



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

## **Annual Report and Accounts 2013/2014**

**31<sup>st</sup> MARCH 2014**

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

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## Chairman's Statement



### THE POWER OF CONTACT IN TACKLING 'A SOURCE OF NATIONAL SHAME'

Since I called last year for financial support for our 'IF NOT NOW, WHEN?' Jubilee campaign, in October 2013 Health Minister Jeremy Hunt rightly condemned the neglect of 800,000 older people in this country as "**a source of national shame**". Spurred by the government's delay in matching these words with deeds, Contact the Elderly has taken the issue into its own hands.

On 24<sup>th</sup> June 2014 we launched our Power of Contact Emergency Appeal to focus on the escalating problem of some million older people out of touch with their communities throughout England, Scotland and Wales. A day later the headline: "**WOMAN DEAD IN FLAT FOR 6 YEARS**" provoked a huge public outcry with the shattering realisation that in 21<sup>st</sup> Century Britain had not even bothered to check up on a neglected old lady or noticed her passing. This tragedy generated huge media endorsement for our message that chronic isolation in old age has reached epidemic proportions, with devastating impact on health and well-being.

### A MILLION HAPPY LINKS WITH LONELY OLDER PEOPLE OVER 50 YEARS

Contact the Elderly's simple act of friendship in providing regular face-to-face contact at monthly tea parties has stood the test of time. Since I founded the charity nearly 50 years ago volunteers from all walks of life, have given a little time to create positive social change, and over a million individual happiness links with lonely older people nationwide.

Contact the Elderly has focussed on a solution to this problem, demonstrating the power of personal contact in tackling loneliness face-to-face. We offer a cost-effective service as 'doers' rather than 'talkers', to the benefit of the taxpayer by reducing visits to the GP and calls on the NHS.

In support of our Power of Contact Appeal an independent research study by Qa Research amongst 1,300 Contact the Elderly guests showed that:

- 96% said the tea parties gave them something to look forward to
- Almost 90% had made friends with volunteers
- Almost 80% felt less lonely after joining a group
- 80% felt happier as a result of joining a group

Our ongoing national Power of Contact campaign will highlight the importance of face-to-face Happiness links with those who live alone in a world, where technology is no substitute for the vital hugs and personal contact they are all too often replacing.

## **CREATING HAPPINESS TO END LONELINESS IS HIGH ON AGENDA**

The challenge we face in creating happiness to combat loneliness remains a hot media topic and high on the political agenda as confirmed by Andrew Marr who stated: “***If happiness isn't a political issue, what's the point of politics?***”. He was reviewing ‘***Happiness***’ by Richard Layard who laid the groundwork for the Office of National Statistics ‘Happiness Index’ which now enables Government to measure national progress by Happiness as well as GDP.

Contact the Elderly has played a vital role over the last 50 years in creating two-way happiness between the generations. In the spirit of Mark Twain’s: “***Cheer yourself up by trying to cheer up somebody else***”, our dedicated volunteers regularly renew face-to-face happiness links with isolated older guests and recharge their own lives at the same time.

## **WHY CONTACT THE ELDERLY'S HAPPINESS MODEL IS SO EFFECTIVE**

- Sunday afternoon is acknowledged to be the loneliest day of the week for older people living alone.
- Contact the Elderly’s groups operate on Sunday when most community services for older people are unavailable.



- The benefits extend beyond the one-Sunday-a-month tea party, with the long term nature of groups creating happiness via real and lasting friendships between young and old.
- The Contact the Elderly model helps address the emotional needs of older people who wish to remain in their own home, but whose diminished mobility makes it impossible for them to maintain regular social contact.

## **OUR GOLDEN JUBILEE CAMPAIGN**

Loneliness has reached a state of emergency, and we know from our research that our simple happiness solution works. But with far too many lonely older people on our waiting lists and hundreds of thousands more completely off the radar, we need to take serious action - 'IF NOT NOW, WHEN?' - to find more volunteers to meet their need for our services in our Golden Jubilee year and beyond.

Our Golden Jubilee year targets include:

### **1. DOUBLING OUR SERVICE DELIVERY**

By expanding our hand of friendship to twice the number of isolated older people we support, as well as launching 125 new groups in 2015 alone. We are currently applying for statutory funding to achieve these targets and improve the lives of many more of the million isolated older people who have little or no support from friends or family.

### **2. UNIVERSITY CHALLENGE**

The fantastic response to our 'University Challenge' with three university groups launched in one year at Liverpool Hope, Durham and Loughborough Universities, has prompted us to launch our Golden Jubilee '**University Challenge**', During 2015 we aim to persuade universities throughout the country to set up Contact the Elderly Groups and encourage students, as the ambassadors and leaders of tomorrow to generate social change by eradicating loneliness in old age.



### **3. MEDICAL CHALLENGE**

We are also delighted to report a great response to our medical challenge with the launch of our first Contact the Elderly GP Surgery group in Liverpool, led by an inspirational Practice Manager who has arranged for tea parties to be hosted regularly at the practice.

GPs are under increasing pressure to provide older a service that combats the extreme loneliness that can lead to further health problems in old age. Often GPs are the only people to see extremely isolated older people. We therefore hope to use this tried and tested Liverpool project to extend a Golden Jubilee Medical Challenge to all GPs to provide similar vital happiness links with their isolated older patients throughout the country. .

### **WELCOME TO MARY RANCE AND OUR NEW TRUSTEES**

We are confident that we can meet the above significant challenges under the inspiring leadership of Mary Rance, whom I warmly welcome as our new Chief Executive, with the whole-hearted support of our dedicated Trustees, Staff and Volunteers. Mary is making a hugely positive impact on the organisation, in managing the significant step change required to achieve our Golden Jubilee targets in 2015 and celebrate our achievements in delivering happiness over the last half century. Mary aims to greatly increase the numbers of isolated older people whose lives we transform and to launch at least 125 new groups during the Jubilee year, which will generate an additional 24,000 face-to face friendship links between our older guests and volunteers.

I warmly welcome our newly appointed Trustees, Saul Betmead, Claire Harris, Sally Wilkinson and Philip Kelvin, and thank our Deputy Chairman and Treasurer, Christian Grobel and all our Trustees who devote time, enthusiasm and considerable expertise in overseeing our performance in the run up to 2015 and beyond.



## THANKS

I wish to convey special thanks to:

- All our funders, trusts and corporate and individual donors for their vital support in meeting the emergency outlined above which we hope will be matched by Government support.
- Stand Agency for their valued PR help in positioning Contact the Elderly as the voice of social isolation amongst older people.
- Our 7300 volunteers, who are our life's blood and the real heroes at the forefront of all we do, who support us nationwide as drivers, hosts and coordinators. With their dedication we continue to combat loneliness amongst the nation's most isolated older people through the simple solution of face-to-face contact and a cup of tea.

We are very proud of the fact that our volunteers stay with us for so long. At our recent AGM, we presented ten of our longstanding volunteers with awards for a combined total of 340 years of loyal service to Contact the Elderly.

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

Trevor Lyttleton, MBE

Founder and Chairman of Contact the Elderly



## Chief Executive's Statement



It has been a tremendously exciting year to join Contact the Elderly, with growing resources enabling us to continue launching an average of one group each week. Staff restructuring plans are underway, with more Support Officers in place throughout the regions, allowing Development Officers to focus solely on the development of new groups and recruiting volunteers.

First and foremost I would like to give my thanks to:

- Our 7,300 volunteers, who are committed to supporting over 4,500 older people across England, Scotland and Wales. Without their passion and commitment in providing a unique lifeline of friendship we would not be able to do what we do.
- Our funders and supporters for their on-going belief in the benefits of what we do and for their awareness and appreciation of the profound impact we have on the lives of some of the oldest and loneliest people across the country.
- To our staff for their dedication and commitment and for always being prepared to go that “extra mile” for our older guests and our volunteers.
- And last, but not least, to the Chairman and Trustees for giving me this great opportunity to lead the executive management of this very special Charity.

The launch of our Power of Contact campaign has been a huge success and has put us in great stead for our upcoming Golden Jubilee. The launch event at the Royal Festival Hall was well attended by high profile individuals and organisations including corporate supporters JTI, Independent journalist Paul Gallagher and affiliated organisations such as Campaign to End Loneliness. We were also delighted to welcome older guests from the Westminster group, who took part in a promotional photo shoot as part of our PR outreach.

The campaign has been widely endorsed on social media by celebrities including Graham Norton, Fearne Cotton, Jon Snow and Maureen Lipman. In conjunction with the launch event, our new research resulted in widespread coverage across the media. Highlights included Sky News, the Independent, BBC Radio 5 Live and various regional BBC Radio stations. Additional coverage has included BBC Radio 4 Woman's hour and BBC Breakfast.



Through the Power of Contact campaign we have recruited much needed volunteers who will enable us to launch groups in areas where services are currently limited or non-existent. “

We have identified 'loneliness hotspots', which include Manchester and Birmingham, and are approaching organisations and potential supporters in these areas. Birmingham, our second largest city, has 34,000 people over the age of 80 who live alone. Whilst we have five groups in Birmingham, we need to secure support to expand our reach as a matter of priority. We are extremely grateful to JTI for their ongoing support in this area.

The charity is going from strength to strength in terms of its media presence both online and offline. We now have over 10,500 followers on Twitter, helping us to spread our message throughout their networks.

In addition to Universities and GPs, we have enlisted the support of several MPs across all parliamentary parties to support our Power of Contact fundraising appeal and to get involved with our work. We are encouraging staff, volunteers and supporters to contact their local MPs to support this campaign, to raise awareness and to do more to tackle social isolation in their constituencies.

We have been building exciting new partnerships with various large companies whose support will help us reach our Golden Jubilee targets. We are delighted to be working with Waitrose, who will be supporting us in numerous ways, and Terra Firma, whose funding over the next three years will enable us to continue our London Underground campaign as well as enabling the launch of a new group each year.

In summary, I have learned very quickly that Contact the Elderly is needed even more today than it ever has been. It is an amazing thing that people will come together to bring their time, skills and experience to provide the contact that we all need as we get older.



Older guest Leila, 75, who recently attended her first tea party in West London, said: “I was excited to attend my first tea party today and really enjoyed myself. May I say Lindsey (volunteer) is an absolute asset to your organisation. She was so caring and patient with every one, and especially tried to make me feel welcome by introducing me to everybody. She carefully helped me in and out of her car and walked me to my door.

Thank you so much. This is my first outing in two years and you have made such a difference to my life.”

I would like to thank Trevor, Christian and the Trustees for entrusting me and for giving me this great opportunity to lead the executive management of this very special Charity. I feel very privileged and look forward very much to working with you all over the coming years. There is no doubt that this is an extremely exciting time to be involved in delivering our service for older people.

Mary Rance  
CEO of Contact the Elderly



## **TRUSTEES' ANNUAL REPORT**

### **FOR THE YEAR ENDED 31ST MARCH 2014**

The Trustees of Contact the Elderly, who are also the directors of the Charity, present their report and audited financial statements for the year ended 31st March 2014. They comply with current statutory requirements, the Charity's Articles of Association and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005 - 2<sup>nd</sup> edition).

## **Structure, Governance and Management**

### **Incorporation**

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

### **Governing Documents**

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

### **Recruitment and appointment of the Trustees**

The management of the charity is supervised by the Trustees who report to the charity at the Annual General Meeting, at which the Chairman, Secretary, Treasurer and ordinary Trustees are elected by the members. Trustees are proposed by the members of the charity. The Trustees have business, financial, legal, volunteering and media expertise.

All Trustees give their time voluntarily and received no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 16 to the accounts and details of related party transactions are given in note 15.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

### Trustee induction and training

All Trustees receive an induction which consists of meetings with the Officers and the CEO covering:

- duties of committee members including presentation of the relevant Charity Commission guidance regarding the duties of trustees;
- explanation and presentation of the governing instrument;
- presentation of current and projected financial position;
- explanation of all significant projects within the charity;
- presentation of the activities of the charity and how it is organised, structured and staffed.

### Organisational Structure

The Trustees meet quarterly and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements the strategy and policies of the charity.

The CEO reports to the Trustees through the Chairman.

Staff, who report to the CEO, work at national office or in home-based offices in different parts of the country and provide support for existing Contact the Elderly groups and develop new ones.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on the back page together with details of the principal officer and professional advisors.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

### Statement of Trustees' responsibilities

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

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

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

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



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

In so far as the Trustees are aware:

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

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

### **Risk and Internal Control**

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

### **Our Objectives and Activities**

#### **Objectives**

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

#### **Activities**

Contact the Elderly aims to relieve the loneliness and isolation of frail elderly people aged 75 and over, who live alone and have limited support from family, friends and statutory services, by bringing companionship into their lives. Volunteers provide personal, face to face support primarily through regular monthly outings in groups throughout England, Wales and Scotland.

One Sunday afternoon a month, every month of the year, Contact the Elderly volunteers extend the charity's vital hand of friendship by driving older members to the home of a volunteer host.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

We have over 7,200 volunteers providing regular support for over 4,500 older people throughout the UK.

The volunteers are committed to furthering the charity's objectives without remuneration. The value of their work substantially exceeds the charity's actual annual expenditure.

The activity is provided free of charge to any older person who fulfils our guidelines of being aged 75 or over, lonely and isolated, and unable to get out of their own house without some help where we have a group with sufficient volunteers to assist.

In reviewing and making decisions regarding our activities, we have regard to the Charity Commission's general guidance on public benefit.

### Review of 2013/2014 - Achievements and Performance

Last year we set ourselves the following targets:

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

We actually launched 61 new groups – tacking an additional 500 older people out to tea each month. And, although slightly below the challenging target we set ourselves, it meant that we maintained our momentum to reach even more lonely and socially isolated older people by launching more than one new group a week across England, Scotland and Wales.

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

Making sure that we maintain our existing groups is obviously as vital as opening new groups. During the year we only had to close 5 groups – meaning that we maintained 94% of our groups.



## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

- **To have a national volunteer force more than 6,900 strong.**

By the end of the year, we had 6,958 volunteers. The greatest number of active volunteers we have had at any time.

- **To have 550 groups across England, Scotland and Wales by March 2014**

At the end of the year we had 542 groups – just short of our objective. However, with the new groups launched and minimal closures, we actually welcomed over 1,000 new elderly guests to tea for the first time during the year.





## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2014

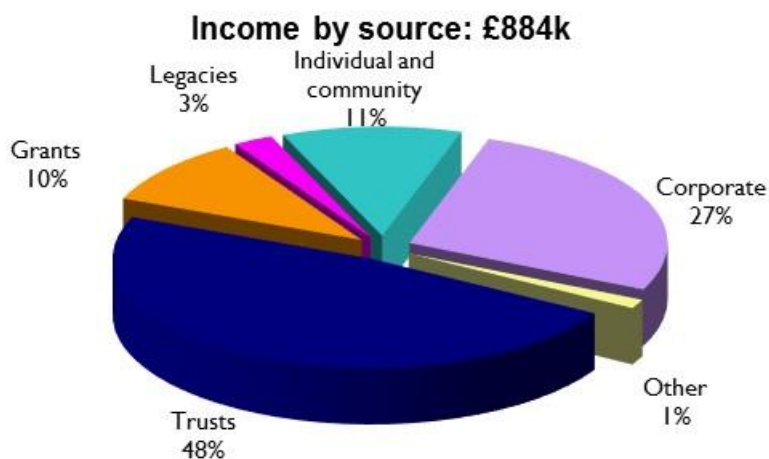
### Financial Review

The Statement of Financial Activities for the year ended 31 March 2013 shows a transfer in of £769,597. As disclosed last year this figure represents funds from the previous unincorporated entity being transferred into the incorporated entity, following the charity's incorporation in 2011. It does not represent external funds received. The figures quoted in the 'Financial Review', 'Income and Funding' and 'Expenditure' paragraphs all exclude the "transfer in". This has been done in order to make year on year comparison possible.

The accounts for the year show a deficit in the year of £127,772 compared with a deficit of £106,123 in the previous year. Our expenditure increased by £73,364 as we expanded our service delivery. Our income rose by £67,246 to £884,325.

### Income and Funding

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



- General unrestricted reserves have decreased by £132,832 to £184,596
- Restricted fund balances have increased by £5,060 to £351,106

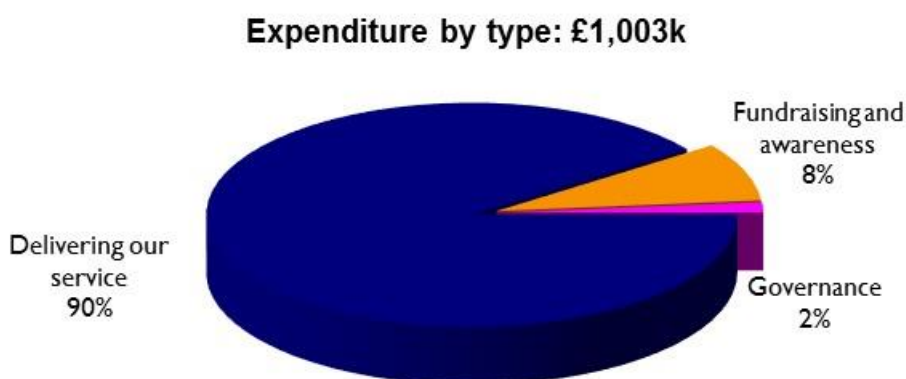


## FOR THE YEAR ENDED 31ST MARCH 2014

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

### Expenditure

As expected, our expenditure rose by £73,364 to just over £1m as a result of the increase in staff resources in support of delivering our frontline services. The breakdown of expenditure is as follows:



### Investment Policy

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



## TRUSTEES' ANNUAL REPORT

### FOR THE YEAR ENDED 31ST MARCH 2014

#### Reserves Policy

Reserves are that part of our unrestricted funds that we are freely available to spend. The Trustees have reviewed the reserves policy. The Trustees have determined that in furtherance of the charity's objectives, giving the normal level of restricted funds held, the level of reserves, net of fixed assets, should be between 3 to 6 months of total expenditure. Reserves at 31 March 2014 fell below this range and represent just over 2 months of total expenditure, with the result that the Trustees will monitor the position to ensure the Reserves position returns to the agreed range.

The Trustees also monitor the total funds and have determined that in furtherance of the charity's objectives, total funds, net of fixed assets, should be between 6 to 12 months of total expenditure. Total funds at 31 March 2014 represent 6 months of total expenditure.

#### Our Plans for 2014/2015

Include:

- **Launching 75 new groups across England, Scotland and Wales.**
- **Including at least 10 new groups in co-operation with Universities and faith groups of all denominations across the country.**
- **Maintaining more than 98% of our existing groups.**
- **Having a national volunteer force more than 7,500 strong.**
- **By March 2015 having over 650 active groups in total.**

Approved by the Trustees on 7 October 2014 and signed on their behalf by

**Trevor Lyttleton MBE, Founder and Chairman**



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2014**

We have audited the financial statements of Contact the Elderly for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees, as a body, in accordance with section 44(1)(c) of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of Trustees and Auditor**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2014**

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustees Investment (Scotland) Act 2005 and regulation 8 of the Charities (Scotland) Regulations 2006 (as amended).



**INDEPENDENT AUDITOR'S REPORT TO  
THE TRUSTEES OF CONTACT THE ELDERLY  
FOR THE YEAR ENDED 31ST MARCH 2014**

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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

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

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

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

Date: 7 October 2014



**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31ST MARCH 2014**

	<b>Unrestricted Funds</b>	<b>Restricted</b>	<b>Total</b>	<b>Total</b>
	<b>General</b>	<b>Designated</b>	<b>Funds</b>	<b>Funds</b>
	<b>2014</b>	<b>2014</b>	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Incoming Resources</b>				
<b>Voluntary Income:</b>				
Donated income (Note 2)	242,366	-	519,507	699,623
Contact the Elderly transfer (Note 3)	-	-	-	769,597
Grant income (Note 4)	-	-	88,490	90,577
Legacy income (Note 5)	21,982	-	100	9,799
Sundry income	596	-	470	2,322
<b>Investment Income:</b>				
Bank interest and sundry income (Note 6)	10,814	-	-	14,758
<b>Total Incoming Resources</b>	<b>275,758</b>	<b>-</b>	<b>608,567</b>	<b>1,586,676</b>
<b>Resources Expended</b>				
<b>Costs of generating funds:</b>				
Fundraising and awareness	-	-	79,330	43,771
<b>Charitable Activities:</b>				
Delivering our services	-	-	909,376	872,910
<b>Governance Costs</b>	-	-	14,238	12,899
<b>Total Resources Expended (Note 7)</b>	<b>-</b>	<b>-</b>	<b>1,002,944</b>	<b>929,580</b>
<b>Net incoming / (outgoing) resources being net income / (expenditure) for the year before transfers (Note 8)</b>	<b>275,758</b>	<b>-</b>	<b>(394,377)</b>	<b>(118,619)</b>
<b>Transfers</b>				
Gross transfers between funds	(399,437)	-	399,437	-
Net incoming / (outgoing) resources before other recognised gains and losses	(123,679)	-	5,060	657,096
<b>Other recognised gains and losses</b>				
Unrealised gains on investment assets	(9,153)	-	-	6,378
Net movement in the year	(132,832)	-	5,060	663,474
Fund balances brought forward at 1 <sup>st</sup> April 2013	317,428	-	346,046	-
<b>Fund balances carried forward at 31<sup>st</sup> March 2014</b>	<b>184,596</b>	<b>-</b>	<b>351,106</b>	<b>663,474</b>

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

The notes and information on pages 24 to 36 form part of these financial statements.



**BALANCE SHEET**  
AS AT 31ST MARCH 2014

	£	2014 £	£	2013 £
<b>FIXED ASSETS</b>				
Tangible fixed assets (Note 10)		1,004		2,007
 <b>CURRENT ASSETS</b>				
Debtors (Note 11)	4,290		6,166	
Investments	177,225		186,378	
Cash at bank and in hand	390,035		494,083	
		<u>571,550</u>		<u>686,627</u>
 <b>CURRENT LIABILITIES</b>				
Creditors - Amounts falling due within one year (Note 12)		<u>(36,852)</u>		<u>(25,160)</u>
 <b>NET ASSETS</b>		<u>534,698</u>		<u>661,467</u>
		<u>535,702</u>		<u>663,474</u>
 <b>REPRESENTED BY:-</b>				
Unrestricted funds (Note 14)		184,596		317,428
Restricted funds (Note 14)		351,106		346,046
		<u>535,702</u>		<u>663,474</u>

These accounts were approved by the Trustees and authorised for issue on 7 October 2014 and signed on their behalf by:-

**Trevor Lyttleton MBE**  
**Founder and Chairman**

The notes and information on pages 24 to 36 form part of these financial statements.





## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2014

#### 1. ACCOUNTING POLICIES

The principal accounting policies which have been adopted are set out below:-

##### a) Accounting Basis

The financial statements are prepared under the historical cost convention, with the exception of investments which are included at market value, and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and applicable accounting standards and the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP) issued in March 2005 (2<sup>nd</sup> edition).

##### b) Incoming Resources

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

- Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.
- Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.
- Investment income is included when receivable.
- Funds received for the purchase of fixed assets are accounted for as restricted income. The treatment of the assets provided depends upon the restrictions imposed by the grant and if the fixed assets' acquisition discharges the restriction then the assets will be held in unrestricted funds. A corresponding transfer of the associated restricted income will be made to the unrestricted fund in the year of purchase.
- Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is certainty of receipt and the amount is quantifiable.



## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2014

### c) Restricted Funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

### d) Unrestricted Funds

*General Unrestricted funds* are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

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

### e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable

### f) Resources Expended

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

- Costs of generating funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.



## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2014

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

### **g) Tangible Fixed Assets and Depreciation**

Assets with a cost greater than £1,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Office equipment - 25% per annum on a straight line basis.



## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2014

#### 2. DONATED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Trusts	79,595	343,796	423,391	440,820
Corporate	106,377	132,521	238,898	140,887
Individual	50,187	17,303	67,490	86,302
Community and events donation income	6,207	25,887	32,094	31,614
	<u>242,366</u>	<u>519,507</u>	<u>761,873</u>	<u>699,623</u>

#### 3. CONTACT THE ELDERLY TRANSFER

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Contact the Elderly transfer	-	-	-	769,597
	<u>-</u>	<u>-</u>	<u>-</u>	<u>769,597</u>

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

#### 4. GRANT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Scottish Government	-	40,000	40,000	40,000
Big Lottery Fund	-	23,556	23,556	23,095
Fife Council - Choose Life	-	15,000	15,000	16,000
Bury Council	-	5,184	5,184	-
Renfrewshire Council	-	4,750	4,750	-
GCVS	-	-	-	5,181
Inverclyde CHCP	-	-	-	3,750
Birmingham City Council	-	-	-	1,411
Other	-	-	-	1,140
	<u>-</u>	<u>88,490</u>	<u>88,490</u>	<u>90,577</u>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2014

**5. LEGACY INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Nina Walker	10,558	-	10,558	-
Frederick How	5,000	-	5,000	-
Gaby Hardwicke Solicitors	3,000	-	3,000	-
Ruby Davies	1,924	-	1,924	-
Mrs E Woodward	1,000	-	1,000	-
Mary Finnigan	-	-	-	9,646
Other	500	100	600	153
	<b>21,982</b>	<b>100</b>	<b>22,082</b>	<b>9,799</b>

**6. BANK INTEREST AND SUNDRY INCOME**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Investment	8,250	-	8,250	9,216
Bank interest	2,564	-	2,564	5,542
	<b>10,814</b>	<b>-</b>	<b>10,814</b>	<b>14,758</b>

**7. RESOURCES EXPENDED**

	Direct costs £	Support costs £	Total 2014 £	Total 2013 £
<b>Delivering our service</b>				
Local groups	41,010	-	41,010	32,615
Regions	526,327	276,840	803,167	647,867
Projects	147,518	11,249	158,767	236,199
	<b>714,855</b>	<b>288,089</b>	<b>1,002,944</b>	<b>916,681</b>
<b>Head office overheads</b>	194,521	(194,521)	-	-
<b>Fundraising and awareness</b>	79,330	(79,330)	-	-
<b>Governance</b>	14,238	(14,238)	-	12,899
	<b>288,089</b>	<b>(288,089)</b>	<b>-</b>	<b>12,899</b>
<b>Total</b>	<b>1,002,944</b>	<b>-</b>	<b>1,002,944</b>	<b>929,580</b>



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2014

**7. RESOURCES EXPENDED (CONT'D)**

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

	2014	2013
	£	£
Salary cost	142,003	168,989
Office premises costs	26,285	39,083
Office running costs	49,425	40,929
National marketing costs (incl. website)	53,082	37,140
Legal and professional charges	5,625	2,236
Depreciation charge for year	1,003	3,677
Other costs	10,666	(1,770)
<b>Total</b>	<b>288,089</b>	<b>290,284</b>

**8. NET INCOMING / (OUTGOING) RESOURCES**

	2014	2013
	£	£
Net income / (outgoing) resources are stated after charging:-		
Depreciation	1,003	3,677
Auditor's remuneration - audit services	5,840	3,420
	<b>5,840</b>	<b>3,420</b>

**9. STAFF**

	2014	2013
	£	£
<b>Staff costs during year were as follows:-</b>		
Salaries and wages	590,353	573,352
National Insurance	51,786	51,272
Pension costs	11,754	11,680
<b>Total</b>	<b>653,893</b>	<b>636,304</b>

The average number of employees during the year was 29 (2013: 27) (the full time equivalent being 23 (2013: 22)).

No employee earned more than £60,000 during the year (2013: nil).



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2014

**10. TANGIBLE FIXED ASSETS**

		<b>Office Equipment</b>
		<b>£</b>
<b>COST</b>		
At 1 <sup>st</sup> April 2013		52,260
Additions		-
Disposals		(257)
At 31 <sup>st</sup> March 2014		<u>52,003</u>
 <b>ACCUMULATED DEPRECIATION</b>		
At 1 <sup>st</sup> April 2013		50,253
Charge for year		1,003
Disposals		(257)
At 31 <sup>st</sup> March 2014		<u>50,999</u>
 <b>NET BOOK VALUE</b>		
At 31 <sup>st</sup> March 2014		<u>1,004</u>
At 31 <sup>st</sup> March 2013		<u>2,007</u>

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

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Other debtors	3,250	5,575
Prepayments and accrued income	1,040	591
	<u>4,290</u>	<u>6,166</u>

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

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
PAYE/NI	14,671	14,335
Creditors	220	758
Accruals	21,961	10,067
	<u>36,852</u>	<u>25,160</u>



## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2014

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

	Unrestricted	Restricted	Total
	£	£	£
Tangible fixed assets	399	605	1,004
Debtors	4,290	-	4,290
Current asset investments	177,225	-	177,225
Cash at bank and in hand	24,783	365,252	390,035
Creditors falling due within on year	(22,101)	(14,751)	(36,852)
Net assets at the end of year	<u>184,596</u>	<u>351,106</u>	<u>535,702</u>

#### 14. FUNDS

	1 <sup>st</sup> April 2013 £	Incoming £	Outgoing £	Transfers between funds £	31 <sup>st</sup> March 2014 £
<b>Unrestricted Funds</b>					
General	317,428	266,605	-	(399,437)	184,596
	<u>317,428</u>	<u>266,605</u>	<u>-</u>	<u>(399,437)</u>	<u>184,596</u>
<b>Restricted Funds</b>					
Local Groups	117,921	52,826	(41,010)	4,920	134,657
<b>Regions:</b>					
East London	-	5,000	(41,853)	36,853	-
North London	-	9,040	(42,347)	33,307	-
South London	-	13,740	(41,261)	27,521	-
London	-	20,623	(437)	(20,186)	-
Surrey & Sussex	-	6,321	(31,323)	25,002	-
North & Midlands	-	20,906	(64,004)	43,098	-
North East	9,421	11,085	(30,304)	9,798	-
North West	-	13,834	(31,410)	17,576	-
East Midlands	2,703	14,290	(43,145)	26,152	-
West Midlands	-	111	(10,730)	10,619	-
Bath, Bristol & Somerset	-	13,000	(44,330)	31,330	-
Cornwall	6,397	930	(30,134)	22,807	-
Sub-total carried forward	<u>136,442</u>	<u>181,706</u>	<u>(452,288)</u>	<u>268,797</u>	<u>134,657</u>





**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2014

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

	1 <sup>st</sup> April 2013 £	Incoming £	Outgoing £	Transfers between funds £	31 <sup>st</sup> March 2014 £
<b>Restricted Funds (cont'd)</b>					
Sub-total brought forward	136,442	181,706	(452,288)	268,797	134,657
East of England	-	8,300	(49,268)	40,968	-
Rest of England	-	14,440	(42,770)	28,330	-
Mid Wales	-	-	(31,952)	31,952	-
North Wales	-	254	(21,331)	21,077	-
South Wales	-	100	(38,433)	38,333	-
Central Scotland	-	-	(31,148)	31,148	-
East Scotland	-	16,250	(45,695)	29,445	-
Highlands	-	5,000	(39,512)	34,512	-
West Scotland	2,590	6,965	(47,686)	38,131	-
Scotland	100,780	6,656	(23,045)	(50,497)	33,894
<b>Projects:</b>					
CAF	-	85,540	(21,411)	(31,148)	32,981
Caritas	-	300	(300)	-	-
Direct Debit Facility	2,000	-	-	-	2,000
Firs Education (Events in NW&Y)	3,000	-	-	-	3,000
Friendship Fund Application	-	1,250	-	-	1,250
Guest Birthday Celebration	714	-	-	-	714
Jubilee	-	15,000	(15,000)	-	-
Legacy Fundraising	3,000	-	-	-	3,000
New Groups	80,440	85,000	-	(38,120)	127,320
Redwing Trust	7,330	100,000	(106,040)	-	1,290
Robertson Trust	9,750	13,000	-	(13,000)	9,750
Royal Festival Hall	-	4,000	(4,000)	-	-
Scottish Government	-	40,000	(710)	(39,290)	-
The Big Lottery: People and Places	-	23,556	(32,355)	8,799	-
Vintage Teas	-	1,250	-	-	1,250
	346,046	608,567	(1,002,944)	399,437	351,106
	663,474	875,172	(1,002,944)	0	535,702



## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2014

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

##### **Purpose of Restricted Funds:**

##### **Local Group Funds**

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

##### **Geographic Area Funds**

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

##### **Projects**

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

##### **CAF**

Funding for Scotland

##### **Jubilee**

Funding to start Jubilee campaign

##### **New Groups**

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

##### **Redwing Trust**

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

##### **Scottish Government**

Funding to support Scottish organisation.

##### **The Big Lottery: People and Places**

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



**NOTES TO THE ACCOUNTS**  
FOR THE YEAR ENDED 31ST MARCH 2014

**15. RELATED PARTY TRANSACTIONS**

There were no related party transactions in the year.

**16. TRUSTEES**

The Trustees received no remuneration (2013: £nil) and only one Trustee attending Trustee meetings from afar was reimbursed travel expenses of £513 (2013: £452).

**17. FINANCIAL COMMITMENTS**

At 31st March 2014 the charity had annual commitments under non-cancellable operating leases as follows:

	<b>2014</b>	<b>2013</b>
	£	£
<b>Less than 1 year</b>		
Land and buildings	38,536	28,800
Other	3,528	14,940
<b>Total</b>	42,064	43,740

**18. TRANSFER IN OF ASSETS AND LIABILITIES**

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

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



## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2014

### 19. ACKNOWLEDGEMENT OF DONATIONS MADE

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

29 <sup>th</sup> May 1961 Charitable Trust	Dischma Charitable Trust
A E B Charitable Trust	Donald Forrester Trust
A E Cooper-Dean Charitable Trust	Doris Field Charitable Trust
Abba Trust	Drapers Charitable Trust
Anchor Housing Association	Duchy of Lancaster Benevolent Fund
ASDA	EventBrite Inc
Aster Communities	Eveson Charitable Trust
Band Trust	Fife Council
Bellinger Donnay Charitable Trust	Fowler Smith and Jones Trust
Big Lottery Fund - People and Places	French Huguenot Church of London
Bill Brown 1989 Charitable Trust	George John & Sheilah Livanos Ch. Trust
Bury Council	Haberdasher's Company
Calleva Foundation	Hobson Charity
Charities Aid Foundation	Hyde Park Place Estates
Charles & Elsie Sykes Trust	Inman Charitable Trust
Charles Wolfson Charitable Trust	J & J R Wilson Trust
Childwick Trust	James Beattie Charitable Trust
Clare King Charitable Trust	John Lewis Partnership
Clarkslegal LLP	Johnson Foundation
Community Foundation Surrey	Joseph Strong Frazer Trust
Constance Green Foundation	Josie M McGeady
Coutts & Co	JTI
Coward Endowment	Land Securities
D M F Ellis Charitable Trust	Launan Charitable Trust
Digital Outreach	Legal & General



**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2014**

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

Lloyds TSB Foundation	Sacker & Partners
May and Stanley Smith Charitable Trust	Scottish Government
MJC 2 Ltd	Shanley Foundation
Morton Charitable Trust	Skyscanner
Murphy Neumann Charity	Sovereign Health Care
Nationwide Building Society	Steel Charitable Trust
Nexen Inc	Sunday Times
P F Charitable Trust	Sunspot Tours Ltd
Pamela Barlow Charitable Trust	T.U.U.T Charitable Trust
Patrick & Helena Frost Foundation	Tresillian Trust
Persula Foundation	Waitrose Plc
Porticus UK Ltd	Walter Guinness Charitable Trust
Redwing Trust	Westminster Foundation
Renfrewshire Council	William Allen Young Charitable Trust
Robert Luff Foundation	Williams Serendipity Trust
Robertson Trust	Woodroffe Benton Foundation
Rosca Trust	Zochonis Charitable Trust
S Peake Charitable Trust	Zurich Community Trust



## REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name	Contact the Elderly
Charity Registration numbers	1146149 (England and Wales); SC039377 (Scotland)
Company Registration number	07869142
Principal Office	15 Henrietta Street, London, WC2E 8QG Freephone: 0800 716543 Email: <a href="mailto:info@contact-the-elderly.org.uk">info@contact-the-elderly.org.uk</a> Website: <a href="http://www.contact-the-elderly.org.uk">www.contact-the-elderly.org.uk</a>
The President	The Lady Jasmine Cavendish
Trustees	Trevor Lyttleton, MBE      Chairman and Founder Christian Grobel      Hon Treasurer William Barney Saul Betmead (appointed 1 April 2014) Claire Harris (appointed 1 April 2014) Pamela Holmes Philip Kelvin (appointed 1 April 2014) Helen Munro, MBE Sarah Reed Sally-Anne Wilkinson (appointed 1 April 2014) Susan Goss (resigned 13 July 2013)
Chief Executive Officer	Mary Rance
Auditor	Chantrey Vellacott DFK LLP, Chartered Accountants Russell Square House, 10-12 Russell Square, London WC1B 5LF
Bankers	Coutts and Co, 440 Strand, London WC2R 0QS



**PLEASE HELP US TO CONTINUE TO MAKE A REAL  
DIFFERENCE**

**IF YOU, OR SOMEONE YOU KNOW, WOULD LIKE TO GET  
INVOLVED THERE ARE MANY WAYS TO HELP**

- **VOLUNTEER AS DRIVERS ONCE A MONTH ON A  
SUNDAY AFTERNOON, OR ONCE OR TWICE A YEAR  
AS A HOST PROVIDING TEA FOR ONE OF OUR  
GROUPS**
- **HELP ENSURE THE OLDER GUESTS ALWAYS HAVE  
SOMETHING TO LOOK FORWARD TO BY  
COORDINATING A LOCAL GROUP, OR SET UP NEW  
ONES**
- **JOIN THE FRIENDSHIP FUND, SPREADING  
FRIENDSHIP BY DONATING AT LEAST £5 PER  
MONTH, OR £60 PER YEAR TO HELP US LAUNCH  
MORE GROUPS, FIND MORE VOLUNTEERS AND  
WELCOME MORE MEMBERS INTO OUR GROUPS**
- **PLEDGE TO LEAVE US A GIFT IN YOUR WILL TO  
ENSURE OUR GIFT OF FRIENDSHIP REACHES EVEN  
MORE OLDER PEOPLE IN THE YEARS TO COME**

**PLEASE CALL FREEPHONE 0800 716543 OR VISIT  
[WWW.CONTACT-THE-ELDERLY.ORG.UK](http://WWW.CONTACT-THE-ELDERLY.ORG.UK)**

**IF NOT NOW, WHEN?**

