

THE SILVER LINE HELPLINE

England & Wales · Charity number 1147330

Details

Other names	THE SILVER LINE
Status	Registered
Legal form	Charitable company
Company number	08000807
Registered	2012-05-18
Register	View on the Charity Commission register

Contact

Address	The Silver Line Helpline 7th Floor One America Square 17 Crosswall London EC3N 2LB
Phone	020 7224 2020
Email	info@thesilverline.org.uk
Website	www.thesilverline.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING: TO PROMOTE THE PROTECTION OF OLDER PEOPLE AND IN PARTICULAR; (1) TO SET UP AND MAINTAIN TELEPHONE LINES OR OTHER MEANS OF COMMUNICATION OR CORRESPONDENCE TO ASSIST OLDER PEOPLE IN DANGER, SUFFERING ISOLATION, OR BEING ABUSED PHYSICALLY, SEXUALLY, MENTALLY OR FINANCIALLY; (2) 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 (3) TO BEFRIEND AND SUPPORT ISOLATED OLDER PEOPLE.

Activities: The Silver Line is a unique national service that provides three key functions to support older people: 1. a signposting service to link them into the many and varied services that exist around the country; 2. a friendship service to combat loneliness; and 3. a means of empowering those who may be suffering abuse and neglect and, if appropriate, transferring them to specialist services.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** THROUGHOUT ENGLAND AND WALES
- Guernsey
- Isle Of Man
- Jersey
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£0	£0	-	-
2024-03-31	£0	£0	-	-
2023-03-31	£728,657	£1,032,858	£1	76
2022-03-31	£1,131,453	£1,237,021	£545,588	67
2021-03-31	£2,599,541	£1,795,482	£651,156	81

Trustees

Name	Role	Appointed
Donna Michelle Marshall		2026-01-23
Paul David Charles Farmer		2022-11-30

THE SILVER LINE HELPLINE

England & Wales - Charity number 1147330

Accounts

Registered company number: 08000807

Registered charity number: 1147330
(Scotland: SC044467)

The Silver Line Helpline
Trustees' Report and Financial Statements
For the year ended
31 March 2023

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ADMINISTRATIVE INFORMATION

Trustees Dame Esther Rantzen DBE (President and Founder) (resigned 30 November 2022)
 Martin Jones (resigned 30 November 2022)
 James Batchelor (resigned 30 November 2022)
 Gary Rycroft (resigned 30 November 2022)
 Denise Smith (resigned 30 November 2022)
 Paul Farmer (appointed 30 November 2022)
 Richard Hawtin (appointed 30 November 2022)

Royal Patron The former Duchess of Cornwall

Registered
office 7th Floor, One America Square
 17 Crosswall
 London
 EC3N 2LB

Website www.thesilverline.org.uk

Bankers NatWest Bank
 City of London Office
 PO Box 12258
 1 Princes Street
 London
 EC2R 8BP

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

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

TRUSTEES REPORT 2023

The trustees are pleased to present their report, together with the financial statements of the charity for the year ended 31 March 2023, which also represents the Trustees' Report, which is required to be prepared by Part 8 of the Charities Act 2011.

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

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements on page 20, applicable accounting standards, current statutory requirements, the Companies Act 2006, the requirements of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the charity's memorandum and articles of association.

Structure, Governance and Management

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

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

On 1st October 2019 The Silver Line Helpline became a wholly owned subsidiary of Age UK (Charity number 1128267). The Articles of Association were changed to make Age UK the sole member of the charity and any new trustees would be appointed by the sole member, Age UK.

The Silver Line Helpline retained a Board of Trustees, distinct brand and charity number but sat within the Age UK group structure. It continued to raise money for its own operations up until 30th November 2022, drawing on the Age UK fundraising team to do so. In last year's Annual Report and Accounts we outlined a proposal to change the governance arrangements— governance conversations have since been finalised and agreed on 24th October 2022 and the activities of The Silver Line Helpline were transferred into Age UK on 30th November 2022. The charity since this date has been dormant and will continue to be for the foreseeable future.

To the 30th November 2022, the charity was governed by a board of trustees who met to determine the strategic direction of the charity. The day-to-day management of the charity's operations are carried out by Age UK staff. Core staff delivering the Helpline service were employed by The Silver Line Helpline. On 30th November 2022, the original board of trustees resigned and two new trustees were appointed. Furthermore, the remaining employed staff were transferred across to Age UK, as per the agreed procedures set out in the transfer agreement.

Indemnity insurance is provided for Trustees up to the value of £5m, premiums are paid centrally for the whole group by Age UK, the parent of The Silver Line Helpline. The premiums are not broken down by individual parts of the group, so The Silver Line Helpline's portion cannot be determined. During the period, total indemnity insurance paid by Age UK in relation to Trustees for the financial year ending 31st March 2023 was £14,888 (2021:£11,624).

Objectives and Activities for the Public Benefit

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

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

The charity achieved its aims and objectives through the running of the Silver Line Helpline service. Until 30 November 2022, this was run by the charity itself. From that date, the Trustees decided that the charity's aims and objectives would be better met by transferring the helpline into Age UK to ensure its continued operation into the future.

The Silver Line Helpline service is the only free, confidential helpline providing friendship, conversation and support, 24 hours a day, 365 days of the year, to older people experiencing loneliness, isolation, and abuse throughout the UK. It is a unique national service that provides friendship and combats loneliness, supports older people, empowers those who may be suffering abuse and neglect and, if appropriate, signposts or transfers them to

specialist services. When there is no one else to turn to and most other services are closed, The Silver Line Helpline is there, offering comfort and a listening ear.

During the year The Silver Line Helpline built on its long-term aim, with the successful growth and development of the Helpline Volunteer role, becoming a well embedded, blended model, with volunteers working successfully alongside paid staff, to answer helpline calls and provide much needed support to the older people who call.

The Helpline service is confidential and anonymous, allowing us to quickly build trust with our callers, who know they can talk to us about anything, without fear of judgement, and without the worry that by discussing their concerns they will 'become a burden' to friends and family. We know the Helpline service supports vulnerable older people - we receive many calls from older people with complex issues, including mental health problems, recent bereavement, physical illness, panic attacks, alcoholism. It is of particular note and concern that this year we received an increasing number of calls from older people expressing suicidal thoughts.

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

All those services and attributes continue to operate, having been transferred into Age UK where they are now carried out as part of an extensive range of Age UK's national services.

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

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

Achievements and Performance

During the financial year 22/23 we answered over 127,000 calls to The Silver Line Helpline before it was transferred to Age UK on 30 November 2022. In total across the financial year, we answered 192,908 calls. These were answered by 67 staff and 181 volunteers.

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

In 2022, we expanded the team of paid employees who support our volunteers, enabling us to onboard and support more volunteers than ever before, whilst providing a friendly and supportive environment for those who volunteer with The Silver Line helpline. With use of appropriate technology, we have a geographical base in Blackpool, along with the capacity for staff and volunteers to respond to calls from home. This opened up further potential to develop the service in the future.

We grew our caller care team who help to offer more support to our frequent and complex callers. The team work hard to find positive solutions that best suit the needs of this group of callers, whilst freeing capacity to answer calls from all the older people who need us.

Hearing from our people

Victoria, Silver Line Helpline volunteer

What attracted you to volunteer for the Silver Line Helpline?

The Silver Line is my first regular volunteer role, and I wasn't sure what to expect. The training was exceptionally good, but it also highlighted that some calls could be quite difficult. However, after my first shift my worries vanished. The team leaders are there all the time so when you don't know something, they assist. I also found just chatting to callers was lovely.

Why do you think services like the Silver Line are important for older people?

I've been volunteering for three months now and have taken 80 calls. That's 80 individuals I have been able to support in some way. When you multiply this by the amount of volunteers and shifts, the number of people that are being supported is staggering. I am so proud to be a part of the amazing work that The Silver Line does. I look forward every week to my next shift.

Remuneration

Salaries and employment terms and conditions, for the period up to 30th November 2022, were in line with Age UK policy and practice.

Financial Review and Risks

Income of £729k (2022: £1,261k) and expenditure of £1,033k (2022: £1,237k) contributed to a net deficit of £304k (2022: surplus of £24k). The 2023 figures represent eight months of activity as the activities were transferred to Age UK on 30th November 2022, and means the periods are not comparable since the 2022 figures represent a full 12 months of activity. On the date of transfer, the charity transferred assets and liabilities, as per the transfer agreement to Age UK. In total £371k of funds were transferred (£337k of unrestricted funds and £34k of restricted funds). Therefore, the charity ended the year 31st March 2023 with total reserves of £nil as activities ceased on the transfer date.

Due to the above mentioned transfer, the net assets of the charity at the year-end were £nil (2022: £676k). Assets (debtors, cash and fixed assets) as well as liabilities (creditors) were passed from the charity onto Age UK.

Given that the charity is dormant at the year-end date, the management of the risk register by the trustees ceased upon the transfer of activities to Age UK, with any attendant risks now being addressed by Age UK's risk management approach. Operational risks at the point of transfer were considered and transferred, with rights to assets and liabilities, onto Age UK from 30th November 2022.

Following the transfer to Age UK on 30th November 2022, financial integration was completed so that Silver Line's financial controls and processes were merged into the Age UK financial systems. Budgets for The Silver Line Helpline service continued to be prepared within Age UK's forecast and budgeting process.

Fundraising

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

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

We are very conscious of the demographics of our service users and supporters and complied with GDPR regulations (including the Data Protection Act 2018) on data management. Our policy on fundraising with people in vulnerable circumstances was followed by all our staff engaged in fundraising. All fundraising materials and training provided to our fundraisers, and those fundraising on our behalf, were regularly reviewed by the Fundraising Compliance Manager of Age UK (acting on behalf of our parent charity). In addition, we incorporate the Institute of Fundraising's 'Treating donors fairly' guidance into our fundraising. We regularly reviewed our fundraising marketing channels and propositions and took on feedback from our supporters and the public.

We are incredibly grateful to those major donors who have supported us. Thanks to players of Peoples' Postcode Lottery for their support through the Postcode Support Trust and The Eighty Eight Foundation. In line with fundraising regulation, donations to The Silver Line are greatly appreciated and donations and legacies made to the Silver Line will be managed by Age UK and spent on the Silver Line Helpline service.

Reserves Policy

Since transferring all activities to Age UK on 30th November 2022, and ceasing its activities, the charity no longer holds reserves and hence no reserves policy is required.

Basis other than Going Concern

Since the activities of the Helpline were transferred to Age UK on 30th November 2022 (see note 19), the directors have prepared the financial statements on a basis other than on a going concern basis. The use of a basis other than the going concern basis of accounting has not resulted in any changes to the recognition, measurement or presentation of transactions and balances in these financial statements.

Future Plans

There are no future plans of the Charity, since the activities of the Helpline were transferred to Age UK on 30th November 2022 (see note 19). Age UK continues to run The Silver Line, and is developing further plans to extend

the reach to more older people. From this date and for the foreseeable future, the The Silver Line Helpline is a dormant entity.

Trustees

The membership of the Board is set out below. All served on the Board throughout the year unless otherwise stated:

Dame Esther Rantzen DBE (President and Founder) – resigned 30 November 2022

Martin Jones, Chair – resigned 30 November 2022

James Batchelor – resigned 30 November 2022

Gary Rycroft – resigned 30 November 2022

Denise Smith – resigned 30 November 2022

Paul Farmer – appointed 30 November 2022

Richard Hawtin – appointed 30 November 2022

Disclosure of information to auditor

Each of the persons who is a trustee at the date of approval of this report confirms that, so far as each trustee is aware, there is no relevant audit information of which the Charity's auditor is unaware, and the Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Statement of Trustees' responsibilities in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Annual 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 they have are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*.

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure/expenditure over income for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- 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; and
- assess the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless they either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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 responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

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

The report has been prepared taking advantage of the small companies exemptions within the Companies Act.

The report was approved by the Board on 28 September 2023 and signed on its behalf.



Richard Hawtin

Director

7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB

2 October 2023

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

Opinion

We have audited the financial statements of The Silver Line Helpline ('the charitable company') for the year ended 31 March 2023 which comprise Statement of Financial Activities, Balance sheet, Cashflow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

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

Emphasis of Matter - Basis of preparation in respect of going concern

We draw attention to the disclosure in the Trustees Report and note 1 to the financial statements, which indicate that the activities of the Helpline were transferred to Age UK on 30th November 2022 and therefore the trustees do not consider it to be appropriate to adopt the going concern basis of accounting in preparing the financial statements. Accordingly the financial statements have been prepared on a basis other than going concern as described in the Trustees Report and note 1. Our opinion is not modified in respect of this matter.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Taxation legislation and Employment legislation.

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

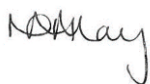
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to

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

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

Use of our report

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



Nicola May
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London
Date: 2 October 2023

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2023

		2023			2022		
	<u>Note</u>	Unrestricted Funds	Restricted Funds	Total	Unrestricted Funds	Restricted Funds	Total
		£	£	£	£	£	
Income from:							
Donations and Legacies	2	678,657	50,000	728,657	1,130,081	121,251	1,251,332
Charitable Activities		-	-	-	10,119	-	10,119
Investment and Interest Income		-	-	-	2	-	2
Total Income		678,657	50,000	728,657	1,140,202	121,251	1,261,453
Expenditure on:							
Raising Funds	3	144	-	144	512	-	512
Charitable Activities	4, 5	968,826	63,888	1,032,714	1,118,937	117,572	1,236,509
Total Expenditure		968,970	63,888	1,032,858	1,119,449	117,572	1,237,021
Net (expenditure)/ income	8	(290,313)	(13,888)	(304,201)	20,753	3,679	24,432
Transfer between funds		-	-	-	47,846	(47,846)	-
Transfer of charity to Age UK	19	(337,469)	(33,917)	(371,386)	-	-	-
Net movement in funds		(627,782)	(47,805)	(675,587)	68,599	(44,167)	24,432

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2023
(Continued)

		2023			2022		
	<i><u>Note</u></i>	Unrestricted Funds	Restricted Funds	Total	Unrestricted Funds	Restricted Funds	Total
		£	£	£	£	£	£
Reconciliation of funds							
Funds brought forward - 1 April	17	627,783	47,805	675,588	559,184	91,972	651,156
Net movement in the year		(627,782)	(47,805)	(675,587)	68,599	(44,167)	24,432
Total funds at 31 March 2023 (2022)		1	-	1	627,783	47,805	675,588

The results above all arose from continuing operations.

The notes on pages 16 to 27 form part of these financial statements.

BALANCE SHEET as at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	9	-	12,333
Investments	10	1	1
		1	12,334
Current assets			
Debtors	11	-	329,380
Cash at bank and in hand		-	1,339,629
		-	1,669,009
Creditors: amounts falling due in less than one year	12	-	(987,800)
Net current assets		-	681,209
Total assets less current liabilities		1	693,543
Provisions for liabilities	13	-	(17,955)
Net assets		1	675,588
Funds			
Restricted funds		-	47,805
Unrestricted funds:			
General reserve		1	627,783
Total unrestricted funds		1	627,783
Total Funds	15	1	675,588

The financial statements were approved and authorised for issue by the board of trustees on 28 September 2023 and were signed on its behalf by:



Richard Hawtin
Trustee
2 October 2023

The notes on pages 16 to 27 form part of these financial statements.

CASH FLOW statement for the year ended 31 March 2023

	2023	2022
	£	£
Net cash provided by operating activities	(972,354)	227,326
Cash flows from investing activities:		
Dividends, interest and rents from investments	-	2
Disposal of fixed assts to Age UK	4,112	-
Transfer of charity to Age UK	(371,387)	-
Net cash provided by investing activities	(367,275)	2
Change in cash and cash equivalents in the reporting period	(1,339,629)	227,328
Cash and cash equivalents at the beginning of the reporting period	1,339,629	1,112,301
Cash and cash equivalents at the end of the reporting period	-	1,339,629
Reconciliation of net expenditure to net cash flow from operating activities	2023	2022
	£	£
Net (expenditure)/ income for the reporting period (as per the SOFA)	(304,201)	24,432
Adjustments for:		
Depreciation charges	8,222	12,334
Dividends, interest, and rents from investments	-	(2)
Decrease/(increase) in debtors	329,380	(286,190)
(Decrease)/increase in creditors	(987,800)	458,797
(Decrease)/increase in creditors due after 1 year	(17,955)	17,955
Net cash provided by operating activities	(972,354)	227,326
Analysis of Cash and Cash Equivalents		
Cash in hand	-	1,339,629
Total Cash and Cash Equivalents	-	1,339,629

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

1 Accounting policies

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

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

The principal accounting policies are summarised below.

Basis of preparation

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

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

Exemption from preparing consolidated financial statements

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

Preparation of financial statements on a non-going concern basis

Since the activities of the Helpline were transferred to Age UK on 30th November 2022 (see note 19), the directors have prepared the financial statements on a basis other than on a going concern basis. The use of a basis other than the going concern basis of accounting has not resulted in any changes to the recognition, measurement or presentation of transactions and balances in these financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

Incoming resources

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

(i) Donations

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

(ii) Donated services and facilities

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

(iii) Legacies

Legacies are accounted for as income once the receipt of the legacy becomes probable and quantifiable and entitlement criteria are established. For pecuniary legacies this will generally be at the point probate is granted. For residuary legacies this will generally be when a copy of the will and an Assets and Liabilities Statement has been received from the executor and is subject to a provision of 10% to allow for the uncertainty of the final income value.

(iv) Deferred income

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

(v) Income tax credits recoverable on donations

Tax credits are recognised when receivable.

(vi) Interest receivable

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

Expenditure and VAT

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

(i) Expenditure on raising funds

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

(ii) Expenditure on charitable activities

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

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll, and governance costs which support the delivery of the charitable activities. These costs have been allocated between expenditure on raising funds and expenditure on charitable activities, and the bases of these allocations are set out in note 5.

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Investments

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

Debtors

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

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

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

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

Pensions

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

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

Termination costs

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

Principle estimates and uncertainty

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

Prior year adjustment

Income was understated by £130,000 in the prior year. This adjustment to income relates to a £130,000 unaccrued unrestricted legacy at the prior year end date 31st March 2022. This resulted in the net expenditure of £105,568 being updated to a net income result of £24,432 and the opening unrestricted reserves increasing from £497,783 to £627,783.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

2 Income from Donations & Legacies	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2023	2023	2023	2022
	£	£	£	£
Donations	-	71,569	71,569	272,193
Legacies	-	12,608	12,608	256,788
Trusts & Foundations	50,000	594,480	644,480	722,351
	<u>50,000</u>	<u>678,657</u>	<u>728,657</u>	<u>1,251,332</u>

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

Prior year unrestricted legacy income has been adjusted to include £130,000 of unaccrued legacy income.

3 Expenditure on Raising Funds	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2023	2023	2023	2022
	£	£	£	£
Fundraising including support costs	<u>-</u>	<u>144</u>	<u>144</u>	<u>512</u>
	<u>-</u>	<u>144</u>	<u>144</u>	<u>512</u>

For the years ended 31 March 2022 and 31 March 2023 fundraising costs have been borne by Age UK, not recharged to The Silver Line Helpline.

4 Expenditure on Charitable Activities	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	2023	2023	2023	2022
	£	£	£	£
Helpline Costs	63,888	924,917	988,805	1,131,982
Silver Connects	-	-	-	27,713
Support and Governance Costs (note 6)	<u>-</u>	<u>43,909</u>	<u>43,909</u>	<u>76,814</u>
	<u>63,888</u>	<u>968,826</u>	<u>1,032,714</u>	<u>1,236,509</u>

Total staff costs of £914,690 (2022: £999,690) have been allocated to charitable activities (excluding support and governance) based on an agreed apportionment of staff time.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

5 Support & Governance Costs

	Restricted Funds 2023	Unrestricted Funds 2023	Total Funds 2023	Total Funds 2022
Audit	-	16,800	16,800	27,600
IT and Web	-	15,645	15,645	34,525
Legal and Professional Charges	-	3,199	3,199	2,325
Finance Costs	-	43	43	30
Depreciation	-	8,222	8,222	12,334
Total Support & Governance Costs	-	43,909	43,909	76,814

6 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 (2022: £nil). During the year, travel and expenses amounting to £Nil (2022: £nil) were reimbursed to no Trustees (2022: no Trustees) and the charity incurred direct expenditure of £Nil (2022: £nil) relating to trustee travel and expenses. No Trustee received payment for professional or other services supplied to the Charity (2022: none).

There were no Key Management Personnel employed by the Charity in 2023 and 2022.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

7 Staff Costs

	2023	2022
	£	£
Wages and salaries	798,775	925,370
Social security costs	54,022	51,150
Pension costs	61,893	23,170
	914,690	999,690

No redundancy payments were paid to any employees in the year (2022: 2 employees, £1,758). Of this amount £nil was outstanding at 31 March 2023 and 31 March 2022. Termination payments are comprised of voluntary and compulsory redundancy and settlement payment schemes. Payments are recognised in staff costs once they are quantifiable and upon communication of intention to pay.

No employees received remuneration over £60,000 during the year (2022: nil).

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:	2023	2022
	Number	Number
Charitable Activities	76	67
	76	67

8 Net Expenditure for the year

	2023	2022
	£	£
Net Expenditure is stated after charging:		
Audit Fee	16,800	27,600
Depreciation	8,222	12,334

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

9 Tangible assets

		Fixtures, Fittings & Equipment	Total
Cost		£	£
	At 1 April 2022	125,782	125,782
	Disposals	(125,782)	(125,782)
	At 31 March 2023	-	-
Depreciation			
	At 1 April 2022	113,449	113,449
	Charge for the year	8,222	8,222
	Disposals	(121,671)	(121,671)
	At 31 March 2023	-	-
Net book value			
	At 31 March 2023	-	-
	At 31 March 2022	12,333	12,333

10 Investments

	2023	2022
	£	£
Cost and net book value at 1 April	1	1
Cost and net book value at 31 March	1	1

At 31 March 2023 the charity held investments in the following subsidiary undertaking:

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

11 Debtors

	2023	2022
Due within one year	£	£
Amounts owed by group undertakings	-	2,473
Prepayments and accrued income	-	312,782
Payroll taxes	-	5,227
Other debtors	-	8,898
	-	329,380

Prior year prepayments and accrued income has been adjusted to include £130,000 of unaccrued legacy income.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

12 Creditors falling due within twelve months

	2023	2022
	£	£
Amounts owed to parent undertaking	-	799,394
Accruals	-	186,198
Other creditors	-	2,208
	<u>-</u>	<u>987,800</u>

13 Provisions for liabilities

	Holiday Provision	Total
	£	£
At 1 April 2022	17,955	17,955
Charged to P&L	25,907	25,907
Utilised in the year	(17,955)	(17,955)
Transferred to Age UK	(25,907)	(25,907)
At 31 March 2023	<u>-</u>	<u>-</u>

14 Financial Instruments

	2023	2022
	£	£
Assets - amortised	-	1,663,782
Liabilities - amortised	-	(862,800)

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

15 Funds

	As at 31/3/21	Incoming Resources	Outgoing Resources	Transfers	As at 31/3/22 (as restated)	Incoming Resources	Outgoing Resources	Transfers*	As at 31/3/23
	£	£	£	£	£	£	£	£	£
<u>Restricted Funds</u>									
Eighty-Eight Foundation	25,000	100,000	(90,669)	-	34,331	50,000	(63,888)	(20,443)	-
Other restricted funds	66,972	21,251	(26,903)	(47,846)	13,474	-	-	(13,474)	-
	91,972	121,251	(117,572)	(47,846)	47,805	50,000	(63,888)	(33,917)	-
<u>Unrestricted Funds</u>									
General	559,184	1,140,202	(1,119,449)	47,846	627,783	678,657	(968,970)	(337,469)	1
	559,184	1,140,202	(1,119,449)	47,846	627,783	678,657	(968,970)	(337,469)	1
Total funds	651,156	1,261,453	(1,237,021)	-	675,588	728,657	(1,032,858)	(371,386)	1

*The Charity transferred its funds, on 30th November 2022, to Age UK Charity.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

16 Related Party Transactions

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

During the year the Charity received £nil donations from Trustees (2022: £nil).

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

At the date of the disposal, 30th November 2022 the balance owed by the subsidiary to the charity amounted to £2,473 (2022: £2,473).

17 Analysis of Net Assets Between Funds 2023

	Restricted Funds 2023 £	Unrestricted Funds 2023 £	Total Funds 2023 £
Fixed Assets	-	1	1
Current Assets	-	-	-
Current Liabilities	-	-	-
Non-Current Liabilities	-	-	-
	<u>-</u>	<u>1</u>	<u>1</u>

Analysis of Net Assets Between Funds 2022

	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £
Fixed Assets	-	12,334	12,334
Current Assets	47,805	1,621,204	1,669,009
Current liabilities	-	(987,800)	(987,800)
Non-Current Liabilities	-	(17,955)	(17,955)
	<u>47,805</u>	<u>627,783</u>	<u>675,588</u>

18 Liability of Members

The Trustees consider the ultimate parent undertaking and ultimate controlling party of the charity to be Age UK, a charitable company limited by guarantee and registered in England: registered office address 7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB, company number 6825798, and registered charity number 1128267.

The Charity does not have share capital and is limited by guarantee. In the event of the Charity being wound up each member is liable to contribute £10. As at 31 March 2023 (and 2022) Age UK was the sole member.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023 (continued)

19 Transfer to Age UK

Following ongoing discussions between The Silver Line Helpline and Age UK about future governance arrangements, The Silver Line Helpline trustees agreed on 24th October 2022 to transfer the current and remaining activities of The Silver Line Helpline into Age UK. The Silver Line Helpline service continued within Age UK, with The Silver Line Helpline charity's operations, assets and liabilities transferring on 30th November 2022 to Age UK. The balances transferred to Age UK were as follows:

	30th November 2022 £
Fixed assets	
Tangible assets	<u>4,111</u>
	4,111
Current assets	
Debtors	229,079
Cash at bank and in hand	<u>1,195,800</u>
	1,424,879
Creditors: amounts falling due in less than one year	<u>(1,031,697)</u>
Net current assets	393,182
Total assets less current liabilities	<u>397,293</u>
Provisions for liabilities	<u>(25,907)</u>
Net assets	<u><u>371,386</u></u>
<u>Funds</u>	
Restricted funds	33,917
Unrestricted funds:	
General reserve	<u>337,469</u>
Total unrestricted funds	<u><u>337,469</u></u>
Total Funds	<u><u>371,386</u></u>

THE SILVER LINE HELPLINE

England & Wales - Charity number 1147330

Accounts

Registered company number: 08000807

Registered charity number: 1147330
(Scotland: SC044467)

The Silver Line Helpline
Trustees' Report and Financial Statements
For the year ended
31 March 2022

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ADMINISTRATIVE INFORMATION

Trustees Dame Esther Rantzen DBE (President and Founder)
 Martin Jones
 James Batchelor
 Gary Rycroft
 Denise Smith

Royal Patron HM The Queen Consort

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 EC3N 2LB

Website www.thesilverline.org.uk

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 PO Box 12258
 1 Princes Street
 London
 EC2R 8BP

 Barclays Bank Plc
 Soho Square Branch, 27 Soho Square
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 W1D 3QR

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

STATEMENT FROM THE PRESIDENT AND FOUNDER

DAME ESTHER RANTZEN'S FOREWORD TO THE SILVER LINE ANNUAL REPORT 2022

Welcome to The Silver Line Helpline's Annual Review. In it you will find the crucial statistics that spur our team on, the demand for our 24/7 free telephone service which offers friendship, conversation, and support to older people, many of whom are isolated and lonely and have nobody else to have a conversation with.

Our challenge, of course, is to spread awareness of our service, and to increase our capacity to respond so that we can answer every call. Because that call may be the only contact an isolated person has, the only way they can talk about their feelings and experience, share memories, laugh or cry with someone and feel, as one of our early callers told us, that when he put the phone down he had once again joined the human race.

It is ten years since the Silver Line charity was launched in 2012. In my role as Founder/President of The Silver Line I would like to thank all the dedicated staff and volunteers who have enabled us to reach this landmark anniversary, and have supported so many thousands of older people who rely upon our service. As President I ring some of our callers from time to time, with their consent, to ask about the issues they are facing, and what more we can do to combat their loneliness. For this Review I spoke to two callers, Helen and Belinda, who have generously allowed me to tell their stories and reflect upon the causes and effects of loneliness in the lives of older people, ten years after we first launched.

Helen, like many callers to our Helpline, is in her seventies, and lives alone. I asked her how she has been affected by the pandemic, and whether Covid had increased her isolation and loneliness. "Frankly, Esther," she said "I survived lockdown perfectly well. As I don't go out at all, I never get past my own front door anyway, so the lockdown didn't make any difference to me." Like many of our callers, Helen was locked down by her disabilities long before Covid struck.

Over the past ten years we have become used to hearing from our callers the two "B words" that create so much isolation: "Busy-ness" and "Burden". Callers tell us today's world is too busy for anyone to find the time to chat with them, and the last thing they want is to become a burden. Helen taught me a new B-word, Bother. When I asked why she doesn't reach out to her family and neighbours for more help and companionship she told me "I don't like to bother them." It is one measure of today's ageism that so many older people feel they have become a bother and a burden.

I asked Helen what she does for fun, she said "Nothing." Because her sight is impaired, she finds watching television or using her iPad very difficult. She used to enjoy cooking but standing is also difficult for her. What she misses most of all, is company. "I don't see anybody from day to day," she told me. But after our conversation she rang The Silver Line Helpline, "and I spoke to a lovely gentleman. I really enjoyed our conversation." For callers like Helen, our Helpline has become their only accessible connection with the outside world.

Loneliness is corrosive. Belinda first rang the Silver Line Helpline soon after it opened, reaching out for the friendship and companionship she missed so much. We have linked her with befrienders who chat to her on the phone a couple of times a week. She values their calls, but they cannot fill the gaps in her life. "The biggest loss is my husband, we were so close. And I used to be independent, I could get on and do things myself. I'm a totally different person now, I'm an old misery," she told me. Belinda admitted that she had felt so down that she had contemplated taking her own life. "I told the doctor and he gave me tablets, but I took one and it made me so sleepy I wouldn't take any more." I asked what would make a real difference. "Some-one to visit me, a friend who would come for a cup of tea and a natter."

Like many of our callers, Belinda lives on her own and has a painful disability which imprisons her in her home. "I used to be so different" Belinda told me. "I loved life. I used to go out a lot, I was always doing things, gardening, decorating. With a good husband and my big family, I've been so lucky. But now he's gone, and I'm in my nineties, I can't expect it. I say to myself, just get on with it. But it's not that easy."

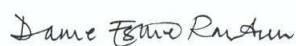
The crucial role played by the staff and volunteers working on the Helpline is not only to listen and chat to our callers, but also to find organisations and projects to support them. There are organisations offering face-to-face befriending around the country, and Belinda has a local Age UK who have volunteers happy to visit and enjoy a chat. But it takes confidence to reach out and Belinda was reluctant to ask for help. Like many of her generation, she has too much pride. So many of our callers need empowering, reassuring that they are not "old miseries" but

interesting and enjoyable company, that sharing their memories is great fun, that conversation with them would be welcomed. She took my point. “My mother used to tell me, if you want friends, you’ve got to make friends,” she told me.

“Thank you for ringing” Belinda told me at the end of our conversation, “It’s made a huge difference. I’ve loved every minute.” And that is what motivates our staff and volunteers. There is no single silver bullet that cures loneliness, but we hope that our Helpline will empower our callers to forget the “B words”, lose the idea that they are bothering, or being a burden, or that everyone is too busy to care. Aging inevitably takes from us some of the people we love and rely upon, it may deprive us of our independence, our mobility, our confidence. But The Silver Line offers the fun of an enjoyable conversation, the reassurance that you may be older, but you are certainly valued.

“Thank you for calling”, Helen told me, “You made my morning”. Perhaps this Review will remind you of someone in your own life, a friend, a colleague, a family member, a neighbour you could ring up and chat to. That simple conversation will remind them that they are indeed a member of the human race, and above all, create some fun for you both. If reading this Review you are inspired to help us, by volunteering, or by supporting us by fundraising, it will make a real difference to our work, enabling us to spread awareness and answer even more calls. Belinda remembers a different time, as she told me, “The world I was brought up in was more friendly and understanding, it’s a different world now.” We need to prove that even in today’s busy world we still care about the happiness of our older people.

The Silver Line’s activities are now merging completely into Age UK, and our current Board of Trustees will be disbanding. So I would like to end by expressing my deep gratitude to the outgoing Board, James Batchelor, Gary Rycroft, and Denise Smith, who like previous Trustees are all skilled and distinguished volunteers who have dedicated themselves to the welfare of vulnerable older people and the success of The Silver Line. We are deeply grateful to all our Trustees over the years who contributed enormously to our mission of alleviating loneliness and reaching out to the older people who need our services desperately. Our Chair, Martin Jones, will continue to play an active role in developing The Silver Line in his role as a Trustee of Age UK. And, as you’d expect after ten years as President, so will I. Thank you to all the supporters, all the people who have donated resources, all the staff and volunteers who have shaped our service since we launched our pilot in 2012. Inspired by your example, let us hope The Silver Line continues to offer its unique service for years to come to the country’s older people, who deserve the best.



Dame Esther Rantzen DBE
President and Founder

STATEMENT FROM THE CHAIR 2022

For The Silver Line Helpline, the financial year 2021/22 has been a time of growth and development as we have negotiated our way through the post lockdown landscape.

Although many people have welcomed society increasingly returning to a 'new normal', many older people still feel great fear and apprehension about mixing with others and taking part in wider society, particularly about the health implications this might hold for them.

Calls to The Silver Line Helpline have continued to increase in their complexity throughout 2021/22, with many older people telling us that their loneliness and fear for their future is becoming too much for them to bear. Others have told us that the last few years have had a significant negative impact on their mental wellbeing.

Being part of the Age UK group has given The Silver Line Helpline the security and support, during what have been challenging times, to be able to concentrate on responding to changes and to continue to meet the needs of the older people we serve. During 2021/22 we have reviewed and changed the way our Team Leaders and Helpline Officers work and are rostered; doubled the number of Team Leaders to ensure we can support our callers, volunteers, and staff with the increasing number of complex calls; recruited additional paid Helpline Officers so that we can answer more calls; and invested in growing our volunteer management team.

The introduction of three new roles within our volunteer management structure will enable us to recruit and onboard more Helpline volunteers than ever before and provide all volunteers with the training and support they need to thrive in this challenging and hugely essential role.

I would like to offer thanks to the Age UK Board of Trustees for their ongoing support, the services team - specifically Pam Creaven and Alasdair Stewart - for their foresight and leadership of The Silver Line Helpline and for supporting us to navigate the complex changes we have faced, and all of our Helpline staff and volunteers for their hard work and dedication to improving the lives of older people.

Age UK's Fundraising Team have again this year provided us with stellar support in raising funds to support the success of The Silver Line Helpline and I extend my thanks and good wishes to them, on behalf of The Silver Line Board. Without our generous funders and supporters past and present, we would not be here to answer calls from older people, every day and night of the year, when many other services aren't available.

As The Silver Line's activities are now merging completely into Age UK, this my last statement and so in The Silver Line's 10th year of operation, I reflect on some of the highlights over the last ten years:

- ❖ 2012 – launch of The Silver Line Helpline's pilot service in the Northwest and Northeast of England
- ❖ 2013 – national launch of The Silver Line Helpline as a 24-hour Helpline and Telephone Friendship Service
- ❖ 2014 – the year we launched our group friendship service
- ❖ 2015 – launch of the Silver Connects advocacy and signposting service
- ❖ 2016 – insourcing our Helpline function and operations
- ❖ 2017 – The Silver Line Helpline honoured to receive Royal patronage
- ❖ 2018 – The Silver Line Helpline received its two millionth call
- ❖ 2019 – The Silver Line Helpline joined Age UK as a subsidiary charity
- ❖ 2020 – saw The Silver Line Helpline introduce volunteers to support with answering helpline calls

Finally, I extend my thanks and gratitude to my fellow Trustees, Dame Esther Rantzen, Gary Rycroft, Denise Smith and James Batchelor, for their unfailing hard work, guidance, and dedication, in steering The Silver Line through these complex times. And also, to The Silver Line's past Trustees, staff member and volunteers, for their contribution in shaping The Silver Line Helpline into the service it is today.

I feel very positive about The Silver Line Helpline's future within Age UK, and about our ability to make good on our promise to alleviate loneliness and isolation in the older population, whilst offering friendship, support, and a listening ear, day or night, when older people need us most. I am confident we can continue to do so, now, and long into the future.



Martin Jones, Chair
Date: 28 October 2022

TRUSTEES REPORT 2022

The trustees are pleased to present their report, together with the financial statements of the charity for the year ended 31 March 2022, which also represents the Trustees' Report, which is required to be prepared by Part 8 of the Charities Act 2011.

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

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements on page 20, applicable accounting standards, current statutory requirements, the Companies Act 2006, the requirements of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS102) and the charity's memorandum and articles of association.

Structure, Governance and Management

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

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

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

The Silver Line Helpline has a Board of Trustees, distinct brand and charity number but sits within the Age UK group structure. It continues to raise money for its own operations, drawing on the Age UK fundraising team to do so. In last year's Annual Report and Accounts we outlined a proposal to change the governance arrangements—governance conversations have continued, and during 2022-23 the current activities of The Silver Line Helpline will transfer into Age UK.

The charity is governed by a board of trustees who meet to determine the strategic direction of the charity. The day-to-day management of the charity's operations, and in some cases their provision, is carried out by Age UK staff. Core staff delivering the Helpline service are currently employed by The Silver Line Helpline.

Indemnity insurance is provided for Trustees up to the value of £5m, premiums are paid centrally for the whole group by Age UK, the parent of The Silver Line Helpline. The premiums are not broken down by individual parts of the group, so The Silver Line Helpline's portion cannot be determined. During the period, total indemnity insurance paid by Age UK in relation to Trustees for the financial year ending 31st March 2022 was £11,624 (2021:£7,747).

Objectives and Activities for the Public Benefit

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

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

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

This year The Silver Line Helpline has built on its long-term aim, with the successful growth and development of the Helpline Volunteer role. The Helpline now has a well embedded, blended model, with volunteers working

successfully alongside paid staff, to answer helpline calls and provide much needed support to the older people who call. With Age UK's support we took the decision to grow the volunteer management team, to allow us to develop these essential roles further.

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

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

A key strategy this year was to increase the number of Team Leaders in post to support our Helpline Officers and volunteers to manage the increasingly complex calls we receive. We have also grown the number of Helpline Officers and added new roles into our growing volunteer management team to allow us to recruit and retain more Helpline volunteers.

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

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

Achievements and Performance

During the financial year 21/22 we answered over 205,000 calls to The Silver Line Helpline. We have continued to deliver our free 24/7 telephone help for older people who are feeling anxious, lonely, or in need of support, throughout the Covid-19 crisis.

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

Rachel's story (name changed for confidentiality)

"I was in a bad place, and it came to the point where I really didn't want to be here anymore, I just couldn't bear it."

Rachel is a retired specialist counsellor and self-described senior citizen who was recently going through a tough time. Health complications and other challenges left her feeling lonely and unable to cope.

When things got particularly difficult, Rachel turned to The Silver Line Helpline. While it wasn't her first time being part of a telephone conversation offering friendship and support, she was used to being on the other end of the line!

"[I used to volunteer] for a telephone counselling organisation, [but it] lost all its funding and had to close. It was very rewarding but unfortunately, I'm not well enough to do that now. I do miss it, it's hard being stuck behind these four walls."

Inspired by the bravery of the callers she used to support, Rachel picked up the phone to connect with a Silver Line team member.

"Sometimes the evenings are very hard to get through"

"I can't remember who it was I spoke to [when I called the first time], but I told her that I didn't want to be here anymore. She spent a lot of time talking to me and she really helped. She saved my life."

Rachel was struck by how kind the voice on the other end of the phone was. She and the team member spent a long time on the phone and as Rachel explained more of her personal situation, the team member listened intently. The team member supported Rachel and encouraged her not to blame herself for what was happening to her.

When the call was coming to an end, the team member urged Rachel to call again if she needed to.

Calling The Silver Line late at night

Finding it helpful to chat with someone who really cared about how she was feeling, Rachel continued to call The Silver Line over the coming weeks.

“To start with, [I’d call] when I was feeling lonely because I live on my own and I find evenings very hard to get through sometimes, but the calls can be about anything really.”

“I used it every night for about three weeks, and it really kept me going. They’re very encouraging [and] kind, nothing’s too much trouble. I’ve not spoken to anybody that I haven’t felt has been listening or engaging.”

“The Silver Line is lifesaving”

Rachel found the support from The Silver Line invaluable, to say the least.

“It’s lifesaving. When I was on my knees and there hadn’t been anybody else, honestly, I can put my hand on my heart and say I don’t think I’d be here [if I didn’t have The Silver Line].”

Alongside the emotional support, Rachel found the conversations she had with the Silver Line team members gave her new insight during a really tough time.

“I felt completely alone but I’ve come to the realisation that people do care about me, I just couldn’t see it because I felt in such a muddle.

Support through the toughest times

“Before I got poorly, I was a specialised counsellor for thirteen years and volunteered on a helpline. I’ve been on the other side of it, taking calls from people who were desperate – I know how important these lines are. I hope you can carry on getting the funding you need.

“You’ve been there and supported me through one of the hardest bits of my life. I’m so grateful I really can’t put it into words.”

Ian’s story

My name is Ian and I'm a Silver Line Helpline officer working on the 2.15-10pm shift.

When arriving on shift I always first check in with my team leader to make sure I'm up-to-date and aware of any information I need, I say good afternoon to colleagues within group chat and then straight to the phone lines.

Every day is completely different on The Silver Line Helpline, and the biggest challenge is finding the perfect balance due to the variation in each call we receive. One caller could have a serious issue which requires safeguarding or signposting to appropriate services, and need support to keep as calm as possible to achieve a positive outcome, then the next caller could just be ringing for a chat about the day’s news, or a celebrity crush they have!

I thoroughly enjoy each and every day on The Silver Line Helpline working with a truly dedicated team, and the most rewarding thing about my role is knowing that I’ve made a difference to someone's life no matter how big or small.

Many of the callers have said to me since starting on the helpline "The Silverline is truly a wonderful service & I don't know where I'd have been without it", and for me it's a real privilege to be part of the service.

Remuneration

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

Financial Review and Risks

Income of £1,131k (2021: £2,569k) and expenditure of £1,237k (2021: £1,795k) contributed to a net deficit of £106k (2021: surplus of £804k). The charity ended the year with total reserves of £546k of which £48k were in restricted funds (2021: £92k). The reduction in income in the period was mainly due to a reduction in grant income received from Age UK (in 2021, the charity recognised income from Age UK's successful Emergency Coronavirus Appeal to help respond to increased demand for the Helpline from older people, which did not continue into FY 2022) and further transfer of contracts onto Age UK during the course of the current year.

At the year end the charity held £1,340k (2021: £1,112k) of cash at bank and in hand. It had £988k (2021: £529k) of creditor balances, including £799k (2021: £414k) payable to Age UK. Net assets of the charity at the year-end were £546k (2021: £651k).

The trustees regularly monitor the major risks affecting the charity. Identified risks will be mitigated through effective policies and procedures covering all areas of operational practice.

The risk register for the charity's key service, The Silver Line Helpline, is reviewed by the management team quarterly and by trustees at each board meeting. The areas of greatest risk are:

- the potential that insufficient unrestricted funds are generated to deliver the Helpline service; this is mitigated through income generation plans, monitoring of both income and expenditure, and financial support from Age UK.
- recruitment and retention of sufficient Helpline volunteers to provide the capacity needed to respond to the demand on the Helpline; this is mitigated through the recent growth of our volunteer management team to add increased capacity, and the regular review of surveys and other management information to ensure we are delivering a positive and attractive volunteer experience
- a safeguarding issue isn't properly managed, leading to harm to a beneficiary. This has been mitigated through the recent revamp of our safeguarding procedures and training for all staff and volunteers, continued close working between the Helpline and safeguarding teams, and ongoing monitoring of calls and safeguarding reports to identify trends and issues.

Trustees agreed a budget for the financial year and receive regular updates on financial progress through management accounts. A revised forecast has been prepared covering the period to the expected transition date and forecasts for the helpline have been included within Age UK's forecasts which have been prepared for the period to March 2025. The principal funding sources throughout the year were trusts, foundations and corporate partners. We also received income from a small number of individual givers.

In the year, measures continue to be taken with the aim of improving the financial situation of the charity. These occurred both before and after becoming a subsidiary of Age UK – one of the key aims was to achieve cost efficiencies through processes and staff roles which has been achieved.

Following the transfer to Age UK, the financial integration will be completed so that Silver Line's financial controls and processes will be merged into the Age UK financial systems. Budgets for The Silver Line Helpline service will continue to be prepared within Age UK's forecast and budgeting process

Fundraising

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

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

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

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

Reserves Policy

The Silver Line Helpline historically had a reserves policy to hold unrestricted cash reserves equivalent to three months operating expenditure. In 2021, the directors reviewed the risks in the light of the pandemic and had revised the reserves policy to a target of 6 months of charitable expenditure, to be achieved over the next two years.

Following the decision to transfer the Helpline to Age UK, an exercise has been undertaken to ensure that the charity has sufficient resources to continue operating up to the transfer date. Beyond this, the operations of the Helpline will continue within Age UK.

The Silver Line Helpline holds total reserves of £546k of which £48k is restricted reserves, this leave £498k of unrestricted funds. Total free reserves stand at £485k. The free reserves exclude Fixed Asset reserves.

Following a number of structural changes and a review of the cost base, the Silver Line Helpline's reserves are moving toward the new target, such that unrestricted reserves now represent 4.7 months (2021: 4.2 months) of charitable expenditure which is £485k.

Age UK continues to support The Silver Line Helpline to meet its financial commitments as they fall due.

Going Concern

Following ongoing discussions between The Silver Line Helpline and Age UK about future governance arrangements, The Silver Line Helpline trustees agreed in October 2022 to transfer the current and remaining activities of The Silver Line Helpline into Age UK. The Silver Line Helpline service will continue within Age UK, with The Silver Line Helpline charity's operations expected to transfer at the end of November 2022.

As such, the directors have prepared the financial statements on a basis other than on a going concern basis. The use of a basis other than the going concern basis of accounting has not resulted in any changes to the recognition, measurement or presentation of transactions and balances in these financial statements.

Future Plans

The impact of Covid-19 continues to affect then Charity's beneficiaries and will do for some time. The current cost of living increases and the energy crisis are also expected to significantly impact our beneficiaries. We remain focused on ensuring the Helpline is available 24/7 for older people that call us. Covid-19 enabled us to develop a mixed model of service delivery, bringing volunteers in to help answer calls. As we look forward we plan to continue improving the volunteer experience, ensuring volunteers are well trained and supported in their roles. With the growth of our volunteer management team, we aim to increase the number of volunteers and the number of calls they answer. Following the completion of our staff restructure last year, we will continue to monitor and review how, when, and where we deploy resources to maximise our impact and availability based on any future changes in incoming call demand patterns.

We will also be commissioning an evaluation of the Helpline service to ensure we are still meeting the needs of our callers, and to inform decisions on future service improvements and opportunities to develop new activities to support older people in the future.

These future plans, and evaluation, will be taken forward within Age UK following the transfer of activities from The Silver Line Helpline to Age UK during 2022-23.

Trustees

The membership of the Board is set out below. All served on the Board throughout the year unless otherwise stated:

Dame Esther Rantzen DBE (President and Founder)
Martin Jones, Chair
James Batchelor
Gary Rycroft
Denise Smith

Disclosure of information to auditor

Each of the persons who is a trustee at the date of approval of this report confirms that, so far as each trustee is aware, there is no relevant audit information of which the Charity's auditor is unaware, and the Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Statement of Trustees' responsibilities in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Annual 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 they have are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*.

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure/expenditure over income for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- 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; and
- assess the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless they either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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 responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

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

The report has been prepared taking advantage of the small companies exemptions within the Companies Act.



Martin Jones

Chair

7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB

Date: 28 October 2022

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

Opinion

We have audited the financial statements of The Silver Line Helpline ('the charitable company') for the year ended 31 March 2022 which comprise Statement of Financial Activities, Balance sheet, Cashflow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

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

Emphasis of Matter - Basis of preparation in respect of going concern

We draw attention to the disclosure in note 1, which explains that the financial statements have not been prepared on a going concern basis of accounting. Following the decision of The Silver Line Board of Trustees to close the charity in August 2022 and transfer the activities to Age UK, the accounts have been prepared on a basis other than a going concern basis. Our opinion is not modified in this respect.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

In light of the knowledge and understanding of the charitable company and their environment obtained in the course

of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Taxation legislation and Employment legislation.

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

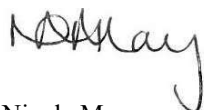
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to

respond to these risks included enquiries of management, and the Board of Trustees about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

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

Use of our report

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



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

London

31st October 2022

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2022

<u>Note</u>	2022			2021		
	Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Income from:						
Donations and Legacies	1,000,081	121,251	1,121,332	2,200,607	228,540	2,429,147
Charitable Activities	10,119	-	10,119	139,718	-	139,718
Investment and Interest Income	2	-	2	5	-	5
Covid19 Job Retention Scheme	-	-	-	30,671	-	30,671
Total Income	1,010,202	121,251	1,131,453	2,371,001	228,540	2,599,541
Expenditure on:						
Raising Funds	512	-	512	1,942	-	1,942
Charitable Activities	1,118,937	117,572	1,236,509	1,570,134	223,406	1,793,540
Total Expenditure	1,119,449	117,572	1,237,021	1,572,076	223,406	1,795,482
Net (expenditure)/income	(109,247)	3,679	(105,568)	798,925	5,134	804,059
Other recognised gains						
Transfer between funds	47,846	(47,846)	-	111,889	(111,889)	-
Net movement in funds	(61,401)	(44,167)	(105,568)	910,814	(106,755)	804,059

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2022
(Continued)

	<u>Note</u>	2022			2021		
		Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Reconciliation of funds							
Funds brought forward - 1 April	17	559,184	91,972	651,156	(351,630)	198,727	(152,903)
Net movement in the year		(61,401)	(44,167)	(105,568)	910,814	(106,755)	804,059
Total funds at 31 March 2022 (2021)		497,783	47,805	545,588	559,184	91,972	651,156

The results above all arose from continuing operations.

The notes on pages 20 to 31 form part of these financial statements.

BALANCE SHEET as at 31 March 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	9	12,333	24,667
Investments	10	1	1
		12,334	24,668
Current assets			
Debtors	11	199,380	43,190
Cash at bank and in hand		1,339,629	1,112,301
		1,539,009	1,155,491
Creditors: amounts falling due in less than one year	12	(987,800)	(529,003)
Net current assets		551,209	626,488
Total assets less current liabilities		563,543	651,156
Provisions for liabilities	13	(17,955)	-
Net assets		545,588	651,156
Funds			
Restricted funds		47,805	91,972
Unrestricted funds:			
General reserve		497,783	559,184
Total unrestricted funds		497,783	559,184
Total Funds	15	545,588	651,156

The financial statements were approved and authorised for issue by the board of trustees on 24 October 2022 and were signed on its behalf by:

Martin Jones



Trustee

Date: 28 October 2022

The notes on pages 20 to 31 form part of these financial statements.

CASH FLOW statement for the year ended 31 March 2022

	2022	2021
	£	£
Net cash provided by operating activities	227,326	293,018
Cash flows from investing activities:		
Dividends, interest and rents from investments	2	5
Net cash provided by investing activities	<u>2</u>	<u>5</u>
Change in cash and cash equivalents in the reporting period	227,328	293,023
Cash and cash equivalents at the beginning of the reporting period	1,112,301	819,278
Cash and cash equivalents at the end of the reporting period	<u><u>1,339,629</u></u>	<u><u>1,112,301</u></u>
Reconciliation of net income/(expenditure to net cash flow from operating activities	2022	2021
	£	£
Net (expenditure)/ income for the reporting period (as per the SOFA)	(105,568)	804,059
Adjustments for:		
Depreciation charges	12,334	68,816
Dividends, interest, and rents from investments	(2)	(5)
(Increase)/decrease in debtors	(156,190)	54,137
Increase/(decrease) in creditors	458,797	(597,976)
Increase/(decrease) in creditors due after 1 year	17,955	(36,013)
Net cash provided by operating activities	<u><u>227,326</u></u>	<u><u>293,018</u></u>
Analysis of Cash and Cash Equivalents		
Cash in hand	<u>1,339,629</u>	<u>1,112,301</u>
Total Cash and Cash Equivalents	<u><u>1,339,629</u></u>	<u><u>1,112,301</u></u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

1 Accounting policies

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

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

The principal accounting policies are summarised below.

Basis of preparation

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

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

Exemption from preparing consolidated financial statements

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

Preparation of financial statements on a going concern basis

Following ongoing discussions between The Silver Line Helpline and Age UK about future governance arrangements, The Silver Line Helpline trustees agreed in October 2022 to transfer the current and remaining activities of The Silver Line Helpline into Age UK. The Silver Line Helpline service will continue within Age UK, with The Silver Line Helpline charity's operations expected to transfer at the end of November 2022.

As such, the directors have prepared the financial statements on a basis other than on a going concern basis. The use of a basis other than the going concern basis of accounting has not resulted in any changes to the recognition, measurement or presentation of transactions and balances in these financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

Incoming resources

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

(i) Donations

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

(ii) Donated services and facilities

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

(iii) Legacies

Legacies are accounted for as income once the receipt of the legacy becomes probable and quantifiable and entitlement criteria are established. For pecuniary legacies this will generally be at the point probate is granted. For residuary legacies this will generally be when a copy of the will and an Assets and Liabilities Statement has been received from the executor and is subject to a provision of 10% to allow for the uncertainty of the final income value.

(iv) Deferred income

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

(v) Income tax credits recoverable on donations

Tax credits are recognised when receivable.

(vi) Interest receivable

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

Expenditure and VAT

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

(i) Expenditure on raising funds

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

(ii) Expenditure on charitable activities

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

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll, and governance costs which support the delivery of the charitable activities. These costs have been allocated between expenditure on raising funds and expenditure on charitable activities, and the bases of these allocations are set out in note 5.

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Investments

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

Debtors

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

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

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

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

Pensions

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

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

Termination costs

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

Principle estimates and uncertainty

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

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

2 Income from Donations & Legacies	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Donations	-	272,193	272,193	747,556
Legacies	-	126,788	126,788	120,060
Trusts & Foundations	121,251	601,100	722,351	1,561,531
	<u>121,251</u>	<u>1,000,081</u>	<u>1,121,332</u>	<u>2,429,147</u>

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

3 Expenditure on Raising Funds	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Fundraising including support costs	-	512	512	1,942
	<u>-</u>	<u>512</u>	<u>512</u>	<u>1,942</u>

For the year ended 31 March 2022 fundraising costs have been borne by Age UK, not recharged to The Silver Line Helpline.

4 Expenditure on Charitable Activities	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Helpline Costs	90,669	1,041,313	1,131,982	1,442,787
Telephone friendship / group friendship calls	-	-	-	199,864
Silver Connects	26,903	810	27,713	24,250
Support and Governance Costs (note 6)	-	76,814	76,814	126,639
	<u>117,572</u>	<u>1,118,937</u>	<u>1,236,509</u>	<u>1,793,540</u>

Total staff costs of £999,690 (2021: £1,094,177) have been allocated to charitable activities (excluding support and governance) based on an agreed apportionment of staff time.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

5 Support & Governance Costs

	Restricted Funds 2022	Unrestricted Funds 2022	Total Funds 2022	Total Funds 2021
Audit	-	27,600	27,600	20,520
IT and Web	-	34,525	34,525	34,685
Legal and Professional Charges	-	2,325	2,325	2,585
Finance Costs	-	30	30	33
Depreciation	-	12,334	12,334	68,816
Total Support & Governance Costs	-	76,814	76,814	126,639

6 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 (2021: £nil). During the year, travel and expenses amounting to £Nil (2021: £nil) were reimbursed to no Trustees (2021: no Trustees) and the charity incurred direct expenditure of £Nil (2021: £nil) relating to trustee travel and expenses. No Trustee received payment for professional or other services supplied to the Charity (2021: none).

There were no Key Management Personnel employed by the Charity in 2022 (2021: £54,000 – 1 person).

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

7 Staff Costs

	2022	2021
	£	£
Wages and salaries	925,370	1,031,680
Social security costs	51,150	47,165
Pension costs	23,170	15,332
	999,690	1,094,177

Total redundancy costs were paid to two employees in the year totalling £1,758 (2021: £ Nil). Of this amount £nil was outstanding at 31 March 2022. Termination payments are comprised of voluntary and compulsory redundancy and settlement payment schemes. Payments are recognised in staff costs once they are quantifiable and upon communication of intention to pay.

No employees received remuneration over £60,000 during the year (2021: nil).

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:	2022	2021
	Number	Number
Charitable Activities	67	81
	67	81

8 Net (Expenditure)/Income for the year

	2022	2021
	£	£
Net Expenditure is stated after charging:		
Audit Fee	27,600	20,520
Depreciation	12,334	68,816

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

9 Tangible assets

		Fixtures, Fittings & Equipment £	Total £
Cost			
	At 1 April 2021	219,491	219,491
	Disposals	(93,709)	(93,709)
	At 31 March 2022	125,782	125,782
Depreciation			
	At 1 April 2021	194,824	194,824
	Charge for the year	12,334	12,334
	Disposals	(93,709)	(93,709)
	At 31 March 2022	113,449	113,449
Net book value			
	At 31 March 2022	12,333	12,333
	At 31 March 2021	24,667	24,667

10 Investments

	2022 £	2021 £
Cost and net book value at 1 April	1	1
Cost and net book value at 31 March	1	1

At 31 March 2022 the charity held investments in the following subsidiary undertaking:

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

11 Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	-	3,612
Amounts owed by group undertakings	2,473	2,473
Prepayments and accrued income	182,782	22,578
Payroll taxes	5,227	-
Other debtors	8,898	14,527
	199,380	43,190

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

12 Creditors falling due within twelve months	Total 2022 £	Total 2021 £
Amounts owed to parent undertaking	799,394	413,770
Payroll taxes	-	2,107
Accruals	186,198	109,488
Other creditors	<u>2,208</u>	<u>3,638</u>
	<u>987,800</u>	<u>529,003</u>
13 Provisions for liabilities	Holiday Provision £	Total £
At 1 April 2021	-	-
Charged to P&L	17,955	17,955
Utilised in the year	-	-
At 31 March 2022	<u>17,955</u>	<u>17,955</u>
14 Financial Instruments	2022 £	2021 £
Assets - amortised	1,533,782	1,147,700
Liabilities - amortised	(862,800)	(526,895)

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

15 Funds

	As at 31/3/20	Incoming Resources	Outgoing Resources	Transfers	As at 31/3/21	Incoming Resources	Outgoing Resources	Transfers**	As at 31/3/22
£	£	£	£	£	£	£	£	£	£
<u>Restricted Funds</u>									
Eighty-Eight Foundation	65,559	135,000	(110,000)	(65,559)	25,000	100,000	(90,669)	-	34,331
RAF Benevolent Fund	22,002	-	-	(22,002)	-	-	-	-	-
Seafarers UK	19,866	-	(19,866)	-	-	-	-	-	-
Other restricted funds	91,300	93,540	(93,540)	(24,328)	66,972	21,251	(26,903)	(47,846)	13,474
Other funds*	-	-	-	-	-	-	-	-	-
	198,727	228,540	(223,406)	(111,889)	91,972	121,251	(117,572)	(47,846)	47,805
<u>Unrestricted Funds</u>									
Designated	61,400	3,000	(3,000)	(61,400)	-	-	-	-	-
General	(413,030)	2,368,001	(1,569,076)	173,289	559,184	1,010,202	(1,119,449)	47,846	497,783
	(351,630)	2,371,001	(1,572,076)	111,889	559,184	1,010,202	(1,119,449)	47,846	497,783
Total funds	(152,903)	2,599,541	(1,795,482)	-	651,156	1,131,453	(1,237,021)	-	545,588

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

16 Related Party Transactions

There is a balance of £799,394 payable to Age UK as at the period end date.

During the year the Charity received £nil donations from Trustees (2021: £nil).

There were no transactions with the charity's inactive subsidiary The Silver Line Helpline Enterprises Limited ('the subsidiary') (2021: £0).

At 31 March 2022 the balance owed by the subsidiary to the charity amounted to £2,473 (2021: £2,473).

17 Analysis of Net Assets Between Funds 2022

	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £
Fixed Assets	-	12,334	12,334
Current Assets	47,805	1,491,204	1,539,009
Current Liabilities	-	(987,800)	(987,800)
Non-Current Liabilities	-	(17,955)	(17,955)
	47,805	497,783	545,588

Analysis of Net Assets Between Funds 2021

	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £
Fixed Assets	-	24,668	24,668
Current Assets	91,972	1,063,519	1,155,491
Current liabilities	-	(529,003)	(529,003)
	91,972	559,184	651,156

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022 (continued)

18 Financial Commitments

	Total 2022 £	Total 2021 £
The charity has total commitments under non-cancellable operating leases as shown:		
Not later than one year	-	15,643
Later than one year and not later than five years	-	-
	<u>-</u>	<u>-</u>
	<u>-</u>	<u>15,643</u>

19 Liability of Members

The Trustees consider the ultimate parent undertaking and ultimate controlling party of the charity to be Age UK, a charitable company limited by guarantee and registered in England: registered office address 7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB, company number 6825798, and registered charity number 1128267.

The Charity does not have share capital and is limited by guarantee. In the event of the Charity being wound up each member is liable to contribute £10. As at 31 March 2022 (and 2021) Age UK was the sole member.

20 Post Balance Sheet Events

Following ongoing discussions between The Silver Line Helpline and Age UK about future governance arrangements, The Silver Line Helpline trustees agreed in October 2022 to transfer the current and remaining activities of The Silver Line Helpline into Age UK. The Silver Line Helpline service will continue within Age UK, with The Silver Line Helpline charity's operations expected to transfer at the end of November 2022.

THE SILVER LINE HELPLINE

England & Wales - Charity number 1147330

Accounts

Registered company number: 08000807

Registered charity number: 1147330
(Scotland: SC044467)

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

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ADMINISTRATIVE INFORMATION

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

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

Registered Tavis House
office 1-6 Tavistock Square
 London
 WC1H 9NA

Website www.thesilverline.org.uk

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

NatWest Bank
City of London Office
PO Box 12258
1 Princes Street
London
EC2R 8BP

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

STATEMENT FROM THE PRESIDENT AND FOUNDER

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

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

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

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

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

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

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

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

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

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

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

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



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

STATEMENT FROM THE CHAIR 2021

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

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

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

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

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

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

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

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

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

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



Martin Jones, Chair
Date: 20 December 2021

TRUSTEES REPORT 2021

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

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

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

Structure, Governance and Management

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

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

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

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

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

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

Objectives and Activities for the Public Benefit

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

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

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

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

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

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

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

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

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

Achievements and Performance

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

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

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

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

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

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

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

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

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

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

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

Stories from our Helpline

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

Our adviser Cliff* told us:

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

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

Our Advisor Sarah* told us

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

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

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

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

Our adviser Paul* told us:

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

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

And finally Heidi*, a Helpline Volunteer told us:

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

* Names have been changed for confidentiality.

Remuneration

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

Financial Review and Risks

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

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

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

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

These have largely been mitigated.

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

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

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

Controls

- Ensure we are fully staffed and that staff and volunteers are well trained to manage more complex calls
- Ensure all staff and volunteers are well training in terms of safeguarding and know the process for responding
- Enable all staff and volunteers to refer on to other more appropriate services when needed
- Provide adequate supervision and support to all staff and volunteers

- The ability to raise funds to meet existing and growing needs of service users as a result of the Pandemic

Controls

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

Fundraising

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

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

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

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

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

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

Reserves Policy

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

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

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

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

Going Concern

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

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

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

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

Future Plans and Covid-19

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

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

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

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

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

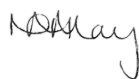
Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

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

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

Use of our report

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



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

London

Date: 31 January 2022

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2021

		2021			2020		
	<i><u>Note</u></i>	Unrestricted Funds	Restricted Funds	Total	Unrestricted Funds	Restricted Funds	Total
		£	£	£	£	£	
Income from:							
Donations and Legacies	2	2,200,607	228,540	2,429,147	2,003,687	276,667	2,280,354
Charitable Activities		139,718	-	139,718	-	94,016	94,016
Trading Income		-	-	-	108	-	108
Investment and Interest Income		5	-	5	-	-	-
Covid19 Job Retention Scheme		30,671	-	30,671	-	-	-
Total Income		2,371,001	228,540	2,599,541	2,003,795	370,683	2,374,478
Expenditure on:							
Raising Funds	4	1,942	-	1,942	210,920	-	210,920
Charitable Activities	5	1,570,134	223,406	1,793,540	2,456,510	291,893	2,748,403
Total Expenditure		1,572,076	223,406	1,795,482	2,667,430	291,893	2,959,323
Net income/(expenditure)		798,925	5,134	804,059	(663,635)	78,790	(584,845)
Other recognised gains							
Transfer between funds		111,889	(111,889)	-	-	-	-
Net movement in funds		910,814	(106,755)	804,059	(663,635)	78,790	(584,845)

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

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

The results above all arose from continuing operations.

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

BALANCE SHEET as at 31 March 2021

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

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



Martin Jones
Trustee

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

CASH FLOW statement for the year ended 31 March 2021

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

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

1 Accounting policies

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

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

The principal accounting policies are summarised below.

Basis of preparation

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

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

Exemption from preparing consolidated financial statements

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

Preparation of financial statements on a going concern basis

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

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

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

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

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

Incoming resources

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

(i) Donations

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

(ii) Donated services and facilities

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

(iii) Legacies

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

(iv) Deferred income

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

(v) Income tax credits recoverable on donations

Tax credits are recognised when receivable.

(vi) Interest receivable

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

Expenditure and VAT

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

(i) Expenditure on raising funds

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

(ii) Expenditure on charitable activities

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

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

Allocation of support costs

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Investments

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

Debtors

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

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

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

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

Pensions

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

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

Termination costs

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

Principle estimates and uncertainty

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

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

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

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

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

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

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

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

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

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

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

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

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

6 Support & Governance Costs

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

7 Trustee Remuneration, Trustees' Benefits and Staff Costs

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

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

8 Staff Costs

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

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

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

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

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

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

9 Net (Expenditure)/Income for the year

	2021	2020
	£	£
Net Expenditure is stated after charging:		
Audit Fee	20,520	30,000
Depreciation	68,816	29,168

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

10 Tangible assets

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

11 Investments

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

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

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

12 Debtors

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

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

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

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

16 Funds

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

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

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

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

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

17 Related Party Transactions

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

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

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

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

18 Analysis of Net Assets Between Funds 2021

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

Analysis of Net Assets Between Funds 2020

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

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

19 Financial Commitments

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

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

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

20 Liability of Members

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

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