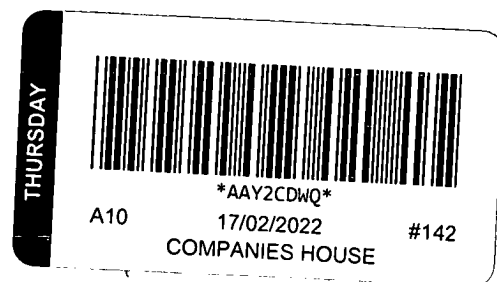


Registered company number: 08000807

Registered charity number: 1147330
(Scotland: SC044467)

The Silver Line Helpline
Trustees' Report and Financial Statements
For the year ended
31 March 2021



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ADMINISTRATIVE INFORMATION

Trustees Dame Esther Rantzen DBE (President and Founder)
Martin Jones
James Batchelor
Andrew Geddes (resigned 30/9/20)
Gary Rycroft
Denise Smith

Royal Patron H.R.H. The Duchess of Cornwall

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City of London Office
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EC2R 8BP

Auditor Crowe U.K. LLP
55 Ludgate Hill
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EC4M 7JW

STATEMENT FROM THE PRESIDENT AND FOUNDER

DAME ESTHER RANTZEN'S FOREWORD TO THE SILVER LINE ANNUAL REPORT 2021

Covid has changed the world. And, as you will see from this Annual Report, the pandemic has affected The Silver Line Helpline callers especially severely. When the virus first struck particularly targeting older people, the number of our calls increased by thirty percent. Challenged to meet the demand, we trained volunteers to join us answering calls on the helpline. Many of them had already demonstrated their commitment to older people by becoming Silver Line Friends, making regular call to isolated and lonely older people. For them, volunteering on the Helpline has been a natural extension to their befriending role. But during this pandemic year they learned how distressing this terrible disease has been, both physically and mentally, on the older people who called us.

Some callers ring our Helpline to say that for them life during the pandemic is simply not worth living. Fortunately our volunteers are trained to support callers who have suicidal thoughts. They find that even when a caller is in deep despair, it makes a huge difference to be treated with respect and courtesy, and that the time they spend speaking to us is theirs and theirs alone.

Some callers have found the most difficult aspect has been that they can't support friends and family when they know they should be there for them, and their presence could make a real difference. Some of our callers are parents and grandparents who are especially vulnerable due to their age. They describe the pain of not being able to help a son or daughter with underlying health problems who also have to be shielded, telling us they are "Feeling so cut off", and "terribly lonely".

Many callers have lost so much confidence that even when regulations allow, they don't want to go out at all. And worryingly, that can result in neglecting their health, even giving up making doctor's appointments. But there is also reflected in many of our conversations a stoicism created during the war, it's the toughness of the oldest generation who have lived and survived times of national peril. All the same, no matter how great their courage and resilience, it still makes a difference to share those memories with our volunteers, having a chat lifts their spirits. Hearing a human voice when you are totally alone makes their day, and our volunteers try when possible to inject some humour into the conversation, which very often means they can leave each other laughing. And laughter, as we know, is the best medicine, even against a mutating virus.

One of the heartening lessons we have learned this year is that volunteering for The Silver Line has brought its own rewards during lockdown. Vera who has volunteered for us for six years said, "It's got me through the pandemic. Otherwise, I'd have nothing to do but look at my goldfish. I am over eighty myself so I can share the experience of aging. No-one teaches you how to grow old, as you gradually become less able, it hits you, drop by drop. And," she pointed out in triumph, "I have just joined a gym".

Some of our volunteers have themselves caught Covid, and that has given them even more understanding of the situation of our callers, as they too experience the loneliness of being trapped in a house on their own. They say the experience means that they can speak to our callers with a renewed insight and truly empathise with how they are feeling.

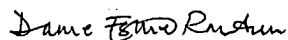
It helps that many of our volunteers are older, with a life experience that mirrors the situation of our callers, for instance, having suffered bereavement. Callers describe their grief at being unable to attend a family funeral or being prevented from visiting a cemetery on the anniversary of loved one's death, or on their birthday. Being reassured that grief is a natural response, and one that as the Queen once memorably said "is the price we pay for love" can offer tremendous comfort, and as one volunteer told me, "To hear your caller's voice change from sad to contentment, knowing that they are now able to go and make a cup of tea, is all the reward one needs to then take the next call."

Not all our volunteers are older. Caroline is in her twenties and was enabled by her employer, one of our corporate supporters, to join us for shifts on the Helpline. She told me of a Helpline caller whose daughter longs to visit her, "But she is too anxious and scared to go back to normal. I shared her feelings, and I explained how I was dealing with it, and I could tell that had a great effect".

We know their work makes a real difference because our callers tell us so. Janet, a Helpline caller, said that in her life “‘The Silver Line has been an absolute godsend’. Betty, a caller who has experienced the pangs of loneliness at many different times, told us “Silver Line was always there for me, day or night, and I was so grateful to have someone to talk to especially during the night when I was alone & wasn't feeling too good. It's so nice to know that there is always someone there to listen”. And one of our volunteers summed up the impact of her work, she wrote to tell me she was inspired by “The amount of lovely callers who tell me they feel so much better for our conversations and that I have made their day. I tell callers this often, I say “you have made my day by sharing that with me”, I never stop learning about people, human nature, their struggles, their loneliness, but above all their humility and how even despite all their difficulties they still laugh with me, well, most of the time.”

In the last year The Silver Line Helpline received nearly 400,000 calls, a huge number but not nearly enough. Age UK estimate that there are three times that number, 1.4 million older people suffering from chronic loneliness in England alone, and more in the rest of the UK. In order to spread awareness of our service and meet the huge demand, The Silver Line urgently needs more resources, the funds to pay for the calls, the volunteers to help us listen, chat, and hopefully share memories and even laugh together. So as you read this Annual Report, we need your help to reach out to this precious generation who are reluctant to ask for help, but need it more than ever.

Finally, on behalf of everyone in The Silver Line, past and present, I want to thank Steph Harland who was the CEO of Age UK who understood the unique value of The Silver Line in reaching out to the most isolated and lonely older people in the UK and ensured its survival. Thank you, Steph, for guiding and encouraging the merger with Age UK, and congratulations on your huge contribution to the welfare of older people. We wish you much happiness and success in the future.



Dame Esther Rantzen DBE
President and Founder
Date: 20 December 2021

STATEMENT FROM THE CHAIR 2021

For The Silver Line Helpline, like many other charities, the financial year 2020/21 has seen us witness the devastating effects of the COVID-19 pandemic and note the disproportionate affect it has had on the lives and wellbeing of the older people we serve.

During the COVID pandemic, calls to The Silver Line Helpline have become increasingly complex. The older people who call to speak with us already had to deal with isolation, loneliness and a myriad of other challenges linked to aging, but this has been exacerbated by both the lockdown restrictions and the fear of contracting COVID-19.

Our priority during this year has been to ensure the Helpline remains available every hour of every day, and the Board's thanks go to Age UK's Services team, especially Pam Creaven and Alasdair Stewart, for their hard work and perseverance ensuring that the Helpline team could seamlessly switch to homeworking so that we maintained our promise to older people that we are here answering the phone 24/7.

The ability to draw on the expertise and resources of Age UK during this particularly challenging year, has allowed us to weather the storm of COVID-19 and demonstrates the strength of the partnership and merger in 2019, enabling us to continue providing the high-quality support to those older people who need us now more than ever.

In response to the pandemic, we were very grateful to be supported by a growing team of highly committed and dedicated volunteers. They provided crucial additional capacity and a friendly ear for the older people who called us at some of the most difficult points during the pandemic, over the last year. We will look to build on this throughout the coming year, particularly the successful introduction of volunteers to The Silver Line Helpline, who now form a valuable and integral part of the Helpline Team, fulfilling the original vision and plan for the Helpline of our Founder and President Dame Esther Rantzen.

We have also been ably supported by Age UK's Fundraising Team, who have helped us to secure the funding required to continue to grow in strength and ensure that we are always here to listen to the older people who need us most, even when other services are not. The Board wishes to thank the Fundraising Team for their hard work and dedication.

Steph Harland has been a fantastic support to The Silver Line Board of Trustees throughout this financial year, and we offer richly deserved thanks to her, for her support and guidance throughout this exceptionally challenging time.

We recognise that 2020/21 been very a difficult time for all Helpline staff and volunteers too. They have had to deal with the personal challenges that COVID-19 and lockdown has brought, along with working from home, whilst still ensuring that we are there, when older people need us most, offering tailored, person-centred support, to each and every older person with speak with. The Board would like to extend our thanks to them, for all their fantastic hard work and determination, during this very difficult period.

We also say goodbye to Alan Walsh, Head of Helpline at the end of this financial year, after 7 years with The Silver Line Helpline. The Board offers sincere thanks to Alan for all his hard and dedication, in helping to make The Silver Line Helpline what it is today, and we wish him great success in his future ventures.

Finally, I wish to thank and pay tribute to my fellow Trustees, for their guidance, hard work and dedication, in steering The Silver Line Helpline through these extraordinary times. We are confident that, as we look to the future, the Helpline will continue to be there delivering on our promise to alleviate lonely and isolation in the older population and offering help and support to those older people most in need.



Martin Jones, Chair
Date: 20 December 2021

TRUSTEES REPORT 2021

The trustees are pleased to present their report, together with the financial statements of the charity for the year ended 31 March 2021, which also represents the Trustees' Report, which is required to be prepared by Part 8 of the Charities Act 2011.

The directors of the charitable company (the charity) are its trustees for the purpose of charity law, and throughout the report and financial statements are collectively referred to as "the trustees". The trustees who served during the year are set out on page 3. Legal and administrative information is set out on page 3, and the statements of the President and Founder, and of the Chairman, form part of this report.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements on page 19, applicable accounting standards, current statutory requirements, the Companies Act 2006, the requirements of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the charity's memorandum and articles of association.

Structure, Governance and Management

The Silver Line Helpline was incorporated as a company limited by guarantee (with an exemption from using the word limited in its company name) on 21 March 2012, and it is governed by its Memorandum and Articles of Association.

The company was registered as a charity in England and Wales on 18 May 2012 and its registered number is 1147330. It was also registered as a charity in Scotland on 2 December 2013 with number SC044467.

On 1st October 2019 The Silver Line Helpline became a wholly owned subsidiary of Age UK (Charity number 1128267). The Articles of Association were changed to make Age UK the sole member of the charity and any new trustees would be appointed by the sole member, Age UK. Any new trustees would be given a full induction and training on their appointment, including their statutory duties, and the history and operation of the charity.

The Silver Line Helpline has a Board of Trustees, distinct brand and charity number but sits within the Age UK group structure. It continues to raise money for its own operations, drawing on the Age UK fundraising team to do so. In last year's Annual Report and Accounts we outlined a proposal to change the governance arrangements (including the introduction of an advisory group) – those changes remain under consideration but have not yet been fully implemented.

The charity was governed by a board of trustees who meet to determine the strategic direction of the charity. The day to day management of the charity's operations, and in some cases their provision, is carried out by Age UK staff, with Pam Creaven (Age UK's Services & Partnership Affairs Director) taking a key role.

Indemnity insurance is provided for Trustees up to the value of £5m, premiums are paid centrally for the whole group by Age UK, the parent of The Silverline Helpline. The premiums are not broken down by individual parts of the group, so The Silverline Helpline's portion cannot be determined. During the period, total indemnity insurance paid by Age UK in relation to Trustees was £11,624 (2020: £7,207).

Objectives and Activities for the Public Benefit

The objectives, for which the charity was established, as laid down in the Memorandum and Articles of Association, are to promote the protection of older people and in particular:

- to set up and maintain telephone lines or other means of communication or correspondence to assist older people in danger, suffering isolation, or being abused physically, sexually, mentally, or financially
- to help older people who are in danger or in need of financial, medical, protective or like assistance and to give such older people advice, guidance, and comfort; and
- to befriend and support isolated older people.

To achieve its aims and objectives, the charity runs its Helpline, the only free, confidential helpline providing friendship, information, guidance and support, 24 hours a day, 365 days of the year, to older people experiencing loneliness, isolation, and abuse throughout the UK. The Silver Line Helpline is a unique national service that provides friendship and combats loneliness, supports older people, empowers those who may be suffering abuse and neglect and, if appropriate, signposts or transfers them to specialist services. When there is no one else to turn to and most other services are closed, The Silver Line Helpline is there, offering comfort and a listening ear.

This year The Silver Line Helpline achieved a long-term aim, with the successful introduction of volunteers into the Helpline. The Helpline now has a blended model, with volunteers working successfully alongside paid staff, to answer helpline calls and provide much needed support to the older people who call.

The Helpline is confidential and anonymous, allowing us to quickly build trust with our callers, who know they can talk to us about anything, without fear of judgement, and without the worry that, by discussing their concerns, they will 'become a burden' to friends and family. We know we are supporting vulnerable older people - we receive many calls from older people with complex issues, including mental health problems, recent bereavement, physical illness, panic attacks, alcoholism, and suicidal feelings.

Success is measured through the monitoring of key performance indicators, and through case studies from callers and volunteers. The service provides a conduit for lonely and isolated older people to have better access to support and social connection.

The key strategy this year for achieving the charity's aims and objectives was to focus on maintaining the successful delivery of the service, 24 hours a day, every day and night of the year, despite the considerable challenges brought about by Covid-19, social distancing, and the restrictions dictated by the various lockdowns. Also key to our strategy, was to secure sufficient funding to make this a reality – a considerable task in light of Covid-19.

In setting plans and priorities for its areas of work, the trustees of The Silver Line have had regard to the guidance from the Charity Commission on the provision of public benefit and The Silver Line meets the definition of a public benefit entity under FRS102 and Charities Act 2011.

In particular, the trustees consider how their plans and how the charity delivers these contribute to meeting the objectives in its Memorandum and Articles explained above. The public benefit arising from the charity's work is contained in the charitable services and assistance given to older people.

Achievements and Performance

During the financial year 20/21 we answered over 270,000 calls to The Silver Line Helpline. We have continued to deliver our free 24/7 telephone help for older people who are feeling anxious, lonely, or in need of support, throughout the Covid-19 crisis.

The Helpline provides friendship, emotional support, and reassurance to older people who are lonely, isolated or feel they have no one else to turn to. Where relevant and appropriate, callers have been signposted to additional services for holistic long-term support, such as Age UK's Advice Line and Telephone Friendship Service.

At the advent of lockdown last April, we saw a 30% increase in the number of calls to the Helpline, with nearly all of those we spoke to mentioning coronavirus as a source of considerable anxiety. Initially to meet this demand, we increased the number of shifts on the Helpline to ensure we were able to answer as many calls as possible.

"One caller, Maureen, talked about how she didn't see herself leaving the house ever again. How do you convince someone to go out again? I've encouraged Maureen to re-engage with family and friends, and explained the arrangement of 'bubbles' to safely leave the house."*

Sarah, Helpline Adviser (Name has been changed for confidentiality.)

As lockdown continued, we found we received fewer calls directly about Covid-19 itself, but we noticed a rise in callers expressing feelings of deep-seated depression and fear for the future. The impact of being isolated at home for a year means we also saw signs of agoraphobia amongst callers.

Our Helpline office in Blackpool had to be closed last March and our 90+ staff were given the necessary equipment, kindly donated by our corporate partners, and training to enable them to work from home. Home working has been maintained throughout the whole of 2020/21 and this has enabled us to maintain a 24/7 service and also allowed us to take on volunteers from all over the UK to help with answering calls. These volunteers came from two different sources:

- Employees of corporate supporters, many of whom had been furloughed, who volunteered with their colleagues to work on the Helpline
- Telephone Friendship Service volunteers, with experience of making outbound friendship calls to older people, took on shifts answering inbound calls to The Silver Line Helpline too.

In both cases, we received an exceptional response to our call-out and were able to train and on-board volunteers in a very short amount of time.

Between 1 April 2020 to 31 March 2021, 116 volunteers answered calls on The Silver Line Helpline and as of 31 March 2021 we had 93 active volunteers.

We aim to increase the number of active volunteers answering calls on the Helpline to 200 by the end of the 2021/22 financial year. Having this extensive and well-trained group of volunteers will allow us to effectively manage changes in demand to our service and answer more calls throughout the year.

Stories from our Helpline

Our Helpline workers have been on the front line non-stop this year answering calls from lonely and isolated older people. Several have been kind enough to share their experiences.

Our adviser Cliff* told us:

“There’s a lot of anxiety from callers not wanting to leave the house, not wanting to go back to normal. It’s a bit of a ticking time bomb, really. I think a lot of people have decided that they just won’t re-engage, they find the changing guidance confusing, and are very reluctant. I’m worried that without support a lot of people will just stay at home indefinitely. I recently spoke to someone who had had their grandchildren to visit, but was very uncomfortable with them being there.

The anxiety is going to remain for a long time. Some people are worried about going into their own garden, or talking to their neighbours over the fence.”

Our Advisor Sarah* told us

“The past year has been a busy one for everybody. There has been a significant rise in the number of callers needing that next level of support or monitoring. In a lot of cases this was because so many services were put on hold as a result of Covid-19, and due to the number of lockdowns we experienced. Thankfully, everyone at The Silver Line has been here to offer that support in most cases and been able to encourage callers to access further help from other organisations if necessary.”

Another of our advisers, Charlotte*, also told us:

“Since the outbreak of Covid-19 most of the callers have been talking about Coronavirus. They were afraid of dying alone, afraid of asking for help in case they were taking it from someone more in need. They were worried about empty shelves in shops. Overwhelmed by the news about the virus.

One caller called Emily had been bombarded with information from different services since her partner had been placed in a care home after a stroke. We talked through everything she had been told and what she might be able to do... Emily called back to thank me for taking the time with her and ‘restoring her sanity’ and told me she would never forget the support she received.”*

Our adviser Paul* told us:

“One caller had been getting her shopping delivered and had been coping quite well. But on this occasion the driver wouldn’t bring the shopping down her garden path and just left it at the gate. When she called she was very distressed. She was telling me she didn’t want to be here anymore.

It wasn’t about the shopping. It was just that that weekly interaction with someone was keeping her going. She hadn’t been seeing friends and family, and what happened was just the straw that broke the camel’s back. It was her way of staying in touch with the human race. We talked for a while and she managed to calm down, and I told her about a few organisations in the local area who might be able to help.”

And finally Heidi*, a Helpline Volunteer told us:

“I would say that The Silver Line for me, has been my silver lining, because it’s made me feel more present in the everyday and makes me realise how lucky I am with what I’ve got. I come off those calls feeling - my goodness I’ve learned something again today”

* Names have been changed for confidentiality.

Remuneration

Salaries and employment terms and conditions are considered in line with Age UK policy and practice.

Financial Review and Risks

Income of £2,569k (2020: £2,374k) and expenditure of £1,795k (2020: £2,959k) contributed to a net surplus of £804k (2020: deficit of £585k). The charity ended the year with total reserves of £651k of which £92k were in restricted funds (2020: £199k). The improvement in the period was mainly due to a full year of cost savings relating to the changes made at the time of merger in the previous year.

At the year end the charity held £1,112k (2020: £819k) of cash at bank and in hand. It had £529k (2020: £1,163k) of creditor balances, including £414k (2020: £972k) payable to Age UK. Net assets of the charity at the year-end were £651k (2020: net liabilities of £153k).

The Board of Trustees have reviewed the operational and strategic plan and its risks. The main risks at the time of merger related to:

- sustainability and ensuring that the charity has raised sufficient funds to be independent of Big Lottery funding; and
- ensuring that the appropriate management structure is in place so that there is reduced reliance on a small number of key individuals.

These have largely been mitigated.

Trustees agreed a budget for the financial year and receive regular updates on financial progress through management accounts. A revised forecast has been prepared covering the next two financial years. The principal funding sources throughout the year were trusts, foundations and corporate partners. We also received income from a small number of individual givers.

In the year, measures continue to be taken with the aim of improving the financial situation of the charity. These occurred both before and after the merger process – one of the key aims of the merger was to achieve cost efficiencies through processes and staff roles which has been achieved. The main risks to the charity are the now identified as:

- The impact of COVID-19 leading to increased demand for the services and service users worsening situations as a result of the Pandemic

Controls

- Ensure we are fully staffed and that staff and volunteers are well trained to manage more complex calls
 - Ensure all staff and volunteers are well training in terms of safeguarding and know the process for responding
 - Enable all staff and volunteers to refer on to other more appropriate services when needed
 - Provide adequate supervision and support to all staff and volunteers
- The ability to raise funds to meet existing and growing needs of service users as a result of the Pandemic

Controls

- Ensuring the fundraising team have adequate capacity to fundraise for the Charity
- Use established structures to enable fundraisers to understand the changing needs of service users and build this into funding bids
- Creating a powerful narrative and drawing out case studies about the impact the Helpline has on older peoples lives

Fundraising

Throughout the year, the charity was an active fundraiser with this activity being undertaken by Age UK staff, including The Silver Line staff who transferred to Age UK. No external agencies, either paid or unpaid, were used to fundraise for the charity.

The Silver Line is a member of the Fundraising Regulator and abides by the Code of Fundraising Practice and the Fundraising Promise. We are not aware of an incident where we failed to comply with the Code and received no complaints about the fundraising activity.

We are very conscious of the demographics of our service users and supporters and comply with GDPR regulations on data management. Our policy on fundraising with people in vulnerable circumstances is followed by all our staff engaged in fundraising. All fundraising materials and training provided to our fundraisers, and those fundraising on our behalf, are regularly reviewed by the Fundraising Compliance Manager of Age UK (acting on behalf of our parent charity). In addition, we incorporate the Institute of Fundraising's 'Treating donors fairly' guidance into our

fundraising. We regularly review our fundraising marketing channels and propositions and take on feedback from our supporters and the public.

We are incredibly grateful to those major donors who have supported us, thanks to players of Peoples' Postcode Lottery for their support through the Postcode Support Trust, The Eighty Eight Foundation, and the John Laing Charitable Trust. We are also grateful for the support of Annington, Saga and Waitrose.

We are also indebted to those donors who responded to our appeal for support following the Covid-19 outbreak and especially to the Lloyds Banking Group, Nottingham Building Society, Brit Insurance and Currys.

Reserves Policy

The Silver Line Helpline historically had a reserves policy to hold unrestricted cash reserves equivalent to three months operating expenditure. In recent years the Charity had been unable to meet this target and held negative reserves. Age UK continues to support The Silver Line Helpline to meet its financial commitments as they fall due.

The Silver Line Helpline holds total reserves of £651k of that £92k is restricted reserves, this leave £559k of unrestricted funds. Total free reserves stand at £534k. The free reserves exclude Fixed Asset reserves.

Following a detailed review of its cost base the charity implemented cost efficiencies and made a number of structural changes which has now enabled it to return its reserves to the target level, such that unrestricted reserves now represent 4.3 months of charitable expenditure which is £559k.

The directors have reviewed the risks in the light of the pandemic and have now revised the reserves policy to a target of 6 months of charitable expenditure, to be achieved over the next two years.

Going Concern

The Trustees have assessed the Charity's ability to continue as a going concern. In making this assessment the Trustees have considered several factors when forming their conclusions including a review of updated forecasts to 31 March 2023 and a consideration of key risks, including the impact of Covid-19.

The Covid-19 pandemic has had a significant impact on the Charity's operations and finances. The Charity is funded through unrestricted and restricted income from funders from a variety of sources, including statutory bodies, trusts and foundations, corporates and individuals.

The Trustees prepare annual budgets and forecasts in order to ensure there is adequate funding in place to deliver charitable activities for the coming year. Forecasts for a further two years have also been prepared. As set out in its reserves policy, as a member of the Age UK Group, the charity continues to be supported by Age UK and a letter of support has been provided to confirm this. Regular communication has been maintained with Age UK and donors on the implications of Covid-19 and the charity has reviewed planned unrestricted expenditure over the period of review.

Having reviewed its current financial position and in light of the commitments made by Age UK in the letter of support the directors believe it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

Future Plans and Covid-19

The impact of Covid-19 continues to affect then Charity's beneficiaries and will do for some time. We remain focused on ensuring the Helpline is available 24/7 for older people that call us. Covid-19 enabled us to develop a mixed model of service delivery, bringing volunteers in to help answer calls. As we look forward we plan to improve the volunteer experience, ensuring they are well trained and supported in their roles. We aim to increase the number of volunteers and the number of calls they answer. At the same time we are completing our staff restructure to enable a better balance of Team Leaders on all shifts to support staff and volunteers and a better distribution of staff across all shifts. We also plan to review our approach to safeguarding, upskilling Team Leaders, Advisers, and volunteers, to ensure we can appropriately respond to the increasingly complex calls we are receiving.

The Silver Line Friendship service integrated successfully with the Age UK Call In Time friendship service. It is now a single friendship service run by Age UK.

Independent Auditor's Report to the Members and Trustees of The Silver Line Helpline

Opinion

We have audited the financial statements of The Silver Line Helpline ('the charitable company') for the year ended 31 March 2021 which comprise Statement of Financial Activities, Balance sheet, Cashflow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 2021 and of 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors report and from the requirement to prepare a strategic report.

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 12, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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 the Acts and relevant regulations made or having effect thereunder.

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

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to

avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Taxation legislation and Employment legislation.

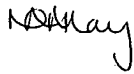
Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Board of Trustees about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Nicola May
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor

London

Date: 31 January 2022

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2021

<i>Note</i>	2021			2020		
	Unrestricted Funds	Restricted Funds	Total	Unrestricted Funds	Restricted Funds	Total
	£	£	£	£	£	£
Income from:						
Donations and Legacies	2,200,607	228,540	2,429,147	2,003,687	276,667	2,280,354
Charitable Activities	139,718	-	139,718	-	94,016	94,016
Trading Income	-	-	-	108	-	108
Investment and Interest Income	5	-	5	-	-	-
Covid19 Job Retention Scheme	30,671	-	30,671	-	-	-
Total Income	2,371,001	228,540	2,599,541	2,003,795	370,683	2,374,478
Expenditure on:						
Raising Funds	1,942	-	1,942	210,920	-	210,920
Charitable Activities	1,570,134	223,406	1,793,540	2,456,510	291,893	2,748,403
Total Expenditure	1,572,076	223,406	1,795,482	2,667,430	291,893	2,959,323
Net income/(expenditure)	798,925	5,134	804,059	(663,635)	78,790	(584,845)
Other recognised gains						
Transfer between funds	111,889	(111,889)	-	-	-	-
Net movement in funds	910,814	(106,755)	804,059	(663,635)	78,790	(584,845)

**STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2021
(Continued)**

	<i>Note</i>	2021			2020		
		Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Reconciliation of funds							
Funds brought forward - 1 April	16	(351,630)	198,727	(152,903)	163,059	268,883	431,942
Restate Opening Funds		-	-	-	148,946	(148,946)	-
Net movement in the year		910,814	(106,755)	804,059	(663,635)	78,790	(584,845)
Total funds at 31 March 2021 (2020)		559,184	91,972	651,156	(351,630)	198,727	(152,903)

The results above all arose from continuing operations.

The notes on pages 18 to 30 form part of these financial statements.

BALANCE SHEET as at 31 March 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	10	24,667	93,483
Investments	11	1	1
		24,668	93,484
Current assets			
Debtors	12	43,190	97,327
Cash at bank and in hand		1,112,301	819,278
		1,155,491	916,605
Creditors: amounts falling due in less than one year	13	(529,003)	(1,126,979)
Net current assets/(liabilities)		626,488	(210,374)
Total assets less current liabilities		651,156	(116,890)
Creditors: amounts falling due after one year	14	-	(36,013)
Net assets/(liabilities)		651,156	(152,903)
Funds			
Restricted funds		91,972	198,727
Unrestricted funds:			
General reserve		559,184	(351,630)
Total unrestricted funds		559,184	(351,630)
Total Funds	16	651,156	(152,903)

The financial statements were approved and authorised for issue by the board of trustees on 20 December 2021 and were signed on its behalf by:



Martin Jones
Trustee

The notes on pages 18 to 30 form part of these financial statements.

CASH FLOW statement for the year ended 31 March 2021

	2021	2020
	£	£
Net cash provided by/(used in) operating activities	293,018	514,535
Cash flows from investing activities:		
Dividends, interest and rents from investments	5	-
Purchase of property plant and equipment	-	(37,000)
Net cash provided by (used in) investing activities	<u>5</u>	<u>(37,000)</u>
Change in cash and cash equivalents in the reporting period	293,023	477,535
Cash and cash equivalents at the beginning of the reporting period	819,278	341,743
Cash and cash equivalents at the end of the reporting period	<u><u>1,112,301</u></u>	<u><u>819,278</u></u>
Reconciliation of net income/(expenditure to net cash flow from operating activities	2021	2020
	£	£
Net income/(expenditure) for the reporting period (as per the SOFA)	804,059	(584,845)
Adjustments for:		
Depreciation charges	68,816	29,168
(Increase)/decrease in debtors	54,137	170,156
Increase/(decrease) in creditors	(597,976)	864,043
Increase/(decrease) in creditors due after 1 year	(36,013)	36,013
Net cash provided by/(used in) operating activities	<u><u>293,023</u></u>	<u><u>514,535</u></u>
Analysis of Cash and Cash Equivalents		
Cash in hand	<u>1,112,301</u>	<u>819,278</u>
Total Cash and Cash Equivalents	<u><u>1,112,301</u></u>	<u><u>819,278</u></u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021

1 Accounting policies

The Silver Line Helpline is a charitable company limited by guarantee, registered in Scotland, England & Wales. Please refer to page 3 for details of the charity's registered and head office address. The principal activity of the charity is detailed in the Trustees' Report.

The company has taken advantage of the exemption granted under Section 400 of the Companies Act 2006 not to prepare consolidated accounts. Consolidated accounts are prepared by Age UK. Accordingly, the company's financial statements present information about it as an individual undertaking and not about its group.

The principal accounting policies are summarised below.

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The charity meets the definition of a public benefit entity under FRS 102.

The assets and liabilities are recognised at historical cost in line with accounting guidance. The financial statements are presented in sterling (£). The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are detailed in the following notes:

Exemption from preparing consolidated financial statements

The financial statements present information about the charity as an individual undertaking and not about its group. The subsidiary undertaking is immaterial for the purpose of giving a true and fair view, and therefore the charity has taken advantage of the exemption provided by section 405 of the Companies Act 2006 not to prepare consolidated financial statements.

Preparation of financial statements on a going concern basis

The Trustees have assessed the Charity's ability to continue as a going concern. In making this assessment the Trustees have considered several factors when forming their conclusions including a review of updated forecasts to 31 March 2022 and a consideration of key risks, including the impact of COVID-19.

The COVID-19 pandemic has had a significant impact on the Charity's operations and finances. The Charity is funded through unrestricted and restricted income from funders from a variety of sources, including statutory bodies, trusts and foundations, corporates, and individuals.

The Trustees prepare annual budgets and forecasts in order to ensure there is adequate funding in place to deliver charitable activities for the coming year. Forecasts for a further two years have also been prepared in light of COVID-19. As set out in its reserves policy, as a member of the Age UK Group, the charity continues to be supported by Age UK and a letter of support has been provided to confirm this. Regular communication has been maintained with Age UK and donors on the implications of COVID-19 and the charity has reviewed planned unrestricted expenditure over the period of review.

Having reviewed the financial position and in light of the commitments made by Age UK in the letter of support the directors believe it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the Charity is legally entitled, the receipt is probable and the amount is measurable. The following specific policies apply to categories of income:

(i) Donations

Donations and grants are 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.

(ii) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of The Silver Line Friends is not recognised. Please refer to the Trustees' Report for more information about the contribution from The Silver Line Friends. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

(iii) Legacies

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

(iv) Deferred income

Income received in advance of a specified service is deferred until the criteria for income recognition are met.

(v) Income tax credits recoverable on donations

Tax credits are recognised when receivable.

(vi) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and VAT

Expenditure is recognised inclusive of VAT once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

(i) Expenditure on raising funds

This comprises all costs incurred by the charity relating to the raising of funds to finance its charitable objectives and their associated support costs. An allocation of wages and salaries is included based on an estimate of staff time spent on these activities.

(ii) Expenditure on charitable activities

This comprises all costs associated with providing and marketing the charity's main charitable activities: the helpline, The Silver Line Friends, caller care and wellbeing, outreach programmes and their associated support costs. An allocation of wages and salaries is included based on an estimate of staff time spent.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll, and governance costs which support the delivery of the charitable activities. These costs have been allocated between expenditure on raising funds and expenditure on charitable activities, and the bases of these allocations are set out in note 6.

Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Restricted funds are subject to specific conditions by donors as to how they may be used and are, therefore, restricted funds. The purpose and uses of the restricted funds are set out in note 15 to the financial statements. All transfers between funds are authorised by the trustees.

Designated funds are unrestricted funds which the trustees have determined should be held for a specific purpose.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings, and equipment – between 20% and 33%, straight line

All expenses of a capital nature below £500 are not capitalised and are included as an expense in the Statement of Financial Activities. Tangible fixed assets are subject to an annual impairment review.

Investments

Fixed asset investments are stated at historical cost less accumulated impairment.

Debtors

Trade and other debtors are recognised at the settlement amount due.

Cash at bank and in hand

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments and are initially recognised at transaction value and subsequently measured at their settlement value.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

Pensions

The charity pays contributions to a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid, the charity, as the employer, has no further payment obligations.

The charity's contributions are charged to the Statement of Financial Activities in the year to which they relate and are included in staff costs. Amounts not paid are shown in accruals as a liability in the Balance Sheet.

Termination costs

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date or whenever an employee accepts voluntary redundancy in exchange for these benefits. Termination costs are recognised in the relevant line of the Statement of Financial Activities as soon as the Charity is committed to payment, demonstrated by communication through a detailed formal plan.

Principle estimates and uncertainty

The preparation of the financial statements in accordance with FRS 102 requires the Trustees to make estimates and assumptions concerning the future. The estimates and assumptions that could have a significant risk of causing a material adjustment to the financial statements include depreciation, revenue recognition and allocation of overhead costs. The accounting in these areas requires management to use judgements based on useful economic life, application of the revenue recognition policies adopted by the charity and the basis of support cost allocation. The judgements are detailed in the accounting policies.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

2 Income from Donations & Legacies	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations	-	747,556	747,556	1,256,507
Legacies	-	120,060	120,060	41,657
Grants	228,540	1,332,991	1,561,531	873,194
Donations In Kind (note 3)	-	-	-	108,996
	<u>228,540</u>	<u>2,200,607</u>	<u>2,429,147</u>	<u>2,280,354</u>

The Charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in the Trustees' Report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the financial statements.

3 Donations in Kind	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Helpline	-	-	-	50,000
Professional Services	-	-	-	21,996
Office Furniture / Equipment	-	-	-	37,000
	<u>-</u>	<u>-</u>	<u>-</u>	<u>108,996</u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

4 Expenditure on Raising Funds	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2021	2021	2021	2020
	£	£	£	£
Fundraising including support costs	-	1,942	1,942	210,920
	<u>-</u>	<u>1,942</u>	<u>1,942</u>	<u>210,920</u>

For the year ended 31 March 2021 fundraising costs have been borne by Age UK, not recharged to The Silver Line Helpline.

5 Expenditure on Charitable Activities	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2021	2021	2021	2020
	£	£	£	£
Helpline Costs	110,000	1,332,787	1,442,787	2,092,799
Caller Care and Wellbeing	-	-	-	57,992
Silver Line Circles / Friends	113,406	110,708	224,114	214,658
Marketing & Communications	-	-	-	-
Support and Governance Costs (note 6)	-	126,639	126,639	382,954
	<u>223,406</u>	<u>1,570,134</u>	<u>1,793,540</u>	<u>2,748,403</u>

Of the £223,406 restricted expenses in respect of charitable activities, £Nil (2020: £61,202) has been donated and accounted for as a donation in kind.

Of the £1,597,482 unrestricted expenses in respect of charitable activities, £Nil (2020: £58,996) has been donated and accounted for as a donation in kind (note 3).

Total staff costs of £1,094,178 (2020: £1,901,347) have been allocated to charitable activities (excluding support and governance) based on an agreed apportionment of staff time.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

6 Support & Governance Costs

	Restricted Funds 2021	Unrestricted Funds 2021	Total Funds 2021	Total Funds 2020
Trustee Costs ²	-	-	-	525
Audit ²	-	20,520	20,520	33,600
IT and Web ²	-	34,685	34,685	30,632
Legal and Professional Charges ²	-	2,585	2,585	72,992
Volunteer Expenses ²	-	-	-	14,630
Office Costs ²	-	-	-	201,297
Finance Costs ²	-	33	33	110
Depreciation	-	68,816	68,816	29,168
Total Support & Governance Costs	-	126,639	126,639	382,954

7 Trustee Remuneration, Trustees' Benefits and Staff Costs

The Trustees were not paid and received no other benefits from employment with the charity during the year (2020: £nil). During the year, travel and expenses amounting to £Nil (2020: £178) were reimbursed to no Trustees (2020: one Trustees) and the charity incurred direct expenditure of £Nil (2020: £347) relating to trustee travel and expenses. No Trustee received payment for professional or other services supplied to the Charity (2020: none).

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

8 Staff Costs	2021	2020
	£	£
Wages and salaries	1,031,680	1,864,095
Social security costs	47,165	119,428
Pension costs	15,332	32,461
	<u>1,094,177</u>	<u>2,015,984</u>

Total redundancy costs were £Nil (2020: £59,079). Of this amount £Nil was outstanding at 31 March 2021. Termination payments are comprised of voluntary and compulsory redundancy and settlement payment schemes. Payments are recognised in staff costs once they are quantifiable and upon communication of intention to pay.

Employees-Remuneration	2021	2020
	Number	Number
£90,000 but under £100,000	-	1

Staff costs have been allocated to the expense category in accordance with an appropriate allocation of staff time spent in relation to activities undertaken.

Average number of employees during the year:	2021	2020
	Number	Number
Fundraising	-	3
Charitable Activities	81	111
Administration	-	7
	<u>81</u>	<u>121</u>

The Key Management Personnel employed by the Charity comprised of an interim Director until 31 December 2020. The total employee benefits totalled £70,057 – 1 person (2020: £239,506 - 5 people).

9 Net (Expenditure)/Income for the year	2021	2020
	£	£
Net Expenditure is stated after charging:		
Audit Fee	20,520	30,000
Depreciation	68,816	29,168

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

10 Tangible assets

	Fixtures, Fittings & Equipment	Total
Cost	£	£
At 1 April 2020	221,891	221,891
Disposals	(2,400)	(2,400)
At 31 March 2021	219,491	219,491
Depreciation		
At 1 April 2020	128,408	128,408
Charge for the year	68,816	68,816
Disposals	(2,400)	(2,400)
At 31 March 2021	194,824	194,824
Net book value		
At 31 March 2021	24,667	24,667
At 31 March 2020	93,483	93,483

11 Investments

	2021	2020
	£	£
Cost and net book value at 1 April	1	1
Cost and net book value at 31 March	1	1

At 31 March 2019 the charity held investments in the following subsidiary undertaking:

Name	Country of incorporat ion	Nature of business	Class of share held	Proportion of shareholding
The Silver Line Helpline Enterprises Ltd	United Kingdom	Trading subsidiary	Ordinary	100%

12 Debtors

	2021	2020
	£	£
Due within one year		
Trade debtors	3,612	11,426
Amounts owed by group undertakings	2,473	2,473
Prepayments and accrued income	22,578	44,535
Other debtors	14,527	38,893
	43,190	97,327

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

13 Creditors falling due within twelve months	Total 2021 £	Total 2020 £
Trade creditors	-	38,937
Amounts owed to parent undertaking	413,770	972,499
Payroll taxes	4,816	26,441
Finance Lease	-	18,720
Accruals	109,488	70,382
Other creditors	<u>929</u>	<u>-</u>
	<u>529,003</u>	<u>1,126,979</u>
 14 Creditors: amounts falling due after one year	 2021 £	 2020 £
Finance lease due after 1 year	<u>-</u>	<u>36,013</u>
	<u>-</u>	<u>36,013</u>
 15 Financial Instruments	 2021 £	 2020 £
Assets - amortised	1,147,700	896,876
Liabilities - amortised	(526,952)	(1,139,026)

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020 (continued)

16 Funds

	As at 31/3/19	Re- statement*	Incoming Resources £	Outgoing Resources £	Transfers £	As at 31/3/20 £	Incoming Resources £	Outgoing Resources £	Transfers** £	As at 31/3/21 £
Restricted Funds										
Eighty-Eight Foundation	61,967	-	100,000	(96,408)	-	65,559	135,000	(110,000)	(65,559)	25,000
RAF Benevolent Fund	10,408	-	34,519	(22,925)	-	22,002	-	-	(22,002)	-
Seafarers UK	20,305	-	28,836	(29,275)	-	19,866	-	(19,866)	-	-
Other restricted funds	27,257	-	207,328	(143,285)	-	91,300	93,540	(93,540)	(24,328)	66,972
Other funds*	148,946	(148,946)	-	-	-	-	-	-	-	-
	268,883	(148,946)	370,683	(291,893)	-	198,727	228,540	(223,406)	(111,889)	91,972
Unrestricted Funds										
Designated	80,297	-	-	(18,897)	-	61,400	3,000	(3,000)	(61,400)	-
General	82,762	148,946	2,003,795	(2,648,533)	-	(413,030)	2,368,001	(1,569,076)	173,289	559,184
	163,059	148,946	2,003,795	(2,667,430)	-	(351,630)	2,371,001	(1,572,076)	111,889	559,184
Total funds	431,942	-	2,374,478	(2,959,323)	-	(152,903)	2,599,541	(1,795,482)	-	651,156

*Restatement of designated and unrestricted funds incorrectly classified as restricted as at 31 March 2019.

**Transfers relate to a clean up exercise that was carried out. Money was spent but not clearly allocated due to the changeover of management and accounting software.

Designated funds represent balance of donations received for purchase of assets, net of related depreciation.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

17 Related Party Transactions

There is a balance of £413,770 payable to Age UK as at the period end date.

During the year the Charity received £Nil donations from Trustees (2020: £128,227).

There were no transactions with the charity's inactive subsidiary The Silver Line Helpline Enterprises Limited ('the subsidiary') (2020: £0).

At 31 March 2021 the balance owed by the subsidiary to the charity amounted to £2,473 (2020: £2,473).

18 Analysis of Net Assets Between Funds 2021

	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £
Fixed Assets	-	24,667	24,667
Current Assets	91,973	1,063,519	1,155,492
Liabilities	-	(529,003)	(529,003)
	<u>91,973</u>	<u>559,183</u>	<u>651,156</u>

Analysis of Net Assets Between Funds 2020

	Restricted Funds 2020 £	Unrestricted Funds 2020 £	Total Funds 2020 £
Fixed Assets	-	93,484	93,484
Current Assets	198,727	717,878	916,605
Current liabilities	-	(1,162,992)	(1,162,992)
	<u>198,727</u>	<u>(351,630)</u>	<u>(152,903)</u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021 (continued)

19 Financial Commitments

	Total 2021	Total 2020
	£	£
The charity has total commitments under non-cancellable operating leases as shown:		
Not later than one year	15,643	200,024
Later than one year and not later than five years	-	148,290
	<u>15,643</u>	<u>348,314</u>

At 31 March 2021, the Charity had one commitment under licence to occupy its premise in Blackpool.

	Total 2021	Total 2020
	£	£
The charity has the following finance lease commitment with future minimum lease payments of:		
Not later than one year	-	18,720
Later than one year and not later than five years	-	36,013
	<u>-</u>	<u>54,733</u>

20 Liability of Members

The Trustees consider the ultimate parent undertaking and ultimate controlling party of the charity to be Age UK, a charitable company limited by guarantee and registered in England: registered office address 1-6 Tavistock Square, London, WC1H 9NA, company number 6825798, and registered charity number 1128267.

The Charity does not have share capital and is limited by guarantee. In the event of the Charity being wound up each member is liable to contribute £10. As at 31 March 2021 (and 2020) Age UK was the sole member.