

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

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 EC3N 2LB

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 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:

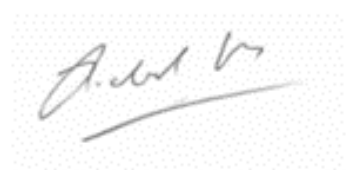
- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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.

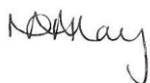
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to

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		
	<i><u>Note</u></i>	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	-	144	144	512
	<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)	-	43,909	43,909	76,814
	<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	337,469
Total unrestricted funds	<u>337,469</u>
Total Funds	<u><u>371,386</u></u>