our special Jubilee partners, for making our Golden Jubilee year so successful and for their continuing support.

Let us be inspired by the dedication of our 9,000 volunteers who are the lifeblood of the charity, and without whom we would not be able to provide our vital lifeline to the loneliest people in the UK. Our longest standing volunteers have committed more than 50 years to alleviating loneliness amongst isolated older people and will receive awards for their long service at our 2017 AGM.

**CHAIR'S STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

I am hugely grateful to everyone involved for their hard work throughout this crucial landmark in the charity's history, including the Board of Trustees and all our wonderful staff. The impact of all the efforts during the Golden Jubilee have helped to significantly accelerate the growth of our service. Looking forward, we must now maintain the high level of activity in order to reach out to more than a million older people who identify themselves as lonely.

Finally, in his last year as Chairman, and on behalf of the many thousands of people who have had their lives brightened and in so many cases fundamentally changed for the better, I would like to express sincere thanks to Trevor Lyttleton for his inspiration, vision and leadership of Contact the Elderly over a remarkable fifty years. His drive and singular focus on the problem of loneliness amongst the elderly are major reasons why the spotlight is shining so brightly on this issue today. We wish Trevor all the best as he and Zippi continue their volunteering and support for the charity he founded in 1965. Thank you Trevor.



Christian Grobel  
Chair, Board of Trustees  
Contact the Elderly

## CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2016



2015 was a momentous year for all involved in Contact the Elderly's work. In our Golden Jubilee year, our strategic aim was to raise both awareness of our work and to expand our reach to enable more isolated older people to enjoy our monthly tea parties. As a result of a number of initiatives, including the Times Charity Appeal and Bisto Spare Chair Sunday campaign, we succeeded in both raising awareness and in attracting over 6000 new volunteers to support our work. This truly made 2015 our 'Year of the Volunteer' which was extremely fruitful in enabling us to reach new audiences nationwide, making many more people aware of the issues surrounding loneliness amongst older people.

Specifically as at March 2016 we:

- launched 79 new groups in the year;
- maintained 99.7% of existing groups, retaining groups is as important as opening new groups;
- had a national volunteer force of 9,000 and many more to be placed in support of our work;
- had 629 groups which, with minimal closures and placing guests in existing groups, resulted in us welcoming 1,250 new older guests to tea for the first time during the year.

The highlights of the year were:

### **The Big FiFtea Campaign**

Our official anniversary in April 2015 was marked with our Big FiFtea campaign; a campaign that unified our volunteers and gave all our groups the opportunity to participate in a national celebration. We encouraged all 560 of our groups to host their April tea parties on Sunday 19th - resulting in almost 10,000 older people and volunteers coming together for afternoon tea at the same time to commemorate 50 years of our work.

## **CHIEF EXECUTIVE'S STATEMENT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **Golden Jubilee Lunch**

On Monday 20th April, Contact the Elderly welcomed 50 special guests to a celebratory luncheon in Mayfair, kindly supported by the Westminster Foundation. Trevor Lyttleton highlighted the impact of our work and urged guests to further support the charity in its aims to double the reach of its work by 2020.

#### **Golden Jubilee Partners**

As part of the preparations for the Golden Jubilee Concert at St Paul's Cathedral, Contact the Elderly secured sponsorship from new and existing corporate supporters. New supporter Barnett Waddingham became our official Golden Jubilee Partner.

Existing corporate supporters JTI and T Rowe Price became our Gold and Silver sponsors, respectively.

#### **'If Not Now' Photography Exhibition**

During 2014 Contact the Elderly worked closely with award-winning photographer, Michael Whelan, who spent 6 months travelling to our tea parties throughout the UK to take portraits of our guests.

The 'If Not Now' portraits were displayed in The House of Commons in December 2014 and have since been exhibited in galleries in London, Edinburgh, Manchester and Brighton. A selection of the photos were exhibited at the Golden Jubilee Concert at St Paul's Cathedral.

90 year-old Joan, from East London was one of the fifty sitters. Joan told Whelan that before joining the tea parties she was very lonely: "It's not very nice when you feel lonely, you just go to bed, get up, go to bed, get up and that's your life; it's nothing really".

The exhibition is soon to be on display in Blackburn where Contact the Elderly's Executive Officer North and Midlands will be attending to recruit volunteers for a new group in the area.

## **CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2016**

### **Bisto Spare Chair Sunday**

In September 2015 Contact the Elderly and Bisto joined forces to create Spare Chair Sunday (SCS). A project encouraging people to offer Sunday lunch to an older person who would otherwise be eating alone.

Through the integrated media campaign, which was backed by celebrity Rachel Riley, Contact the Elderly was able to engage with new audiences and reach younger volunteers under the age of 30.

The hugely successful campaign has resulted in thousands of volunteer applications and engagement with celebrities: Rachel Riley (who attended our Jubilee Concert) and Sara Cox (who has hosted a SCS lunch). We are encouraging all Bisto volunteers to consider becoming regular tea party volunteers in addition to hosting SCS lunches, resulting in over 1,000 new active volunteers to date and more in the pipeline.

The campaign has been instrumental in raising awareness of Contact the Elderly and building new partnerships with other organisations such as the Royal Voluntary Service and Campaign to End Loneliness.

### **Golden Jubilee Concert and Gala Dinner at St Paul's Cathedral**

On 29th October 2015 Contact the Elderly welcomed almost 1,000 people to St Paul's Cathedral for the biggest celebration in its 50 year history. Special guests on the night included Maureen Lipman, who read a clever and touching monologue.

Attendees were warmly welcomed by Canon Philippa Boardman, and conductor Michael Waldron then lead the choir and the orchestra of The London Choral Sinfonia in stirring renditions of classical pieces. Diners were then shown to the Crypt for a drinks reception and Gala dinner which preceded an auction by George Bailey of Sotheby's.



## **CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31ST MARCH 2016**

### **Care England Conference**

In November 2015 I attended the Care England conference where Contact the Elderly's GP initiative was recognised as a solution to combating loneliness amongst older people. With increasing evidence supporting the detrimental effects that loneliness has on health and wellbeing, our work is becoming increasingly credited by healthcare professionals. We now have four GP groups in the Midlands and North West - areas that were identified as loneliness hotspots.

### **The Times Charity Appeal**

We were thrilled to be selected as one of four charities to benefit from The Times Christmas Appeal 2015. Contact the Elderly was chosen because of its long-standing commitment to eradicating loneliness, as well as the evidence that our monthly tea parties make a significant difference to the lives of our older guests. Over the Christmas period, The Times featured seven stories that revealed the breadth and depth of our work and showed the impact our service has on thousands of older people and volunteers.

The appeal generated over £80,000 in individual donations and further contributions from trusts leading to new ongoing funding sources. It also raised vital awareness of our work and was the perfect way to culminate our exciting Golden Jubilee year, standing us in good stead as we continue in our aim to double our reach over the next five years.

### **The Age of Loneliness**

Contact the Elderly's 100-year-old guest, Olive, and volunteer, Kylie, were featured on Sue Bourne's BBC documentary The Age of Loneliness. The documentary aired in January 2016 and inspired many people to volunteer their time as tea party hosts and drivers. It also received extremely positive reviews from newspapers and magazines impressed by the moving stories told through the subjects, including a review from The Telegraph, which gave the documentary five stars.

## **CHIEF EXECUTIVE'S STATEMENT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **Where we are now**

2015 was without a doubt the year of the volunteer. We are currently in the fortunate position to be able to launch more groups than ever, but our biggest challenge now is finding those who are most isolated and cut off from society and will benefit most from our lifeline of friendship. Looking forward to 2016/17 our national efforts will be focused on working together with partner organisations and referrers to reach out to those who are hardest to reach, utilising our existing volunteers to their maximum capacity, and raising vital funds to support and develop our tried and tested solution.

Specifically, over the coming year we have set ourselves the objective of creating 120 new groups and expanding the reach of our service to 2,500 new older guests who will be placed into new and existing groups.



Mary Rance

CEO of Contact the Elderly



## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

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 2016. They comply with current statutory requirements, the Charity's Articles of Association and the Charities SORP (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)".

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

#### **Governing Documents**

The charity is governed by its Memorandum and Articles of Association dated 2<sup>nd</sup> December 2011 as amended by special resolution dated 18<sup>th</sup> March 2014. 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 16 to the accounts and details of related party transactions are given in note 15.

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

All Trustees receive an induction which consists of meetings with the 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 2016**

#### **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 officers and professional advisors.

#### **Pay and remuneration**

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

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

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

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



## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

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



## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **Risk Management**

The Trustees maintain a risk register with risks assessed for their likelihood of crystallising and impact on the charity should they do so. This impact may be on the charity as a whole, its objects, its staff or its beneficiaries. The risk register is reviewed with the CEO on a regular basis by the Trustee in charge of governance and mitigating actions taken for any risks perceived to be increasing be this for reasons of changes in the funding environment or regulatory / legal changes or government policy.

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

- funding - its level and its continuity. We have a diversified fundraising approach, we have some loyal long-term partners and we manage our spending in line with our resources as set out elsewhere in this Report;
- reputation - amongst our beneficiaries, our volunteers, our funders and the wider community. We recruit volunteers after statutory checks, we report assiduously to our funders and we communicate success stories and policies regularly and frequently both internally and externally;
- expanding the scale of our operations at a sustainable rate; keeping resources (volunteers, funding, staff) in line with beneficiary numbers (older people). We continuously monitor the balance between resources and beneficiaries both overall and in each country and geographic region of the United Kingdom.

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

#### **Our Objectives and Activities**

##### **Objectives**

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



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2016

### Activities

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

At 31 March 2016 we had 9,000 volunteers providing regular support to 4,950 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.



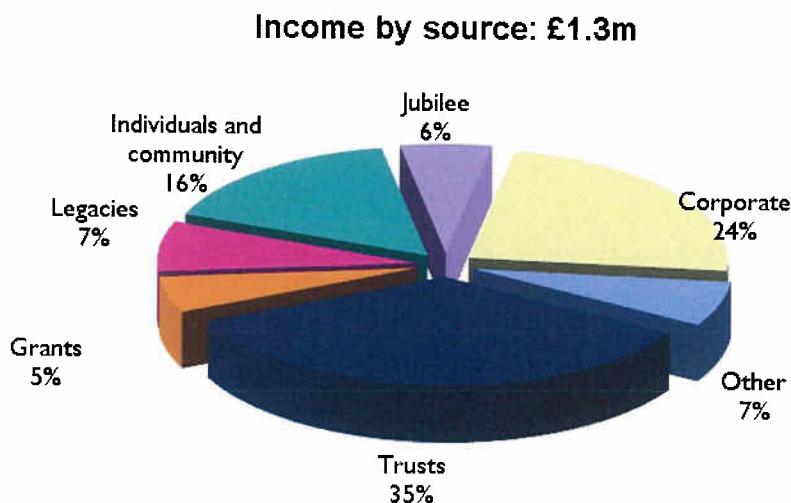
**TRUSTEES' ANNUAL REPORT**  
FOR THE YEAR ENDED 31ST MARCH 2016

**Financial Review**

The accounts for the year show a surplus in the year of £13,973 compared with a deficit of £92,602 in the previous year. Our expenditure increased by £186,739 to £1,308,421 as we expanded our service delivery. Our income rose by £309,940 to £1,325,957, reflecting successful fundraising appeals during the Golden Jubilee year as well as an increase in income from Trusts. The general unrestricted reserves decreased by £28,972 to £153,771 and the restricted reserves increased by £42,945 to £287,900.

**Income and Funding**

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



Income from companies has decreased this year, but we are very grateful for the continued strong support from our corporate partners. This demonstrates not only the value of the service our volunteers provide, but also the practical and straightforward opportunities Contact provides for companies to give back to their communities. The ongoing support of JTI is particularly valued in helping us to launch new groups and maintain existing groups across England, Scotland and Wales, as is the national support from Waitrose. We are also grateful for our partnerships with Hitachi Capital, Shawbrook Bank, Barnett Waddingham, Bailie Gifford, Terra Firma and T Rowe Price, to name just a few. In Scotland, the Scottish Government continues to generously fund our work.

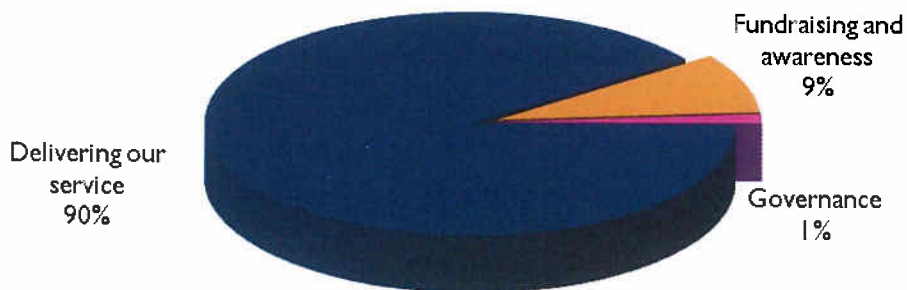


**TRUSTEES' ANNUAL REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

**Expenditure**

Our expenditure rose to just over £1.3m, as we filled regional gaps in our national network, and incurred costs related to Golden Jubilee activities. The breakdown of expenditure is as follows:

**Expenditure by type: £1.3m**



**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 and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of reserves (net of fixed assets) should be circa two months of total expenditure, in order to absorb any fluctuations in income and expenditure.



**TRUSTEES' ANNUAL REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

Reserves at 31 March 2016 were £153,771 and represent just over 1.4 months' of total expenditure, largely due to increased expenditure in the Jubilee year to raise awareness and a resultant increase in our service delivery, though matched in part by associated income. The Trustees continue to monitor the position to ensure the reserves return to the agreed target in the short to medium term.

Approved by the Trustees on 13<sup>th</sup> June 2016 and signed on their behalf by



Christian Grobel  
Chair, Board of Trustees  
Contact the Elderly



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2016**

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2016 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), including Financial Reporting Standard 102 (FRS 102) 'the Financial Reporting Standard in the UK and Republic of Ireland'.

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 2016**

**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 2016 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 2016**

**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 MOORE STEPHENS LLP  
Chartered Accountants and Statutory Auditor  
London

Date: 13<sup>th</sup> June 2016



**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

	<b>Unrestricted Funds</b>		<b>Restricted</b>		<b>Total</b>		<b>Total</b>
	<b>General</b>	<b>Designated</b>	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>
	<b>2016</b>	<b>2016</b>	<b>2016</b>	<b>2016</b>	<b>2016</b>	<b>2015</b>	<b>2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Incoming Resources</b>							
<b>Donations and Legacies:</b>							
Donated income (Note 2)	509,346	-	542,224	1,051,570	845,455		
Grant income (Note 3)	-	-	75,945	75,945	79,409		
Legacy income (Note 4)	104,464	-	-	104,464	80,407		
Sundry income	5,366	-	2,464	7,830	2,907		
<b>Charitable Activities:</b>							
Golden Jubilee (Note 5)	80,256	-	-	80,256	-		
<b>Investments:</b>							
Bank and investment income (Note 6)	5,886	-	6	5,892	7,839		
<b>Total Income</b>	<b>705,318</b>	<b>-</b>	<b>620,639</b>	<b>1,325,957</b>	<b>1,016,017</b>		
<b>Resources Expended</b>							
<b>Raising funds:</b>							
Fundraising and awareness	-	-	112,865	112,865	96,539		
<b>Charitable Activities:</b>							
Delivering our services	-	-	1,195,556	1,195,556	1,025,143		
<b>Total Expenditure (Note 7)</b>	<b>-</b>	<b>-</b>	<b>1,308,421</b>	<b>1,308,421</b>	<b>1,121,682</b>		
Net (losses) / gains on investments	(3,563)	-	-	(3,563)	13,063		
<b>Net income / (expenditure) (Note 8)</b>	<b>701,755</b>	<b>-</b>	<b>(687,782)</b>	<b>13,973</b>	<b>(92,602)</b>		
Transfers between funds	(730,727)	-	730,727	-	-		
Net movement in the year	(28,972)	-	42,945	13,973	(92,602)		
Fund balances brought forward at 1 <sup>st</sup> April 2015	182,743	-	244,955	427,698	520,300		
<b>Fund balances carried forward at 31<sup>st</sup> March 2016</b>	<b>153,771</b>	<b>-</b>	<b>287,900</b>	<b>441,671</b>	<b>427,698</b>		

All the above results were derived from continuing activities.

The notes and information on pages 24 to 42 form part of these financial statements.



**BALANCE SHEET**  
**AS AT 31ST MARCH 2016**

	£	2016 £	£	2015 £
<b>FIXED ASSETS</b>				
Tangible fixed assets (Note 10)		-		-
<b>CURRENT ASSETS</b>				
Debtors (Note 11)	31,586		8,901	
Investments	136,725		140,288	
Cash at bank and in hand	328,752		326,145	
		<u>497,063</u>		<u>475,334</u>
<b>CURRENT LIABILITIES</b>				
Creditors - Amounts falling due within one year (Note 12)		<u>(55,392)</u>		<u>(47,636)</u>
<b>NET ASSETS</b>		<u><u>441,671</u></u>		<u><u>427,698</u></u>
<b>REPRESENTED BY:-</b>				
Unrestricted funds (Note 14)		153,771		182,743
Restricted funds (Note 14)		287,900		244,955
		<u><u>441,671</u></u>		<u><u>427,698</u></u>

These accounts were approved by the Trustees and authorised for issue on 13<sup>th</sup> June 2016 and signed on their behalf by:-



Christian Grobel  
Chair of Contact the Elderly

The notes and information on pages 24 to 42 form part of these financial statements.



**STATEMENT OF CASH FLOWS**  
**YEAR ENDED 31ST MARCH 2016**

	2016	2015
	£	£
<b>Cash flows from operating activities:</b>		
Net cash used in operating activities	(2,980)	(121,037)
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	5,587	7,147
Proceeds from sale of investments	-	50,000
Net cash provided by investing activities	<u>5,587</u>	<u>57,147</u>
Change in cash/cash equivalents in the year	2,607	(63,890)
Cash/cash equivalents at the beginning of the year	326,145	390,035
Cash/cash equivalents at the end of the year	<u><u>328,752</u></u>	<u><u>326,145</u></u>

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

<b>Net movement in funds for the year (as per the statement of financial activities)</b>	13,973	(92,602)
Adjustments for:		
Depreciation charges	-	1,004
Losses / (gains) on investments	3,563	(13,063)
Dividends, interest and rents from investments	(5,587)	(7,147)
(Increase) / decrease in debtors	(22,685)	(4,611)
Increase / (decrease) in creditors	7,756	(4,618)
Net cash used in operating activities	<u>(2,980)</u>	<u>(121,037)</u>

**ANALYSIS OF CASH AND CASH  
EQUIVALENTS**

Cash in hand	297,603	305,081
Notice deposits (less than 3 months)	31,149	21,064
Total cash and cash equivalents	<u>328,752</u>	<u>326,145</u>





## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **1. ACCOUNTING POLICIES**

The principal accounting policies adopted are set out below:

##### **a) Accounting Basis**

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

##### **b) Income Recognition**

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

Investment income is included when receivable.

Income from charitable activities

- Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.
- Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.



## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

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

- 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.

#### **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.

#### **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) Expenditure Recognition**

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

- Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 7.



## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

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

- Allocation of support and governance costs
- Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.
- Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 7.

#### **g) Going Concern**

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

#### **h) 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.

#### **i) Critical Estimates and Significant Judgements**

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



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**2. DONATED INCOME**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2016 £</b>	<b>Total Funds 2015 £</b>
Trusts	212,077	275,738	487,815	344,350
Corporate	109,388	225,462	334,850	378,984
Individual	56,455	19,502	75,957	65,699
Community and events	131,426	21,522	152,948	56,422
	<b>509,346</b>	<b>542,224</b>	<b>1,051,570</b>	<b>845,455</b>

**3. GRANT INCOME**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2016 £</b>	<b>Total Funds 2015 £</b>
Scottish Government	-	40,000	40,000	40,000
Big Lottery Fund	-	24,810	24,810	19,768
Fife Council - Choose Life	-	-	-	15,506
Other	-	11,135	11,135	4,135
	<b>-</b>	<b>75,945</b>	<b>75,945</b>	<b>79,409</b>

**4. LEGACY INCOME**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2016 £</b>	<b>Total Funds 2015 £</b>
Dr V M Dalley Lederman	60,000	-	60,000	-
Mr N Batten	22,751	-	22,751	-
Dr Barbara Clark	19,773	-	19,773	-
Joyce Valerie Bird	-	-	-	50,000
Mrs O G Hiscock	-	-	-	29,227
Other	1,940	-	1,940	1,180
	<b>104,464</b>	<b>-</b>	<b>104,464</b>	<b>80,407</b>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**5. CHARITABLE ACTIVITIES**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2016 £</b>	<b>Total Funds 2015 £</b>
Golden Jubilee	80,256	-	80,256	-
	<u>80,256</u>	<u>-</u>	<u>80,256</u>	<u>-</u>

**6. BANK AND INVESTMENT INCOME**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2016 £</b>	<b>Total Funds 2015 £</b>
Investment income	5,587	-	5,587	7,147
Bank interest	299	6	305	692
	<u>5,886</u>	<u>6</u>	<u>5,892</u>	<u>7,839</u>

**7. TOTAL EXPENDITURE**

	<b>Direct costs £</b>	<b>Support costs £</b>	<b>Total 2016 £</b>	<b>Total 2015 £</b>
<b>Delivering our service</b>				
Local groups	51,555	-	51,555	47,908
Regions	732,273	521,459	1,253,732	1,003,670
Projects	3,134	-	3,134	70,104
	<u>786,962</u>	<u>521,459</u>	<u>1,308,421</u>	<u>1,121,682</u>
<b>Fundraising and awareness</b>	112,865	(112,865)	-	-
<b>Head office overheads</b>	391,174	(391,174)	-	-
<b>Governance</b>	17,420	(17,420)	-	-
	<u>521,459</u>	<u>(521,459)</u>	<u>-</u>	<u>-</u>
<b>Total</b>	<u>1,308,421</u>	<u>-</u>	<u>1,308,421</u>	<u>1,121,682</u>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**7. TOTAL EXPENDITURE (CONT'D)**

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

	2016	2015
	£	£
Fundraising and awareness		
Salary cost	105,364	83,845
Office running costs	1,081	687
National marketing costs (incl. website)	6,420	12,007
Head office overheads		
Salary cost	102,751	81,057
Office premises costs	38,214	58,197
Office running costs	76,772	61,528
National marketing costs (incl. website)	45,581	51,678
Golden Jubilee	66,343	-
Legal and professional charges	60,867	38,227
Depreciation	-	1,004
Other costs	646	202
Governance		
Salary cost	3,256	3,317
Accounts preparation, audit and filing fees	8,729	7,928
Legal fees	3,000	-
Trustee meeting and AGM costs	2,435	4,066
<b>Total</b>	<b>521,459</b>	<b>403,743</b>

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

	2016	2015
	£	£
Net income / (expenditure) is stated after charging:-		
Depreciation	-	1,004
Auditor's remuneration - audit services	4,940	4,858
	<b>4,940</b>	<b>4,858</b>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**9. STAFF**

	<b>2016</b>	<b>2015</b>
	£	£
<b>Staff costs during year were as follows:-</b>		
Salaries and wages	741,478	633,517
National Insurance	62,602	51,607
Pension costs	20,249	15,014
<b>Total</b>	<u>824,329</u>	<u>700,138</u>

The average number of employees during the year was 34 (2015: 31) (the full time equivalent being 27 (2015: 24)).

No employee had total employee benefits in excess of £60,000 during the year (2015: none).

The key management personnel of the charity comprise; the Trustees, the Chief Executive Officer, Fundraising Manager and three Executive Officers. The total employee benefits of the key personnel of the charity were £131,332 (2015: £128,426).



**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

**10. TANGIBLE FIXED ASSETS**

	<b>Office Equipment</b>
	<b>£</b>
<b>COST</b>	
At 1 <sup>st</sup> April 2015	52,003
Additions	-
Disposals	-
At 31 <sup>st</sup> March 2016	<u>52,003</u>
 <b>ACCUMULATED DEPRECIATION</b>	
At 1 <sup>st</sup> April 2015	52,003
Charge for year	-
Disposals	-
At 31 <sup>st</sup> March 2016	<u>52,003</u>
 <b>NET BOOK VALUE</b>	
At 31 <sup>st</sup> March 2016	<u>-</u>
At 31 <sup>st</sup> March 2015	<u>-</u>

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

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Accrued income	20,000	-
Other debtors	4,303	3,150
Prepayments and accrued income	7,283	5,751
	<u>31,586</u>	<u>8,901</u>

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

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
PAYE/NI	18,302	14,163
Creditors	-	560
Accruals	37,090	32,913
	<u>55,392</u>	<u>47,636</u>





**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2016**

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

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>Funds</b>
			<b>£</b>
Debtors	31,508	78	31,586
Current asset investments	-	136,725	136,725
Cash at bank and in hand	141,039	187,713	328,752
Creditors falling due within on year	(18,776)	(36,616)	(55,392)
Net assets at the end of year	<u>153,771</u>	<u>287,900</u>	<u>441,671</u>

**14. FUNDS**

	<b>1<sup>st</sup> April 2015 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers between funds £</b>	<b>31<sup>st</sup> March 2016 £</b>
<b>Unrestricted Funds</b>					
General	182,743	701,755	-	(730,727)	153,771
	<u>182,743</u>	<u>701,755</u>	<u>-</u>	<u>(730,727)</u>	<u>153,771</u>
<b>Restricted Funds</b>					
Local Groups	149,704	66,367	(51,555)	20,245	184,761
<b>Regions:</b>					
East London	-	1,500	(54,936)	53,436	-
North London	-	32,553	(57,241)	24,688	-
South London	-	13,797	(56,589)	42,792	-
East Anglia	-	25,198	(52,913)	27,715	-
Surrey & Sussex	-	14,265	(45,591)	31,326	-
Bath, Bristol & Somerset	-	5,611	(50,630)	45,019	-
London and South	-	11,200	(65,421)	54,221	-
London, South & West	-	10,000	(29,191)	19,191	-
Birmingham	28,175	42,185	(70,386)	33,406	33,380
North East	-	3,200	(44,015)	40,815	-
North West	-	9,457	(46,734)	37,277	-
Midlands	-	23,695	(65,030)	41,335	-
North Yorkshire	-	1,750	(225)	-	1,525
South Yorkshire & Derbyshire	-	25,560	(45,317)	19,757	-
Sub-total carried forward	<u>177,879</u>	<u>286,338</u>	<u>(735,774)</u>	<u>491,223</u>	<u>219,666</u>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

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

	1 <sup>st</sup> April 2015	Income	Expenditure	Transfers between funds	31 <sup>st</sup> March 2016
	£	£	£	£	£
<b>Restricted Funds (cont'd)</b>					
Sub-total brought forward	177,879	286,338	(735,774)	491,223	219,666
North & Mid Wales	-	250	(47,320)	47,070	-
South Wales	-	5,250	(70,459)	65,209	-
North West & Wales	-	11,400	(54,762)	43,362	-
Rest of England	-	24,937	(52,789)	29,243	1,391
National	-	10,000	(3,756)	-	6,244
Spare Chair Sunday	-	5,333	(10,465)	5,132	-
Central Scotland	36,920	81,530	(136,731)	63,652	45,371
East Scotland	-	30,301	(58,669)	28,368	-
Highlands	-	-	(36,941)	36,941	-
West Scotland	-	19,431	(64,258)	44,827	-
Scotland	-	60,014	(33,363)	(26,651)	-
<b>Projects:</b>					
Guest Birthday Celebration	606	-	(20)	-	586
New Groups	26,005	82,046	-	(97,649)	10,402
Survey	3,545	3,809	(3,114)	-	4,240
	244,955	620,639	(1,308,421)	730,727	287,900
<b>TOTAL FUNDS</b>	427,698	1,322,394	(1,308,421)	-	441,671

	1 <sup>st</sup> April 2015	Income	Expenditure	Transfers between funds	31 <sup>st</sup> March 2016
	£	£	£	£	£
Unrestricted Funds	182,743	701,755	-	(730,727)	153,771
Restricted Funds - Scotland	36,920	191,276	(329,962)	147,137	45,371
Restricted Funds – Other	208,035	429,363	(978,459)	583,590	242,529
	427,698	1,322,394	(1,308,421)	-	441,671



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

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

**Purpose of Restricted Funds:**

**Name of restricted fund    Description, nature and purposes of the fund**

**Local Group Funds**                      Funds raised by or on behalf of Contact the Elderly's groups for their own use. These funds are added to and spent on a variable basis. At the year end 428 groups had a balance.

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

**Birmingham**                              Specific funding for Birmingham to cover both Regional Development Officer (RDO) costs and new groups. At the year end £19,500 related to RDO costs and will be spend by 31 December 2016. The £13,880 relating to new groups will be spent as the new groups are opened in Birmingham.

**North Yorkshire**                          Specific funding for North Yorkshire RDO costs. The year end balance will be spent shortly after the year end. Then new funding will be received quarterly to fund the North Yorkshire RDO's five year contract.

**Rest of England**                          Specific funding for Rest of England RDO costs. The year end balance will be spent in April 16.

**National**                                      Specific funding for National RDO costs. The year end balance will be spent within 6 months of the year end.

**Central Scotland**                         Specific funding for Central Scotland RDO costs. The year end balance is expected to the spent within 6 months of the year end.

## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2016**

#### **14. FUNDS (CONT'D)**

##### **Funds Transfers:**

The New Groups fund is restricted for setting up new local groups. When a new group is set up that wants to be identified as such then money is transferred from the New Groups fund to both the new local group and the relevant region. In line with the terms of the restriction, the local group can use the money as they choose and the amount transferred to the region is to cover the costs of setting up the group. The amount transferred from New Groups in the year was £97,649.

At times, both London and Scotland receive funds restricted for the whole area rather than a specific Regional Development Officer's region. If, at the year end, there is a positive balance on these whole areas then it is transferred to the specific RDO's regions with each area to cover shortfalls. The amount transferred within Scotland in the year was £26,651. There was no transfer within London.

At the year end the balance on each restricted fund is reviewed and where necessary transfers made from the general funds to the individual restricted fund to ensure the restricted fund is correct (i.e. not overdrawn or at the level required by the terms of each individual donation). The amount transferred from General in the year was £730,727.

#### **15. RELATED PARTY TRANSACTIONS**

There were no related party transactions in the year.

#### **16. TRUSTEES**

The Trustees received no remuneration or benefits-in-kind (2015: £nil) and only two Trustees attending Trustee meetings from afar were reimbursed travel expenses of £725 (2015: £650). Trustees made aggregate donations during the year of £1,040 (2015: £5,595).



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**17. FINANCIAL COMMITMENTS**

At 31st March 2016 the charity had total commitments under non-cancellable operating leases as follows:

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
<b>Amounts due within one year:</b>		
Land and buildings	68,815	101,584
Other	2,646	6,406
<b>Total</b>	<u>71,461</u>	<u>107,990</u>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**18. PRIOR YEAR COMPARATIVE SOFA RESTATED**

	Unrestricted Funds		Restricted Funds	Total Funds
	General 2015	Designated 2015		
	£	£	£	£
Incoming Resources				
Donations and Legacies:				
Donated income	454,317	-	391,138	845,455
Grant income	-	-	79,409	79,409
Legacy income	80,407	-	-	80,407
Sundry income	1,901	-	1,006	2,907
Investments:				
Bank and investment income	7,839	-	-	7,839
<b>Total Income</b>	<b>544,464</b>	<b>-</b>	<b>471,553</b>	<b>1,016,017</b>
Resources Expended				
Raising funds:				
Fundraising and awareness	-	-	96,539	96,539
Charitable Activities:				
Delivering our services	-	-	1,025,143	1,025,143
<b>Total Expenditure</b>	<b>-</b>	<b>-</b>	<b>1,121,682</b>	<b>1,121,682</b>
Net gains on investments	13,063	-	-	13,063
Net income / (expenditure)	557,527	-	(650,129)	(92,602)
Transfers between funds	(543,978)	-	543,978	-
Net movement in the year	13,549	-	(106,151)	(92,602)
Fund balances brought forward at 1st April 2014	169,194	-	351,106	520,300
Fund balances carried forward at 31st March 2015	182,743	-	244,955	427,698



**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

**19. 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:

Autonomous Research Charity	Inman Charitable Trust
Baillie Gifford	John Lewis
Band Trust	JTI
Barnett Waddingham	Liz & Terry Bramall Foundation
Beatrice Laing Foundation	Lovering Charitable Trust
Big Lottery Fund - Reaching Communities	Madam Betard Trust
Bill Brown 1989 Charitable Trust	Making A Difference Locally
Buckingham Community Foundation	MBNA Donations Foundation
Cecil & Hilda Lewis Charitable Trust	Mercers Trust
Cheshire Community Foundation	Morrisons Foundation
City Bridge Trust	Mr Norman Battern
Dr Barbara Clark	Newmans Own Foundation
Dr V M Dalley Lederman	Nexen Petroleum UK Ltd
Drapers' Company	Patrick & Helena Frost Foundation
Ernest Kleinwort Charitable Trust	Persula Foundation
Eveson Charitable Trust	Peters & Peters LLP
First Utility Foundation	Pinders Professional & Consultancy LLP
French Huguenot Church of London	Premier Foods
George Perkins Charitable Trust	Scottish Government
Gerald Micklem Trust	Shawbrook Bank
Graham Trust	Sheldon Trust
Headley Trust	Simon Gibson Charitable Trust
Heathland School	T Rowe Price
Hertfordshire Community Foundation	Terra Firma



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2016

**19. ACKNOWLEDGEMENT OF DONATIONS MADE (CONT'D)**

Thompson Family Charitable Trust	Westminster Amalgamated Church
Turcan Connell	Westminster Foundation
Waitrose	

**20. FIRST TIME ADOPTION OF FRS 102**

This is the first year Contact the Elderly has presented its results under FRS 102 and SORP 2015. The last financial statements under previous UK GAAP were for the year ended 31 March 2015. The date of transition for FRS 102 was 1 April 2014. In accordance with the requirements of FRS 102, set out below is a reconciliation of opening balances and net income / (expenditure) for the year, with the net income / (expenditure) under previous GAAP adjusted for the presentation of the investment gains / (losses) as a component of reported income.

	Unrestricted Funds		Restricted Funds	Total Funds
	General 2015 £	Designated 2015 £		
<b>Net income/(expenditure)</b>				
<b>Reconciliation</b>				
As previously reported	544,464	-	(650,129)	(105,665)
Net gain on investments	13,063	-	-	13,063
	<hr/>			
As restated	557,527	-	(650,129)	(92,602)





**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2016**

**20. FIRST TIME ADOPTION OF FRS 102 (CONT'D)**

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	Funds
	2015	2015	2015	2015
	£	£	£	£
<b>Reserves Reconciliation - 1 April 2014</b>				
As previously reported	184,596	-	351,106	535,702
Holiday pay accrual	(15,402)	-	-	(15,402)
As restated	<u>169,194</u>	<u>-</u>	<u>351,106</u>	<u>520,300</u>
 <b>Reserves Reconciliation - 31 March 2015</b>				
As previously reported	198,145	-	244,955	443,100
Holiday pay accrual	(15,402)	-	-	(15,402)
As restated	<u>182,743</u>	<u>-</u>	<u>244,955</u>	<u>427,698</u>

**Holiday pay accrual:**

FRS 102 requires that a liability is recognised to the extent of any unused holiday pay entitlement which has accrued at the end of the balance sheet date and carried forward to future periods. This is measured at the undiscounted salary cost of the future holiday entitlement so accrued at the balance sheet date.



## REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name	Contact the Elderly
Charity Registration numbers	1146149 (England and Wales); SC039377 (Scotland)
Company Registration number	07869142
Principal Office	2 Grosvenor Gardens SW1W 0DH Freephone: 0800 716543 Email: <a href="mailto:info@contact-the-elderly.org.uk">info@contact-the-elderly.org.uk</a> Website: <a href="http://www.contact-the-elderly.org.uk">www.contact-the-elderly.org.uk</a>
The President	The Lady Jasmine Cavendish
Trustees	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 Rosemary Brown (appointed 21 April 2015, deceased 16 March 2016) Claire Harris      Hon Treasurer (appointed Hon Treasurer on 22 July 2015) Pamela Holmes Philip Kelvin Helen Munro, MBE Sarah Reed Sally-Anne Wilkinson
Chief Executive Officer	Mary Rance
Fundraising Manager	Debra Bollan
Executive Officers:	
- London and the South	Cliff Rich
- North and Midlands	Mary Robinson
- Scotland	Val Crookston



Auditor

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

Banker

Coutts and Co, 440 Strand, London WC2R 0QS

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

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

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

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

**IF NOT NOW, WHEN?**

