

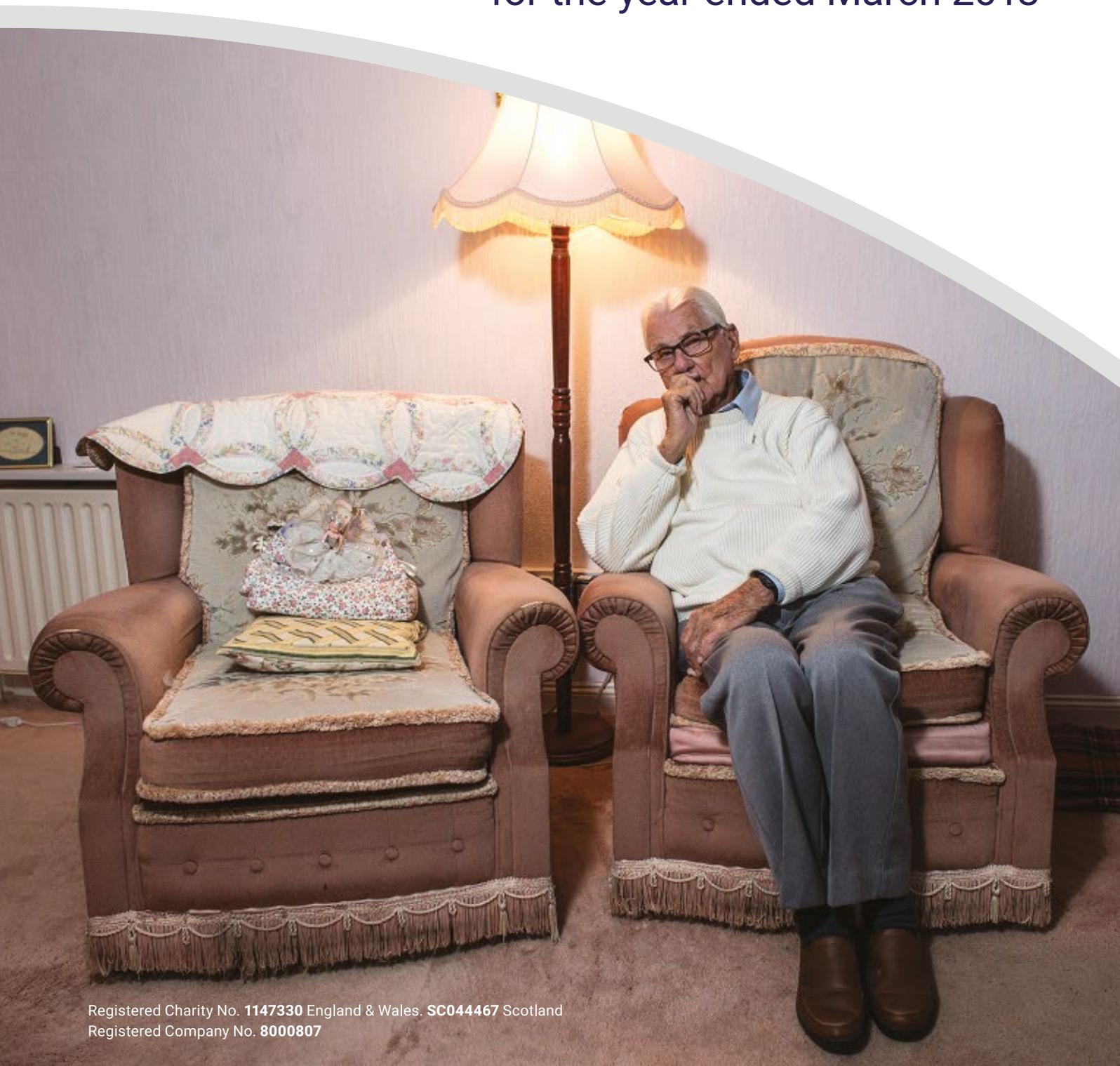
**The Silver Line**

helpline for older people

**0800 4 70 80 90**

# Annual Report and Financial Statements

for the year ended March 2018



**THE SILVER LINE HELPLINE  
ANNUAL REPORT  
AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

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## **LEGAL AND ADMINISTRATIVE INFORMATION**

**Charity Status** Registered in England and Wales and in Scotland

**Charity Registration Numbers** 1147330 (England and Wales)  
SC044467 (Scotland)

**Working Name** The Silver Line

**Registered Office and Head office** Trade Tower, Calico Row, London SW11 3YH

**Company Registration Number** 08000807

<b>Trustees</b>	<b>Date of Appointment</b>
Dame Esther Rantzen DBE (President and Founder)	21 March 2012
Jane Ashcroft CBE	4 July 2012
Piers Ricketts (Treasurer)	21 January 2016
James Christian Dingwall	1 April 2017
Lorraine Jackson (Chair) (from 1 October 2018)	1 April 2017
Jacqueline Gittins	1 April 2017
Michael Josephson MBE	1 April 2017
Andrew Geddes	1 April 2018
Eileen Hammond	1 April 2018
Rt Hon Paul Burstow (resigned 23 August 2017)	10 December 2012
Professor Patrick Geoghegan OBE (resigned 1 April 2018)	11 June 2012
Reverend Rose Hudson-Wilkin (resigned 1 April 2018)	16 June 2015
Brett Walsh (resigned 10 April 2018)	1 April 2018
Lady Susan Chinn CBE (resigned 16 June 2018)	10 December 2012
Ben Summerskill OBE (resigned 1 October 2018)	1 April 2017

**Chief Executive Officer and Company Secretary** Sophie Andrews OBE

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

**Website** [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

**Auditors** Saffery Champness LLP  
71 Queen Victoria Street  
London EC4V 4BE

**Legal advisers** Mills & Reeve LLP  
Botanic House, 100 Hills Road  
Cambridge CB2 1PH

**Bankers** Barclays Bank Plc  
Soho Square Branch, 27 Soho Square  
London W1D 3QR

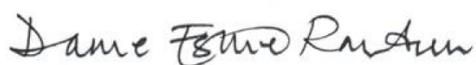
## STATEMENT OF THE PRESIDENT AND FOUNDER FOR THE YEAR ENDED 31 MARCH 2018

Here's a mystery. If you look at the nation's top ten most popular charities, you won't find any mention of older people. Cancer, yes. Dogs, yes. Heart Disease and the National Trust, yes. And of course these are important, well-loved causes, but given the fact that more of us are living longer, and many older people need help and support, surely the charities working them, like The Silver Line, should have a place high in the top ten. Especially since older people are such a valuable resource. For their sake, and for ours, we must change attitudes to older people. The day Childline launched in October 1986 I took part in 19 broadcasts and donations from the public came flooding in. When the Silver Line launched, I was extremely lucky to be able to discuss it on one tv show and a few local radio stations. And although we were extremely lucky to be supported by Comic Relief and The Big Lottery Fund, we have always had to depend upon the generosity of grant-making foundations and businesses working in the sector for our funding.

And yet it was clear from the start that we were urgently needed. Loneliness among older people is at epidemic level. In fact our early funders asked us to grow as quickly as we could to meet the demand. And now, thanks to our brilliant team of staff and volunteers, awareness has grown and our reputation is so high that a very large number of health care professionals and others looking after older people refer their patients and residents to us. Before we reached our fifth birthday we had received well over two million calls, so we feel we have proved the demand. And we have also shown how effective we are, we have outcomes we can point to. We have conducted regular evaluations and receive the most touching letters from callers who tell us we have transformed their lives, that they no longer feel utterly alone.

Perhaps for some the idea of old age is uncomfortable, older people have been given an image by politicians and the media associated with dementia, disability, bed-blocking, and grumpiness, whereas in my grandmother's day older people were thought of as wiser, more experienced, more useful and great fun. And we at The Silver Line know the reality. Listening to hundreds of thousands of calls we know they are an invaluable resource, so many families today depend on the Bank of Mum and Dad, the baby-sitter duties and the childcare support, and they have such wonderful life stories to tell. Whatever the reason, we at The Silver Line are determined to reverse these attitudes. We are going to celebrate old age, and fight for the older people in Britain to have a better quality of life, and friendship. But we will need your help. As well as our volunteer befrienders, we need donations, volunteer fund-raisers, regular givers, alongside the companies and foundations with vision and understanding to support our work.

Older people in Britain need and deserve our service. After a recent newspaper article I received an anonymous letter, anonymous because loneliness carries such a stigma, "*Dame Rantzen*", he said. "*Try and keep Silver Line going. I am a ninety year old. Been alone for the past seven years. No siblings. No children. Seven Christmas Days and lunches alone. That's what loneliness is. God help us all. A small donation in the post*". How typical of his generation, that his instinct was to help others who suffer the loneliness he has endured for years. With your support we will make sure we reach out to him, and the older people like him, to offer what they need, and what we as a charity need too. The best gift of all, the gift of friendship.



Dame Esther Rantzen DBE  
President and Founder

Date 1st November 2018

## STATEMENT OF THE CHIEF EXECUTIVE

### FOR THE YEAR ENDED 31 MARCH 2018

In each year of The Silver Line's short history we've seen a remarkable increase in demand for the charity's services. This year, with more than 500,000 calls received for the first time, was no exception. A further significant milestone shortly after the end of the reporting year was our two millionth call, received in July. We know that we're needed and also, more important, that we make a huge difference. For the first time this year we surveyed older people, volunteers and staff about our impact. The response was overwhelmingly positive. While we can't change the impact of deteriorating health conditions we can have a positive impact on a person's sense of self-worth and confidence. More than nine in ten respondents reported that using our services had improved their sense of happiness.

Important new research from Claire Preston & Stephen Moore at Cambridge University, *Ringling the Changes; the role of telephone communication in a helpline and befriending service targeting loneliness in older people*, also confirmed The Silver Line's success in reaching the most vulnerable and isolated older people. 'The ease of individual accessibility, inclusion of geographically dispersed participants, low cost and relative anonymity, are identified as significant benefits, particularly for those who might face mobility or other issues in accessing face-to-face support'. Our helpline is now receiving over 10,500 calls each week, the vast majority at night and weekends when no other service is available. Since our national launch in November 2013 we've also recruited and trained almost 5,000 volunteers who support older people via telephone and letter engagement. In addition, we continue to offer group calls – Silver Circles – and our low-level advocacy service – Silver Connects.

Knowing there's a huge need for our service and that we make a demonstrable difference to countless lives, our biggest challenge remains to ensure we're here in the future. Our significant start-up funding from the Big Lottery has been transformational, helping us to achieve huge growth in a short space of time. We're grateful to every Lottery player who has made that possible. As that funding approaches its end, the last financial year has been one of consolidation to ensure we build a sustainable funding base through the development of new income streams, while also carefully controlling our expenditure.

We remain confident we can continue to attract growing support from individuals, corporate sponsors and of course the grant funders who've made our success possible thus far. We're hugely grateful to every one of them. Equally important, it goes without saying that we couldn't achieve any of what we've done without the remarkable commitment and dedication of so many volunteers and staff. We're immeasurably grateful to them too for what they do and also to our callers for the valuable feedback we receive each day. They, of course, often explain it best:

*"When I first contacted Silver Line I was feeling depressed and in pain due to secondary cancer lymphoma. I now feel much better about everything in general and having a friendly phone call once a week has made such a difference. It gives me back my confidence to know that there's always someone at the end of a phone 24/7 if needed. I don't feel so lonely now. Thank you so much for caring."*

Thank you to every one of our supporters for the part you've played and are playing in ensuring The Silver Line continues to be here – 24/7, 365 days a year.



Sophie Andrews OBE  
Chief Executive

## **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2018**

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2018, 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 2. Legal and administrative information is set out on page 2, and the statements of the President and Founder, and of the Chief Executive Officer 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, 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.

In the last financial year Piers Ricketts continued in his role as Honorary Treasurer and chaired the Finance and Governance Committee. The Remuneration Committee considered the CEO's salary, performance and also oversaw the review of salaries for the senior team. The Nominations Committee completed a recruitment process for new trustees following a skills review and gap analysis exercise. Chair of Trustees Professor Patrick Geoghegan resigned from the Board at the end of March 2018 and Ben Summerskill OBE was appointed as the new Chair. Lorraine Jackson was appointed as Vice Chair.

New trustees may be appointed by the members by ordinary resolution. They may also be appointed by the board of trustees, but if so the new trustees must retire at the next Annual General Meeting (AGM), although they will be eligible for re-appointment by the members at the AGM. At each AGM one third of the trustees are subject to retirement by rotation but are eligible for re-appointment by the members. At the company's Annual General Meeting in November 2017 the Board approved a special resolution in which amendments to the Articles of Association were made. The main changes were to define the maximum number of board members to be twelve (minimum three) and to limit the term of office for trustees to a maximum of seven years from the date of their formal appointment at the AGM. The amendments also defined the role and non-voting rights of both President and Patron.

In the period of these financial statements to the date of signing the following trustees stepped down; Professor Patrick Geoghegan (former Chair of Trustees), Lady Susan Chinn, Rt Hon Paul Burstow, Rev Rose Hudson-Wilkin, Brett Walsh and Ben Summerskill. We would like to take this opportunity to thank them all for their valuable contribution to The Silver Line Helpline's Board of Trustees. In April 2018, following a full and open recruitment process we appointed Andrew Geddes and Eileen Hammond as new trustees. All new trustees are supported by being provided with a full set of papers that provide details on previous decisions, previous minutes of Board and Finance and Governance Committee meetings, plus individual meetings with the Chief Executive Officer and the senior management team.

The charity is governed by a board of trustees who meet to determine the strategic direction of the charity and managed by a small staff team led by the Chief Executive Officer, who put the strategy into operation and deal with the day to day running of the organisation. The Board has approved a business plan, budget and risk map and the charity is managed within these parameters with decisions outside of this being debated and agreed at full board meetings or within the Finance and Governance subcommittee. The Board has met four times in the last financial year (with four Finance and Governance meetings taking place in between the board meeting cycle). The Chief Executive Officer reports back to the Board and provides detailed papers which are circulated one week in advance of each meeting.

Attendance at Board meetings in the last financial year is as follows:

Jane Ashcroft	(3/4)
Paul Burstow	(0/2)
Susan Chinn	(3/4)
James Christian Dingwall	(4/4)
Patrick Geoghegan	(4/4)
Jackie Gittins	(4/4)
Rose Hudson-Wilkin	(2/4)
Lorraine Jackson	(2/4)
Michael Josephson	(3/4)
Esther Rantzen	(4/4)
Piers Rickets	(4/4)
Ben Summerskill	(4/4)

### **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 and 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.

The Silver Line is a unique national service that provides three key functions to support older people:

- a sign posting service to link them into the many and varied services that exist around the country;
- a friendship service to combat loneliness; and
- a means of empowering those who may be suffering abuse and neglect and, if appropriate, transferring them to specialist services.

From inception, we have been extremely clear that The Silver Line would be uncomplicated, focusing on providing excellent, easily accessible services, which do not duplicate existing ones and are strongly led by the needs of older people. Our priority remains a simple response to the intense pain of loneliness and isolation; human connection any time, day or night, through a free and confidential helpline open 24 hours a day, 365 days a year, and offering information, advice or just a simple chat whenever needed. Callers may also be offered regular friendship by one of more than 4,200 specially trained volunteer Silver Line Friends with whom they are carefully matched, and who phone or exchange a letter every week, or to join one of our Silver Circles, group facilitated calls for 6-8 people.

Our key objective is to provide a 'bridging role' for the fragmented support options for older people, our ultimate aim being to reconnect people with their communities where possible. Silver Connects, our low level advocacy service,

provides additional support for the most vulnerable isolated older people who need help to navigate and access local services beyond straightforward signposting and information as provided by the helpline, and has been extremely successful not only in providing tangible outcomes for users but also enabling the charity to begin further integration of volunteers into other parts of the organisation beyond friendship – a critical part of our future sustainability. Above all it represents a service that was completely driven by older people who identified a gap in support, and in the two years since starting has successfully helped more than 1,100 people.

### Achievements and Performance

Shortly after the end of the reporting year, The Silver Line Helpline surpassed an extraordinary milestone. We received our two millionth call. Less than five years after launching nationally in November 2013 as the UK’s only 24-hour, free and confidential helpline specifically for vulnerable and isolated older people, this staggering volume of calls demonstrates the depth of loneliness and isolation experienced by many older people in the UK. More than half of callers continue to tell us that they have no one else at all to turn to, 90% live alone, and many go days without speaking to anyone.

July 2018 saw our busiest month to date with the receipt of 48,766 calls, and also our busiest day ever with 1,875 helpline calls. Not a cold, dark day but rather one of glorious sunshine. Callers told us they felt trapped and nervous due to the extreme heat. The current call volume trajectory is in excess of 10,500 calls every week and shows absolutely no signs of abating. Our referral numbers from other helplines, charities - especially mental health, and care providers at over 634,000 continues to grow rapidly, particularly at night and weekends when they are closed and when 68% of all calls, often the most complex and distressed, are received.

#### 2017

- NVCO Mentoring and Befriending Approved Provider status achieved
- HRH Camilla Duchess of Cornwall becomes Royal Patron to coincide with her 70<sup>th</sup> birthday
- Helpline Partnerships accreditation achieved

#### 2018

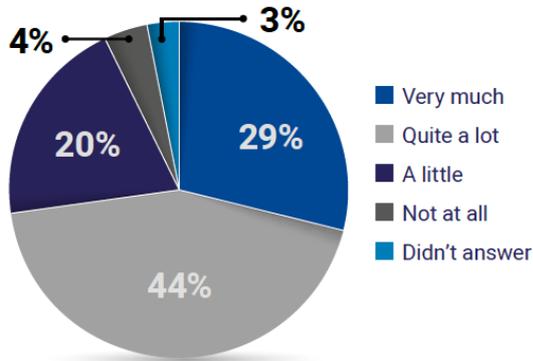
- Further two new trustees appointed
- New Fundraising Committee appointed
- 2 millionth call received
- Extension of volunteers into other parts of service beyond friendship in Silver Connects

### Helpline growth – call volumes

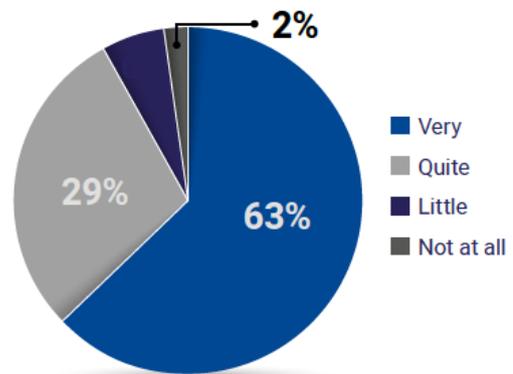
Year 1	Year 2	Year 3	Year 4	Year 5 (to Oct 18)	Cumulative Total
257,884	373,778	487,826	498,980	534,752	2,153,220

The evaluation of changes and our impact on loneliness is complex to measure as feelings and perceptions vary substantially for individuals and are highly influenced by changes in circumstances and decline in health. In April we sent out our first large scale Silver Liner survey to 3,046 older people in an active matched telephone or letter friendship, to ascertain the impact of both the helpline and befriending services on their social and personal wellbeing. More than a third responded, and in all areas there was a positive impact for more than 93%.

**HAS THE SILVER LINE IMPROVED YOUR OVERALL SENSE OF HAPPINESS?**



**HOW IMPORTANT IS YOUR SILVER LINE PHONE OR LETTER FRIEND TO YOU?**



Measuring beneficiary impact is clearly essential. Independent evaluation has already helped to shape our helpline services, the CSJ evaluation of the pilot being followed by an Anglia Ruskin University (Oct 2015) appraisal which confirmed that we were reaching those most in need finding, *“The Silver Line is reaching older people who are disproportionately lonely and socially isolated and have low enjoyment of life. They are also more likely than their contemporaries to have poor health and suffer from a longstanding illness or disability.”* Our callers report levels of loneliness six times greater than the general population in their age group and they are twice as likely to live alone than non-service users.

We have a significantly higher percentage of callers in all age groups over 60 than the proportion in the UK population as a whole. Our percentage of callers aged over 90 is almost twice the proportion in the UK population. Each month 85% of helpline calls received are from new people. *“Ringing the Changes; the role of telephone communication in a helpline and befriending service targeting loneliness in older people” (Preston & Moore 2018)*, also affirmed its value and success in reaching the most vulnerable and isolated older people. The ease of individual accessibility, inclusion of geographically dispersed participants, low cost and relative anonymity, are identified as significant benefits, particularly for those who might face mobility or other issues in accessing face-to-face support.

The response to the Silver Line services has been extraordinary. Even after the pilot confirmed its potential value, the subsequent speed and volume of demand has exceeded all possible expectations and continues to do so as awareness and referral volumes grow in all parts of the service. The Silver Line plays a unique role for older people who are completely isolated or in unsafe situations. There is no other single contact point in the UK for lonely or isolated older people seeking information, friendship or advice available 24 hours a day. In an incredibly short timeframe we have demonstrated that we are a trusted and much-needed resource and that we are reaching the most isolated older people all over the UK.

We have identified activities where we can reduce support costs and ensure charitable expenditure is maximised.

- Support functions - HR, Finance and IT have moved from London to Blackpool where costs are lower. Payroll has also been brought in-house
- Movement of other posts - appropriate posts have also begun relocation to Blackpool
- The helpline office is located in Blackpool’s Enterprise Zone, enabling us to negotiate 0% rates
- London HQ - when our Landlord gave notice in 2017, we moved out of Central London to Battersea facilitating appropriate and controllable rent, better staff accommodation, and sufficient space to test a volunteer hub cost effectively
- Volunteers - all Silver Line Friend training is now conducted by volunteers taking a train the trainer style

approach. This alleviates costs associated with fulfilling this function which was delivered by Silver Line personnel

### **Remuneration Policy**

Remuneration for key management personnel is set as part of the annual budget process with reference to benchmarking of pay and benefits for similar organisations. Pay incentives are approved by the trustees within the annual budget.

### **Financial Review**

Income was £4,699,963 (2017:£5,126,370). Expenditure was £4,487,782 (2017:£4,686,125). This resulted in a net surplus of £212,181 (2017:£440,245). The charity's activities resulted in net surplus of £387,931 on unrestricted funds, but a net deficit on restricted income of £175,750. At the year end, the charity held £866,008 (2017:£797,257) in cash at bank and in hand, out of which £232,174 (2017:£252,087) was payable to creditors.

The Finance and Governance Committee and Board of Trustees reviewed the operational, strategic and project risks (associated with bringing the helpline in-house). The main risks at present relate 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.

The charity prepares a rolling one year income and expenditure forecast, which is regularly reviewed and compared against management accounts which are prepared monthly. They are also presented at each meeting of the Finance and Governance Committee and Board of Trustees. We have an updated business plan which covers the period of 2018-2020.

The charity has a 3 year lease over an office in London for the use of its head office staff. The charity moved to these offices in May 2017. The charity also has a 5 year lease over an office in Blackpool where the helpline is based.

Total direct charitable expenditure (excluding support costs) was £3,862,896 (2017:£3,987,743). We are a small team and have low overheads in terms of governance and support costs. We recognise that investment in fundraising is an important priority in the new financial year.

### **Reserves Policy**

The trustees consider that the current level of reserves is not sufficient for the longer term. At 31 March 2018, the charity's reserves consisted of its unrestricted funds, which had a balance of £449,639 (including designated funds relating to fixed assets amounting to £122,132) and restricted funds, which had a balance of £441,578.

### **Going Concern**

At the date of approval of the financial statements the trustees have a reasonable expectation that the charity has sufficient resources to continue its operations for the next twelve months. However, the charity faces a degree of uncertainty owing to the fact that Big Lottery funding has now finished and this has equated to between 40-50% of overall income in the last two financial years. In September 2018, the charity received the disappointing news that a further application to the big Lottery funding had been unsuccessful. The trustees are therefore taking steps to reduce the charity's cost base and to expand the range of its fundraising activities. The charity's financial position at the balance sheet date is sufficient to meet on-going expenditure and commitments. However the charity is reliant on future grants, donations or other new sustainable income streams in order to be able to operate in the future.

The trustees also monitor the charity's financial prospects carefully on a monthly basis by reviewing current liabilities, future cash flows and the pipeline of prospective income. They are also prepared to take whatever decisions may be necessary in order to preserve the sustainability of the charity's services to its beneficiaries. On this basis, and on the basis of the track record of the charity's fundraising team, its current fundraising activities and its pipeline of prospective future income, the trustees believe that the charity will be able to continue its operations for the at least the next 12 months.

### **Plans for future periods**

The ethos and practice of all staff is patently critical to the organisation – we set high standards as to how we want older people to use and benefit from our services. In bringing the helpline in house, we have been able to play an increased part in recruitment, staff supervision, training and appraisals, and to invest more time in developing relationships, ensuring that staff remain committed to our objectives and values. Whilst clearly we managed the contract previously to ensure that the service was delivered to specified standards, we were restricted in terms of making changes and improvements. For example, it was difficult to advance specialist teams such as our Caller Care Advisors, a new role present on every shift to assist with improved care for frequent callers, or those with complex or mental health needs, as well as to support the helpline advisors receiving such calls.

A key part of the charity's future sustainability plan is built upon the further integration of volunteers beyond friendship services and into the helpline, gradually rolling out regional hubs, and working with partners to share facilities and using a model similar to that at Samaritans and ChildLine. This approach will allow cost controlled growth to meet demand. We have now successfully transitioned some older people who were friendship call recipients to becoming Silver Line Friend volunteers themselves, thereby not only providing additional volunteering resource but assisting in the growth of their own confidence and social activity. But a service delivery model based entirely on the use of volunteers will be hard to achieve and carries substantial risk in relation to continuity of service particularly overnight and at weekends when the need is greatest. We plan to continue to use an all paid staff helpline operation overnight when callers generally have a variety of more complex needs - particularly as the number of referrals from other agencies continues to grow and shows no signs of abating - and introduce a mixed volunteer and paid staff model during daylight hours when the appetite for volunteering will be stronger. Our first volunteers beyond friendship are already working in a new hub in Blackpool hub as Silver Connects researchers. This has enabled us to retain a core of three paid staff but to substantially grow our caseload portfolio.

Since 2013 our focus has been on diversification of our funding base and ensuring a carefully planned introduction of the essential elements of voluntary fundraising for a national charity, namely trusts and foundations, corporate partnerships, community and events, individuals and legacy giving. The other income streams have also been slowly embedded, acknowledging the resource and timescales required to achieve a successful individual and legacy giving programme. We have not undertaken a mass marketing campaign due to cost, our profile therefore remains low with the general public, and as with all new brands takes time to establish.

We have, and continue to strengthen our fundraising team, moving from a single part-time fundraiser in 2013 to five full-time equivalents in 2018, with two additional support posts currently in recruitment. In April a Fundraising Committee was appointed with a target of £500k for the 2018/19 financial year and to focus on new high net worth supporters.

## Income growth

Financial Year	2014	2015	2016	2017	2018
Total income	2,078,055	3,662,724	4,344,891	5,126,370	4,699,963
Excluding Big Lottery (£)	875,778	1,162,724	1,797,268	2,626,370	2,774,963
Excluding Big Lottery (%)	42%	32%	41%	51%	59%

Our ability to diversify and grow our funding base is demonstrated in the above annual income which clearly shows progress in securing funding outside of The Big Lottery grant. Our challenge is the timeframe required to replace the funding in its entirety when viewed in the context of our longevity, relative lack of public awareness, coupled with the growth in demand through referrals. We have been extremely measured in our PR activity given the immediacy of increased demand which it inevitably engenders, and which is unmatched by funding support. Nevertheless, we have quickly become an out- of-hours option for numerous other agencies, the control of which is extremely hard. We believe there is an irrefutable need for the service and in the quality of our provision which independent evaluation and regular impact monitoring with older people and volunteers endorse.

**Statement of Trustees' Responsibilities**

The trustees, who are also directors of The Silver Line Helpline for the purposes of company law, are responsible for preparing the Directors' 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 must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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. 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 (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

By order of the trustees



Piers Ricketts Trustee (Treasurer)

Date 1st November 2018

## **INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF THE SILVER LINE HELPLINE**

### **Opinion**

We have audited the financial statements of The Silver Line Helpline for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the notes to the financial statements, including a summary of 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 charitable company's state of affairs as at 31 March 2018 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

### **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.

### **Material uncertainty related to going concern**

We draw attention to note 1.4 in the financial statements and the trustees consideration of going concern on pages 9 and 10, which indicate that the charity is in a period of transition. Funding from a key funder has now ceased and the charity is diversifying its income sources and reducing its costs in order to continue to operate in the future. These conditions, along with the other matters explained in note 1.4 to the financial statements, indicate that a material uncertainty exists that may cast doubt on the charity's ability to continue as a going concern. The financial statements have been prepared on a going concern basis and our opinion is not modified in respect of this matter.

### **Other information**

The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

#### **Other matters prescribed by the Companies Act 2006**

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

- proper and 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 and take advantage of the small companies exemption in preparing the Trustees' Report.

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also 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 to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditors under 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 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.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**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 trustees and 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 trustees, 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.



Liz Hazell (Senior Statutory Auditor)

**For and on behalf of Saffery Champness**

**LLP** Chartered Accountants

Statutory Auditors

71 Queen Victoria Street

London

EC4V 4BE

Date 2nd November 2018

Saffery Champness LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2018**

		<b>Restricted Funds 31.03.18</b>	<b>Unrestricted Funds 31.03.18</b>	<b>Total Funds 31.03.18</b>	<b>Total Funds 31.03.17</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>					
Income from donations and legacies	<b>2</b>	3,064,700	1,635,159	<b>4,699,859</b>	5,126,345
Trading Income		-	100	<b>100</b>	-
Investment income		-	4	<b>4</b>	25
<b>Total Income</b>		<u>3,064,700</u>	<u>1,635,263</u>	<u>4,699,963</u>	<u>5,126,370</u>
<b>Expenditure</b>					
Expenditure on raising funds	<b>4</b>	32,515	325,147	<b>357,662</b>	390,021
Expenditure on charitable activities	<b>5</b>	3,207,936	922,184	<b>4,130,120</b>	4,296,104
<b>Total Expenditure</b>		<u>3,240,450</u>	<u>1,247,331</u>	<u>4,487,782</u>	<u>4,686,125</u>
<b>Net Income / (expenditure) for the year and net movement in funds</b>		(175,750)	387,931	<b>212,181</b>	440,245
Transfer between funds		-	-	-	-
Fund balances at 1 April		617,328	61,708	<b>679,036</b>	238,791
<b>Fund Balances at 31 March</b>		<u>441,578</u>	<u>449,639</u>	<u>891,217</u>	<u>679,036</u>

All activities relate to continuing operations.

The Statement of Financial Activities includes all gains and losses recognised in the year

The notes on pages 19 to 29 form part of these financial statements.

**BALANCE SHEET  
AS AT 31 MARCH 2018**

	Notes	31.03.18 £	31.03.18 £	31.03.17 £	31.03.17 £
<b>Fixed Assets</b>					
Tangible Assets	7		129,704		52,422
Investments	8		1		1
			<u>129,705</u>		<u>52,423</u>
<b>Current Assets</b>					
Debtors	9	127,679		81,443	
Cash at bank and in hand		<u>866,008</u>		<u>797,257</u>	
		993,687		878,700	
<b>Creditors: Amounts Falling due within one year</b>					
Accruals and Deferred Income	10	<u>(232,174)</u>		<u>(252,087)</u>	
<b>Net Current Assets</b>			761,513		626,613
<b>Total Assets Less Current Liabilities</b>			<u><b>891,218</b></u>		<u><b>679,036</b></u>
<b>Represented By:</b>					
Unrestricted Funds	11		449,639		61,708
Restricted Funds	12		441,579		617,328
<b>Total Funds</b>			<u><b>891,218</b></u>		<u><b>679,036</b></u>

These financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board on 1st November 2018 and signed on their behalf by:



.....  
Piers Ricketts  
Trustee (Treasurer)



.....  
Lorraine Jackson  
Trustee (Chair)

The Silver Line Helpline (Company Number 08000807)  
(Charity Number 1147330 - England and Wales)  
(Charity Number SC044467 - Scotland)

The notes on pages 19 to 29 form part of these financial statements.

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2018**

	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>		
Net income for the year as per SOFA	212,181	440,245
Depreciation charges	25,785	17,115
Interest from investments	(4)	(25)
Purchase of fixtures, fittings and equipment	(103,066)	(67,380)
Increase / (decrease) in debtors	(46,236)	21,439
Decrease in creditors	(19,913)	(181,306)
<b>Net cash provided by operating activities</b>	<b><u>68,747</u></b>	<b><u>230,088</u></b>
<b>Cash flows from investing activities:</b>		
Interest from investments	4	25
<b>Increase in cash and cash equivalents for the year</b>	<b><u>68,751</u></b>	<b><u>230,113</u></b>
Cash and cash equivalents at the beginning of the year	<u>797,257</u>	<u>567,144</u>
<b>Cash and cash equivalents at the end of the year</b>	<b><u>866,008</u></b>	<b><u>797,257</u></b>

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018**

### **1. Accounting policies**

#### **1.1 General information**

The Silver Line Helpline is a charitable company limited by guarantee, registered in Scotland, England & Wales. Please refer to page 2 for details of the charity's registered and head office address. The principal activity of the charity is detailed in the Trustees' Report.

#### **1.2 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:

#### **1.3. 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.

#### **1.4 Preparation of financial statements on a going concern basis**

At the date of approval of the financial statements the trustees have a reasonable expectation that the charity has sufficient resources to continue its operations for the next twelve months. However, the charity faces a degree of uncertainty owing to the fact that Big Lottery funding has now finished and this has equated to between 40-50% of overall income in the last two financial years. In September 2018, the charity received the disappointing news that a further application to the Big Lottery funding had been unsuccessful. The trustees are therefore taking steps to reduce the charity's cost base and to expand the range of its fundraising activities. The trustees also monitor the charity's financial prospects carefully on a monthly basis by reviewing current liabilities, future cash flows and the pipeline of prospective income. They are also prepared to take whatever decisions may be necessary in order to preserve the sustainability of the charity's services to its beneficiaries. On this basis, and on the basis of the track record of the charity's fundraising team, its current fundraising activities and its pipeline of prospective future income, the trustees believe that the charity will be able to continue its operations for at least the next 12 months.

#### **1.5 Incoming resources**

##### *(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.

## **1.6 Expenditure and VAT**

Expenditure is recognised 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.

The charity is a registered charity and is generally exempt from income tax and capital gains tax but is not able to recover VAT. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### **1.7 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.

### **1.8 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 12 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.

### **1.9 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 – 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.

### **1.10 Investments**

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

### **1.11 Debtors**

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

### **1.12 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.

### **1.13 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.

### **1.14 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.

### **1.15 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.

#### **1.16 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.

<b>2 Income from Donations &amp; Legacies</b>	<b>Restricted Funds 31.03.18 £</b>	<b>Unrestricted Funds 31.03.18 £</b>	<b>Total Funds 31.03.18 £</b>	<b>Total Funds 31.03.17 £</b>
Donations	62,600	510,945	573,545	746,909
Grants	2,815,850	801,364	3,617,214	4,095,000
Donations In Kind (note 3)	186,250	322,850	509,100	284,436
	<b><u>3,064,700</u></b>	<b><u>1,635,159</u></b>	<b><u>4,699,859</u></b>	<b><u>5,126,345</u></b>

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.

<b>3 Donations in Kind</b>	<b>Restricted Funds 31.03.18 £</b>	<b>Unrestricted Funds 31.03.18 £</b>	<b>Total Funds 31.03.18 £</b>	<b>Total Funds 31.03.17 £</b>
Audit / Accountancy / Governance	-	-	-	13,981
Management Advice and Support	-	-	-	1,200
Helpline	140,000	-	140,000	58,594
Director of Information Strategy	-	55,000	55,000	55,000
Fundraising Events	1,250	12,837	14,087	-
Promotional Costs	-	9,420	9,420	80,094
Communication / Marketing	45,000	212,720	257,720	41,976
IT Services	-	2,500	2,500	13,748
Office Furniture / Equipment	-	373	373	19,843
Direct Beneficiary Costs	-	30,000	30,000	-
	<b><u>186,250</u></b>	<b><u>322,850</u></b>	<b><u>509,100</u></b>	<b><u>284,436</u></b>

<b>4 Expenditure on Raising Funds</b>	<b>Restricted Funds 31.03.18 £</b>	<b>Unrestricted Funds 31.03.18 £</b>	<b>Total Funds 31.03.18 £</b>	<b>Total Funds 31.03.17 £</b>
Fundraising	32,515	325,147	357,662	360,854
Support and Governance costs (note 6)	-	-	-	29,167
	<b><u>32,515</u></b>	<b><u>325,147</u></b>	<b><u>357,662</u></b>	<b><u>390,021</u></b>

Of the £32,515 restricted expenses in respect of fundraising costs, £1,250 (2017: £0) has been donated and accounted for as a donation in kind (note 3).

Of the £325,147 unrestricted expenses in respect of fundraising costs, £88,337 (2017: £67,532) has been donated and accounted for as a donation in kind (note 3).

Staff costs of £183,084 (2017: £222,968) have been allocated to fundraising expenditure based on an agreed apportionment of staff time.

5 Expenditure on Charitable Activities	Restricted	Unrestricted	Total	Total
	Funds	Funds	Funds	Funds
	31.03.18	31.03.18	31.03.18	31.03.17
	£	£	£	£
Helpline Costs	1,890,597	308,121	2,198,718	2,691,263
Helpline transition	-	-	-	221,362
Caller Care and Wellbeing	426,184	64,638	490,821	149,734
Silver Line Circles / Friends	255,701	129,335	385,036	612,279
Marketing & Communications	182,792	173,731	356,523	153,426
Other Charitable Activities	256,725	175,073	431,798	159,679
Support and Governance Costs (note 6)	195,937	71,287	267,224	308,361
	<b>3,207,936</b>	<b>922,184</b>	<b>4,130,120</b>	<b>4,296,104</b>

Of the £3,207,936 restricted expenses in respect of charitable activities, £185,00 (2017: £0) has been donated and accounted for as a donation in kind (note 3).

Of the £922,184 unrestricted expenses in respect of charitable activities, £234,513 (2017: £202,923) has been donated and accounted for as a donation in kind (note 3).

Total staff costs of £2,737,465 (2017: 1,748,577) have been allocated to charitable activities (excluding support and governance) based on an agreed apportionment of staff time.

6 Support & Governance Costs	Restricted	Unrestricted	Total	Total
	Funds	Funds	Funds	Funds
	31.03.18	31.03.18	31.03.18	31.03.17
Governance Staff Costs <sup>1</sup>	4,110	11,000	15,109	75,510
Trustee Costs <sup>2</sup>	573	2,225	2,798	635
Audit <sup>2</sup>	-	18,000	18,000	30,816
Statutory Accounts <sup>2</sup>	425	4,535	4,960	8,308
IT and Web <sup>2</sup>	38,119	8,128	46,248	35,786
Legal and Professional Charges <sup>2</sup>	377	2,493	2,870	65,033
Volunteer Expenses <sup>2</sup>	1,287	134	1,422	1,479
Office Costs <sup>2</sup>	148,350	24,516	172,866	66,508
Finance Costs <sup>2</sup>	2,695	257	2,951	11,931
Other Support & Governance Costs <sup>2</sup>	-	-	-	41,523
<b>Total Support &amp; Governance Costs</b>	<b>195,937</b>	<b>71,287</b>	<b>267,224</b>	<b>337,528</b>

Governance costs have been apportioned on the following basis:

- 1 Staff salaries
- 2 Direct Expenditure

Of the £71,287 of unrestricted expenses in respect of support and governance costs, there were no donations in kind (2017: £13,981 for audit fees and for professional fees).

<b>7 Tangible Fixed Assets</b>	<b>Fixtures, Fittings &amp; Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>Cost or Valuation</b>		
As at 1 April 2017	81,824	<b>81,824</b>
Additions	103,066	<b>103,066</b>
As at 31 March 2018	<u><b>184,891</b></u>	<u><b>184,891</b></u>
<b>Depreciation</b>		
As at 1 April 2017	29,403	<b>29,403</b>
Charge for the period	25,784	<b>25,784</b>
As at 31 March 2018	<u><b>55,187</b></u>	<u><b>55,187</b></u>
<b>Net Book Value</b>		
As at 31 March 2017	52,422	<b>52,422</b>
As at 31 March 2018	<u><b>129,704</b></u>	<u><b>129,704</b></u>

<b>8 Investments</b>	<b>Shares in Group Undertakings</b>
	<b>£</b>
<b>Cost and Net Book Value</b>	
As at 1 April 2017	1
As at 31 March 2018	<u><b>1</b></u>

The charitable company holds 100% of the ordinary share capital in The Silver Line Helpline Enterprises Limited, a company registered in England and Wales. At 31 March 2018, The Silver Line Helpline Enterprises Limited had aggregate share capital and reserves amounting to £1. There were no transactions in the year.

<b>9 Debtors</b>	<b>Total</b>	<b>Total</b>
	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
Trade Debtors	8,948	-
Amounts due from subsidiary undertaking	2,474	8,012
Other debtors	59,671	41,887
Prepayments and accrued income	56,586	31,544
	<u><b>127,679</b></u>	<u><b>81,443</b></u>

Financial assets that are debt instruments measured at amortised cost included in other debtors and accrued income amounted to £10,330 (2017: £33,372).

<b>10 Creditors</b>	<b>Total</b>	<b>Total</b>
	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
Trade creditors	44,191	84,754
Amounts owed to subsidiary undertaking	1	1
Payroll taxes	45,572	50,795
Other creditors	99,709	5,476
Accruals	42,701	111,061
	<u><b>232,174</b></u>	<u><b>252,087</b></u>

Financial liabilities measured at amortised cost included in trade creditors, other creditors and accruals amounted to £180,601 (2017: £150,763).

<b>11 Unrestricted Funds</b>	<b>As at</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Fund</b>	<b>As at</b>
	<b>31.03.17</b>	<b>Resources</b>	<b>Resources</b>	<b>Transfers</b>	<b>31.03.18</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Unrestricted Funds	9,286	1,635,263	(1,223,333)	(93,709)	327,508
Designated Funds	52,422	-	(23,999)	93,709	122,132
	<u>61,708</u>	<u>1,635,263</u>	<u>(1,247,332)</u>	<u>-</u>	<u>449,639</u>

Income received as unrestricted funds includes grants from the Esmée Fairbairn Foundation for £150,000 and the People's Postcode Lottery for £450,000.

Where the charity received funding to enable it to purchase fixed assets, the cost of the assets, less the depreciation charged during the year, has been transferred to a designated fund.

<b>12 Restricted Funds</b>	<b>As at</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Fund</b>	<b>As at</b>
	<b>31.03.17</b>	<b>Resources</b>	<b>Resources</b>	<b>Transfers</b>	<b>31.03.18</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Big Lottery	494,202	1,925,000	(2,419,202)	-	-
ASDA Foundation	100,921	625,000	(476,843)	-	249,078
BT (Donation in Kind)	-	140,000	(140,000)	-	-
Eighty-Eight Foundation	-	100,000	(279)	-	99,721
Other Restricted Funds	22,205	274,700	(204,126)	-	92,779
	<u>617,328</u>	<u>3,064,700</u>	<u>(3,240,450)</u>	<u>-</u>	<u>441,579</u>

The Big Lottery Fund was awarded to cover helpline costs.

The ASDA Foundation grant was awarded to support the Nighttime and Weekend Helpline and Silver Letters.

The Donation in Kind from BT is also shown as a restricted fund in Note 3.

The Eight-Eight Foundation Grant was awarded to support Caller Care on the helpline.

Other restricted funds represent funds with balances under £30,000

### 13 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 (2017: £nil). During the year, travel and expenses amounting to £211(2017: £339) were reimbursed to one Trustee (2017: one). No Trustees received payment for professional or other services supplied to the Charity (2017: £nil).

The Key Management Personnel of the Charity comprise the Trustees and Chief Executive Officer, the Director of Operations, the Director of Income Generation and the Director of Information Strategy. The total employee benefits of Key Management Personnel total £266,992 (2017: £313,035). Of the total employee benefits, £55,000 (2017: £55,000) has been donated and accounted for as a donation in kind (see note 3).

### 14 Staff Costs

	<b>Total</b>	<b>Total</b>
	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
Wages and Salaries	2,694,099	1,999,563
Social Security Costs	189,230	158,925
Pension Contributions	52,329	13,549
	<u><b>2,935,659</b></u>	<u><b>2,172,036</b></u>

During the current year one employee received total benefits of between £60,000 and £70,000 and one employee received total benefits of between £80,000 and £90,000 (2017: 1 employee between £90,000 and £100,000).

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:	<b>2018</b>	<b>2017</b>
	<b>Number</b>	<b>Number</b>
Costs of Raising Funds	3	5
Charitable Activities	180	112
Administration	12	7

### 15 Auditor's Fees

	<b>Total</b>	<b>Total</b>
	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
Audit Fee (current auditors)	18,000	-
Audit Fee (previous auditors)	-	30,816
Other fees included within professional fees (see note 6)	-	53,261
	<u><b>18,000</b></u>	<u><b>84,077</b></u>

### 16 Liability of Members

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 31st March 2018, there were 12 members (2017: 8 members).

## 17 Related Party Transactions

Lorraine Jackson was a Trustee of the ASDA Foundation until March 2017, from which The Silver Line received a grant totalling £625,000.

The charity received a total of £12,200 as a result of honey sold by Fortnum & Mason (donated by Royal Patron, HRH Duchess of Cornwall).

During the year, the Charity received donations from two Trustees amounting to £2,854 (2017: £18,000).

During the year the Charity did not receive any income on behalf of The Silver Line Helpline Enterprises Limited (the 'subsidiary') (2017: £493). The charity did not incur any expenditure on behalf of the subsidiary (2017: £3,265). At 31 March 2018, the balance due from the charity to the subsidiary amounted to £2,473 (2017: £8,012).

## 18 Control

The Trustees consider there to be no ultimate controlling party.

## 19 Analysis of Net Assets Between Funds 2018

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>Total Funds</b>
	<b>31.03.18</b>	<b>31.03.18</b>	<b>31.03.18</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Fixed Assets	-	129,704	<b>129,704</b>
Current Assets	441,579	552,108	<b>993,687</b>
Current liabilities	-	(232,174)	<b>(232,174)</b>
	<u><b>441,579</b></u>	<u><b>449,638</b></u>	<u><b>891,217</b></u>

## Analysis of Net Assets Between Funds 2017

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>Total Funds</b>
	<b>31.03.17</b>	<b>31.03.17</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Fixed Assets	-	52,423	<b>52,423</b>
Current Assets	650,720	146,537	<b>797,257</b>
Current liabilities	(33,392)	(137,252)	<b>(170,644)</b>
	<u><b>617,328</b></u>	<u><b>61,708</b></u>	<u><b>679,036</b></u>

## 20 Financial Commitments

	<b>Total</b>	<b>Total</b>
The charity has total commitments under non-cancellable operating leases as shown:	<b>31.03.18</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>
Not later than one year	229,390	66,740
Later than one year and not later than five years	652,871	238,760
	<u><b>882,261</b></u>	<u><b>305,500</b></u>

At 31 March 2018, the Charity had two commitments under licence to occupy its premises in London and Blackpool, a HR contract and a lease agreement for the new Helpline phone system.

## 21 Comparative SOFA

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>Total Funds</b>
	<b>31.03.17</b>	<b>31.03.17</b>	<b>31.03.17</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>			
Income from donations and legacies	3,325,215	1,801,130	<b>5,126,345</b>
Investment income	-	25	<b>25</b>
<b>Total Income</b>	<u><b>3,325,215</b></u>	<u><b>1,801,155</b></u>	<u><b>5,126,370</b></u>
<b>Expenditure</b>			
Expenditure on raising funds	30,760	359,261	<b>390,021</b>
Expenditure on charitable activities	2,799,669	1,496,435	<b>4,296,104</b>
<b>Total Expenditure</b>	<u><b>2,830,428</b></u>	<u><b>1,855,696</b></u>	<u><b>4,686,125</b></u>
<b>Net Income / (expenditure) for the year and net movement in funds</b>	494,787	(54,542)	<b>440,245</b>



# The Silver Line

helpline for older people

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## The Silver Line

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