

Annual report and financial statements

2012/2013



**HelpAge
International**

global network

30 years as a
global network

Our Affiliates

Latin America

Fundación ISALUD, Argentina
Fundación Horizontes, Bolivia
Pro Vida Bolivia
Caritas Chile
Red de Programas para el Adulto Mayor, Chile
Asociación Red Tiempos de Colombia
CESTRA, Colombia
Pro Vida Colombia
Asociación Gerontológica Costarricense (AGECO), Costa Rica
Haitian Society for the Blind (SHAA)
Centro de Asistencia y Promoción Integral de Salud (CAPIS), Peru
Centro Proceso Social, Peru
CooperAcción, Peru
Instituto para el Desarrollo de la Pesca y Minería (IPEMIN), Peru
Peru Coordinating Group for Older People (Mesa de Trabajo)
Pro Vida Perú

Caribbean

Society of St Vincent de Paul, Antigua
HelpAge Barbados
HelpAge Belize
Dominica Council on Ageing
Reaching Elderly Abandoned Citizens Housebound (REACH), Dominica
Extended Care through Hope and Optimism (ECHO), Grenada
Action Ageing Jamaica
St Catherine Community Development Agency (SADCA), Jamaica
Old People's Welfare Association (OPWA), Montserrat
HelpAge St Lucia
National Foundation for Blind Care, Suriname

North America

HelpAge Canada
AARP, USA
HelpAge USA
West Virginia University Center on Aging, USA

Western Europe

Zivot 90, Czech Republic
DaneAge Association, Denmark
HelpAge Deutschland
Age Action Ireland
Caritas Malta
Cordaid, Netherlands
WorldGranny, Netherlands
Slovene Philanthropy

HelpAge International España, Spain
KwaWazee, Switzerland
Age International, UK
Centre for Policy on Ageing, UK

East, West and Central Africa

Regional Centre for the Welfare of Ageing Persons Cameroon (RECEWAPEC), Cameroon
Ethiopia Elderly and Pensioners National Association (EEPNA)
Rift Valley Children and Women Development Organisation, Ethiopia
HelpAge Ghana
District Pastoralists Association (DPA), Kenya
HelpAge Kenya
Kenya Society for People with AIDS (KESPA)
Mauritius Family Planning Association
Senior Citizens' Council, Mauritius
Fantsuam Foundation, Nigeria
Sierra Leone Society for the Welfare of the Aged
Current Evangelism Ministries (CEM), Sierra Leone
South Sudan Older People's Organisation (SSOPO)
Sawaka-Karagwe (SAWAKA), Tanzania
Tanzania Mission to the Poor and Disabled (PADi)
Uganda Reach the Aged Association (URAA)

Southern Africa

Maseru Senior Women's Association, Lesotho
Association of Retired Persons (APOSEMO), Mozambique
VUKOXA, Mozambique
Age-in-Action, South Africa
Elim Hlanganani Society for the Care of the Aged, South Africa
Muthande Society for the Aged (MUSA), South Africa
Senior Citizens' Association of Zambia (SCAZ)
HelpAge Zimbabwe (HAZ)

Eastern Europe and Central Asia

Mission Armenia
Resource Center for Elderly (RCE), Kyrgyzstan
Second Breath (Gerontological Association of Moldova)
Dobro Delo (Regional Public Foundation of Assistance to Older People), Russia
Lastavica, Serbia
Turbota pro Litnix v Ukraini, Ukraine

Middle East and Northern Africa

El-Wedad Society for Community Rehabilitation (WSCR), occupied Palestinian territories
Palestinian Center for Communication & Development Strategies (PCCDS)
Sudanese Society for the Care of Older People (SSCOP)

South Asia

Bangladesh Women's Health Coalition (BWHC)
Dhaka Ahsania Mission (DAM), Bangladesh
Resource Integration Centre (RIC), Bangladesh
Gramin Vikas Vigyan Samiti (GRAVIS), India
HelpAge India
Pakistan Medico International (PMI)
HelpAge Sri Lanka

East Asia / Pacific

Council on the Ageing (COTA), Australia
Office of Seniors' Interests, Australia
China National Committee on Ageing (CNCA)
Helping Hand Hong Kong, China
Instituto de Acção Social, Macau, China
Fiji Council of Social Services (FCOSS)
Yayasan Emong Lansia (YEL), Indonesia
HelpAge Korea
Mongolian Association of Elderly People
National Council of Senior Citizens Organisations Malaysia (NACSCOM)
Yayasan Amal (USIAMAS), Malaysia
Coalition of Services of the Elderly (COSE), the Philippines
Singapore Action Group of Elders (SAGE)
Society for Women's Initiative for Ageing Successfully (WINGS), Singapore
Tsao Foundation, Singapore
Foundation for Older Persons' Development (FOPDEV), Thailand
Senior Citizens' Association of Thailand
Senior Citizens' Council of Thailand
Center for Ageing Support and Community Development (CASCD), Vietnam
Vietnam Association of the Elderly (VAE)

Our vision is a world in which all older people fulfil their potential to lead dignified, active, healthy and secure lives.

We work with our partners to ensure that people everywhere understand how much older people contribute to society and that they must enjoy their right to healthcare, social services and economic and physical security.

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The year in review

This year is our 30th anniversary. HelpAge International started with five founding organisations in Canada, Colombia, Kenya, India and the UK in 1983. Our global network has now grown to 103 Affiliates in 66 countries. The number of older people's associations (OPAs) that we support has grown to 5,450 since the first one was established in 1993.

This growing movement has helped increase the visibility of ageing in development and humanitarian debates. This year's Age Demands Action campaign was the largest so far. Older people, supported by our Affiliates and partners in 60 countries, led campaigns on health, rights, emergencies and action by European governments.

We launched *Ageing in the Twenty-First Century: A Celebration and A Challenge* jointly with United Nations Population Fund (UNFPA). The report, with contributions from United Nations agencies and a chapter on the voices of older people, was the catalyst for a global debate on ageing and attracted media coverage reaching a potential audience of over 700 million people.

As the call for an international convention on the rights of older people gains momentum, our Affiliates have helped to ensure that their governments participate in meetings of the UN Open-ended Working Group, which is considering ways of strengthening human rights instruments for older people. Our Affiliates are also pressing for ageing to be included in the new global development framework to succeed the Millennium Development Goals.

Other successes in protecting older people's rights include the European Commission statement of its commitment to life-course approaches in social protection, as well as recognition by UN Women, UNAIDS and the UN Human Rights Council of the need for better protection of older women's rights.

Delivering services

At the community level, we helped older people access essential services. Some 850,000 people received 1.8 million services to improve their health and wellbeing, income status, ability to care for others, and preparation for and recovery from emergencies. Our programme in Tanzania helped older people access health services, provided eye-care services, trained older people to be ready for emergencies and helped protect rural livelihoods from the effects of climate change.

This made a substantial contribution to the 20 per cent increase in older people accessing services compared with last year. About 40 per cent of the people we reached live in countries which have experienced some long term instability, such as Colombia, DR Congo, Ethiopia, Myanmar and Sudan.

We doubled the number of OPA's that monitored access to services from 1,000 to 2,000. These associations helped more than 160,000 older men and women receive entitlements such as subsidised drugs or a pension for the first time. We helped over 650,000 older people receive health, HIV and care services and trained over 1,300 government health and care workers to provide a better service. We also did more to help older people manage non-communicable diseases, particularly diabetes, high blood pressure and arthritis. We started a new programme to support older people with Alzheimers disease and other types of dementia.

We helped more older people to improve and protect their livelihoods. We provided 4,600 older people's groups with training, grants, agricultural inputs and savings and loans schemes, a 30 per cent increase over last year. We focused on those living in remote areas and places vulnerable to climate change or disasters, and those caring for grandchildren whose parents had migrated for work or died of AIDS.

Floods, hurricanes and cyclones were a major focus of our disaster response work. We provided immediate relief to older people and their families in six countries, using the Global Emergencies Fund financed by Age International. We also started new partnerships to respond to crises in South Sudan and Syria. In total, we helped 230,000 people in 14 countries recover from emergencies.

Making change last

With income security a prime concern for older people, we have been working with national governments and the World Bank to promote social (non-contributory) pension schemes. Our argument that social pensions are an effective and affordable means of reducing older people's poverty received a huge boost by the announcements of new social pension schemes in China and India. We supported governments and civil society in over 20 countries to improve existing pension schemes. Some 620,000 older people received a new or better pension, to an additional value of £160 million a year.

Increasing numbers of people with HIV are living into older age, and many more older people are affected by HIV as carers. Our policy influencing resulted in a commitment by UNAIDS to estimate the scale of the HIV pandemic among older people and to develop care and support programmes for them. We are also pleased that the Southern African Development Community included objectives for carers in its HIV guidelines, and that our partners in Mozambique, Zambia and Zimbabwe are now part of the national working groups to ensure implementation of these guidelines.

An evaluation of our humanitarian policy influencing and training showed this to be strong at headquarters, but with a need to make it more effective in-country. We have already trained humanitarian agency staff using our new emergencies training programme and interest is high from other agencies. We had further influencing success when, with the support of HelpAge USA, the USAID's Office of US Foreign Disaster Assistance (the world's largest humanitarian donor) included specific guidance on older people in its humanitarian funding requirements. Our secondment to the World Food Programme has resulted in members of the Global Food Security Cluster reviewing how the needs of older people are included in needs assessments and food security programmes.

Fitter for purpose

In a difficult funding environment, we maintained our income of £26.7 million. In view of increasing competition and reducing levels of international aid, we continued diversifying our income sources. There are early signs of fundraising progress with our Affiliates in Germany, South Korea, Spain and Sri Lanka, as well as new funding from the corporate sector.

We carried out more programmes evaluations this year, improving their quality and the inclusion of value-for-money analyses, although we need to invest more in this area. To help improve our country programmes, we provided leadership training and more technical support for our country directors and senior staff. We invested in our IT systems, improved our security management systems and began carbon footprint analyses.

Looking to the future, we have started developing our new strategy 2020, ensuring that we will engage our Affiliates in the process.

We would like to express our sincere thanks to our dedicated and experienced staff, donors, Affiliates, partners and all the older women and men we work with for making possible the achievements of this year. We give particular thanks to our outgoing Chief Executive Officer, Richard Blewitt, who has joined United Nations Development Programme in the Caribbean. His endless energy, intellect and leadership over the past six years have left a strong legacy and a fitter organisation.



Cynthia Cox Roman
Chair



Silvia Stefanoni
Interim Chief
Executive Officer



Report of the trustees

The trustees present their report and the audited financial statements for the year ended 31 March 2013.

Our achievements in 2012-2013

Global action 1: Enabling older women and men to have a secure income

Our vision is for all older people to have a secure income.

The reality is that the lack of a secure income is one of the biggest problems facing older people in developing countries – where four-fifths of people over 60 live – and millions of these older people still do not have access to any regular income, including a pension. Most have had little chance to accumulate savings or assets. Many have to work well into older age, often in insecure, low-paid jobs. Unless action is taken to improve the situation, we estimate that by 2050, more than 1.2 billion older people will lack a basic level of financial security.

What do we want to change?

We think the best way of achieving financial security in older age is for governments to provide universal, social (non-contributory) pensions, support older people who want to remain economically active and help everyone save for their older age.

How are we doing this?

- **Making the case for pensions and income security** in older age to governments, donors, regional bodies and the UN.
- **Training and supporting governments** to improve existing social pension schemes.
- **Helping older people and civil society** to lobby for new or improved pension schemes and other forms of income support and to provide practical help to receive access existing pensions and benefits.
- **Helping older people to improve and protect their income** by providing grants, loans, agricultural inputs and business training, and working with them to make their livelihoods more resilient to the impact of a changing climate and disasters.
- **Building expertise** in the design and implementation of social pensions and sharing evidence of their impact.

In 2012-2013 we planned to focus on:

- Investing further effort in developing social pension and benefits schemes, especially in fragile contexts, by providing technical assistance, training to government staff and local advocacy.
- Expanding our work to protect older people's livelihoods from shock, seasonal poverty and the impact of natural disasters and climate change.
- Helping older people receive better access to micro-credit and micro-finance services, and to advocate with the government and institutions that provide these.
- Continuing to improve the design and implementation of our work on older people's livelihoods, food security and resilience, including research and training involving our global network.



HelpAge International

Global action 1

I'm saving to open a shop

Mai Kori has worked in the fields in Sindh, Pakistan since she was a young girl. After becoming widowed, her son and daughter-in-law helped, but the income was never enough to support their family of seven. Life became even harder after Kori became weak and unable to work.

An older people's association, formed with help from HelpAge International, brought new hope for Kori and her family. Kori became a member and received an interest-free loan, which she invested in the livestock business of her nephew.

Every two months, her nephew shares the profit from his business with her. Kori has used the money to support her family and start a small garden growing herbs and vegetables.

"I don't have to worry any more about how we will survive," she says.

"I am now saving to open a shop where I can sell my herbs and vegetables."

In Pakistan, older people are improving their incomes by developing businesses. This year, HelpAge trained 126 older people's associations to manage revolving loan schemes. Some 500 older people have lobbied local authorities to reduce the discrimination they face in obtaining loans and benefits.



Find out more about our work in Pakistan.
Scan the QR code on the left with your
smartphone or type <http://bit.ly/xAxdMo>

Measuring our progress: We will enable older men and women to access a secure income

Our indicators	Delivered in 2012-2013	Growth or change on last year	Key changes	Our targets for 2010-2013	Where we are at in March 2013
Target for 2015: 20 per cent more older people in low- and middle-income countries receive state non-contributory pensions or benefits					
Number of countries where HelpAge provides technical assistance to governments on social protection (pensions or benefits)	9 countries	1 country	New work in Bangladesh, as part of a revised national ageing policy Continued progress at international level with the World Bank	27 countries	22 countries
Coverage and value of new or improved social protection schemes (benefits or pensions)	–	£161 million more a year to 624,000 more older people	Strong growth in Ecuador, Mozambique, Paraguay, Peru and Vietnam In Bangladesh, the Philippines, Sri Lanka, Tanzania and Thailand, growth was lower than anticipated	£836 million more a year to 6.4 million more older people	£725 million more a year to 3 million more older people
Target for 2015: Households with older men and women experience sustained improvements in their income and food security in 25 countries					
Number of older people's associations (OPAs) involved in income-generating work	4,624 OPAs with 121,000 members	1,355 OPAs with 57,000 members	Six countries increased their income-generation programmes – India, Myanmar, Sudan, Tanzania, Uganda and Vietnam	5,072 OPAs including 137,000 members	5,321 OPAs with 145,000 members
Number of older people working to reduce shocks (disaster risk reduction, seasonal poverty, drought, etc)	114,000 older people	39,000 older people	14 countries with programmes in risk reduction and climate change adaptation Our most significant programmes are in Bangladesh, Bolivia, Jamaica and Myanmar	143,000 older people	151,000 older people
Number of older people getting new access to financial services	52,000 older people	17,000 older people	More community savings and loans schemes in DR Congo, Ethiopia, Jamaica, Pakistan and Vietnam Bolivia and Kenya report successes in older people accessing loans from government and other agencies New funding was lower than anticipated in South Asian countries	83,000 older people	69,000 older people

What did we achieve?

More older people received new or better pensions or benefits and a number of new or amended schemes are now close to being adopted in Colombia, Ethiopia, Kenya, Myanmar and Tanzania. We ensured our policy messages and older people's perspectives are represented in the development of new social protection schemes through stronger relationships with international and regional bodies, particularly, the World Bank and the International Labour Organization (ILO).

Over 600,000 older people received £161 million more, but despite this, our numerical targets were not all achieved. Several new social pension schemes have not yet been implemented due to delays in government processes. In Caribbean and South Asian countries, our advocacy work on social pensions continued but we were unable to gain opportunities to provide as much technical assistance to governments as targeted.

More older people benefited from our work on securing and protecting livelihoods, and evaluations of these efforts have been positive. With regards to supporting community micro-finance services, funding has been difficult but we increased technical support to design new interventions and stronger analyses of the barriers to better livelihoods, which will help lead to better outcomes in the future.

Better pensions and benefits

Together with our global network of Affiliates and partners, we continued to influence governments, the UN and donors to address the issues of ageing and social security. As a result, several governments adopted new or improved pensions or benefits schemes this year, for example:

Colombia

The government announced a Pension Reform Plan after a number of false starts during the past two years. This would result in social pension coverage from 30 per cent today to near full coverage by 2020.

Fiji

The government introduced a £12 monthly benefit for those older people over 70 years without any other form of regular income.

Mozambique

The government approved a 90 per cent increase in the value of its social cash transfer programme, which includes over 250,000 older people.

Philippines

The government announced an increase in its social pension scheme from £25 million to £50 million by 2014.

Technical support to governments

Many governments remain sceptical of the positive impact of pensions and benefits to older people's lives or that such schemes are affordable and effective in reducing older people's poverty. To address these challenges, we raised awareness with governments and helped them design new programmes or improve existing schemes.

Since 2010, we have provided technical assistance and training to government ministries on implementing social protection and poverty reduction schemes in 22 countries. For example, through our annual global social transfers course, run with our partner the Economic Policy Research Institute of South Africa, 47 senior government, UN and civil society staff from 18 countries received training this year.

Other examples of technical support to governments around the world included:

Ethiopia

We led the drafting of a new National Social Protection Policy, which includes a universal pension and expansion of contributory pension. The government is planning to adopt and expand our social cash transfer programme that was piloted in Tigray region.

Bangladesh

We completed a research project on old-age poverty and the options for scaling up pensions with the Bangladesh Bureau of Economic Research. This research was part of our support for a new government social protection strategy which will be drafted by March 2014.

Peru

Our Affiliates IPEMIN and Centro Proceso Social provided rights and technical training to local government staff responsible for rolling out the new Pension 65 scheme. The government has now asked us to scale up the training scheme across the country.

Supporting civil society networks

We are ensuring that older people and local organisations are able to effectively influence governments and to raise awareness with the public. HelpAge supported civil society partners and older people's associations (OPAs) in 30 countries this year to help their governments deliver better pensions and benefits for older people. Some of these initiatives included:

Thailand

Through our efforts with the Civil Society Network for Welfare State, older people benefited from improvements to the eligibility and coverage of the Old Age Allowance (social pension). We lobbied for the implementation of the UN Social Protection Floor (SPF) Initiative and as a result, the final SPF report for Thailand recommended measures to link the allowance to inflation or the national poverty line.

Uganda

The Uganda Social Protection Platform and our Affiliate Uganda Reach the Aged Association built further awareness on the importance of the Social Assistance Grants for Empowerment (SAGE) scheme and the Expanding Social Protection in Uganda programme. As a result, the government was able to roll out SAGE to 14 pilot districts, with 70,000 older people benefitting from its monthly cash transfer programme.

Improving and protecting older people's incomes

Many older people in developing countries continue to work well into older age. For some, this is by choice, but often, life-long poverty, a lack of savings and the absence of a pension mean they are forced to continue working. This year, older people improved their livelihoods through income-generating activities and training in 25 countries, which we delivered with 4,600 older people's groups and associations. In 13 countries, community micro-finance activities – such as group savings and revolving loan schemes – allowed 50,000 older people to manage their own activities. A growing number of projects linked these groups to accessing external grants.

Older people also received support to protect their incomes and livelihoods from drought, floods, conflict and other risks. This year, 114,000 older people in 17 countries – a rise of 35 per cent – improved their livelihoods and resilience to crisis through a range of services, for example:

Ethiopia

Older people who migrated to the capital city received affordable loans through an innovative programme. With our partner Tesfa Social and Development Association, we worked with traditional burial societies, Iddirs, to run revolving loan schemes to renovate houses for rent or to establish small food businesses. To date, over 450 loans have been made.

Bangladesh

Some 1,200 older men and women were involved in new livelihood activities, implemented by our partners, the Bangladesh Institute of Theatre Arts, Pidim Foundation and Bohubrihy. Vocational training was provided to the poorest older people through 46 community support centres. These centres received support from various government departments and from "bKash", an initiative of BRAC Bank Limited which helped secure cash transfers to extremely poor older people.

Bolivia

Our partner Sumaj Punchay provided 65 micro-irrigation systems to 400 older people in southern valley regions, which have become increasingly arid in recent years. In addition, older people received training on horticulture and soil and land management. These efforts allowed older people and their families to cultivate both new and traditional crops for their own use and sale. Incomes have increased, some by up to 90 per cent.

Influencing regional and international bodies and donors

Changing attitudes and practice within key international and regional actors is an essential part of our work to ensure older people and ageing issues are an integral part of aid policy. This year, we continued to develop our relationships with influential multi-laterals – for example, the European Commission, World Bank, UN Social Protection Floor Initiative and ILO and the UK Government's Department for International Development (DFID). At the regional level, we collaborated with the African Union, the Association of Southeast Asian Nations, the ILO and the Southern Africa Development Community on a wide range of social protection issues.

We are now members of two of the most influential international groups on social protection – the new Social Protection Inter-Agency Cooperation Board, as well as the ILO statistics group. These memberships provide us with more opportunities to influence emerging discussions. This year, we have also agreed to work with the World Bank on a forthcoming publication *Social Pensions at a Glance*, which will give prominence to social pensions within the broader social protection debate.

Research, learning and building the quality of our work

We continued to improve the effectiveness of our work to develop sustainable livelihoods for older people. For example, our partners, Affiliates and staff in 13 countries received training on current policy debates and programme practice. As a result of this training process, we identified four future priority themes in our policy and programming work: the role of older people in rural livelihoods, food price volatility, securing smallholders' access to land, water and energy, and livelihoods in the context of urbanisation and migration.

To support our growing programmes in risk reduction and resilience, and to ensure they are effective in preparing older people and communities to withstand a crisis, we established monitoring frameworks and better ways to measure resilience with development agencies and academic institutions.

Meanwhile, our Pension watch website was improved and we published new briefings. Website users increased by 75 per cent to 10,000 this year and our Pension watch database is being used by the World Bank to support their own data.

Our plans for 2013-2014

Further investment in new and improved social protection schemes, including better practice and accountability to older people by service providers, is planned. We aim to see progress on new schemes in Colombia, Kenya and Tanzania, and to advance our technical assistance and advocacy with governments, in particular, Bangladesh, Nepal and Pakistan. In many of the countries we work in, we will collaborate with the World Bank, capitalising on the stronger relationship we developed with them this year.

Programmes to protect older people's livelihoods from shock, seasonal poverty and natural disasters and climate change will continue in 15 countries, and we will network with other agencies for better practice on measuring its effectiveness.

We will improve our work in areas identified as having particular impact on older people's incomes and food security – for example, migration, food price volatility and access to land, water and energy. Technical training and support on "climate-smart" approaches to agricultural practice and developing access to micro-finance services will continue to be a major focus.

Global action 2: Enabling older women and men and those they support to receive quality health, HIV and care services

Our vision is for older people to receive quality health and care services, and to be included in the response to HIV and AIDS, whether they are at risk of infection, living with HIV or caring for others affected by HIV.

The reality is that most older people in developing countries have poor access to appropriate health, HIV and care services. Few developing countries are investing in training health workers or building the infrastructure to benefit older people's health and care. In particular, many governments are not prepared for the needs of their ageing populations for services to prevent and treat chronic, non-communicable diseases (NCDs).

Investing in older people's health is all the more important because older people themselves have increasing responsibility for elder care. Many older people, especially women, care for their spouses or other family members who are sick, or for grandchildren whose parents have moved away, are sick or have died.

What do we want to change?

We want to convince policy makers of the implications of population ageing on health systems and persuade them to include older people explicitly in key policies and programmes that respond to the health, care and HIV and AIDS of an ageing population and to ensure that better health in older age is achieved by access to quality and affordable services.

How are we doing this?

- **Delivering health, HIV and care services** to older people and those in their care where other services are weak, and to demonstrate possible solutions.
- **Lobbying for change in government policy and practice** to respond to older people's health, HIV and care needs.
- **Raising the awareness of international and regional policy makers** on older people's issues.
- **Training health, HIV and care service providers** to deliver better services for older people.

In 2012-2013 we planned to focus on:

- Growing our health service delivery work globally, particularly in relation to the prevention and management of NCDs and care initiatives and increasing the delivery of training to health professionals and community service providers.
- Building our work in the field of chronic health and NCDs by developing strategic partnerships, implementing new technical work, building our own technical capacities and continuing our advocacy related to the recommendations from the UN Summit on Non-Communicable Diseases in 2011.
- Stepping up support for older people infected, or at risk of being infected, by HIV, and older people caring for those affected or infected by HIV, through access to services, building global, regional and national advocacy and by developing new partnerships with larger HIV-focused agencies. We will also emphasise the need for greater social protection support.
- Running Age Demands Action campaigns on World Health Day 2012 to advocate for government and World Health Organization action on supporting healthy ageing.

Global action 2

My health has improved

Ma Thaung Nyo is a home care volunteer in a village in Myanmar. She received training from HelpAge in how to care for older people and people with disabilities.

She finds her role fulfilling. “Before, there were no activities like this to help older people in need,” she says. “The best thing about it is seeing the smiling faces of the older people I look after.”

Among those Ma Thaung Nyo cares for is Daw Aye, who has difficulties with walking. Weekly visits to Daw Aye include checking her blood pressure and helping her wash and take her medication.

For Daw Aye, who is often alone during the day, the visits from Ma Thaung Nyo also provide welcome companionship. “I am thankful for this support,” she says. “I feel that my health has improved and I’m happier than I was before.”

In Myanmar, 8,000 older people receive regular home visits through HelpAge’s volunteer care programme. We have trained 16,000 carers. This year, our care approach is being adopted by the government and other organisations across the country.



Jessie George/HelpAge International



Find out more about our work to improve older people’s health.
Scan the QR code on the left with your smartphone or type <http://bitly.com/15xaXKf>

Measuring our progress: We will enable older men and women and those they support to access quality health, HIV and AIDS and care services

Our indicators	Delivered in 2012-2013	Growth or change on last year	Key changes	Our targets for 2010-2013	Where we are at in March 2013
Target for 2015: Older men and women in 15 countries can prevent and manage chronic illness					
Number of countries providing new geriatric/non-communicable disease training for its health professionals	10 countries	3 countries	New work in Ethiopia, Kenya and Uganda. Also good progress on health curriculum development in Tanzania Opportunities for work continue to be developed in five further countries – Bangladesh, Nepal, Sudan, Thailand and Myanmar	22 countries	14 countries
Target for 2015: Older men and women in 20 countries receive guaranteed free access to age-friendly health services					
Number of older people reporting increased access to health services	673,000 older people	347,000 older people	22 countries reported growth in their programmes with notable growth in direct service delivery in India, Kenya, Myanmar, Nepal, Pakistan and Sudan 50 per cent of all older people supported are from our governance work in Tanzania	564,000 older people	775,000 older people
Target for 2015: Older men and women in 12 countries receive appropriate HIV and AIDS services					
Number of governments increasing access to antiretroviral treatment or support services for older people and family members living with HIV	5 countries	1 country	New practice change in Uganda No policy or practice change progress reported in Jamaica, Thailand or Vietnam	8 countries	6 countries
Target for 2015: Older men and women receive a range of appropriate primary healthcare services in 25 countries					
Total numbers of older people receiving improved access to community-based care	72,000 older people	52,000 older people	Considerable growth achieved Care work being undertaken in 24 countries, with 20 countries reporting growth Notable increases reported in Myanmar, Haiti, Tanzania and Thailand	88,000 older people	109,000 older people
Number of older people reporting improved health status (through improved access, service delivery, self-care, improved income, etc)	175,000 older people	35,000 older people	Growth is linked with our increased direct work in health and care work, particularly in ophthalmic services 12 countries presently undertaking a field survey on self-reported health status change in our project locations	377,000 older people	328,000 older people

What did we achieve?

This year, we met or exceeded our targets for the number of older people receiving health, HIV and care services. Almost 700,000 older people accessed these services in 30 countries, half of which received help for the first time.

There was encouraging growth in work related to NCDs, particularly on diabetes and hypertension, and new projects on mental health and nutrition commenced. We worked with fewer governments than we anticipated on training programmes for health staff and community activists, however, new opportunities to develop such work are emerging and we are seeking funding for these.

Measuring better health outcomes for older people continues to be a technical challenge. In response, we increased technical support to programmes and started using new measurement tools for more effective programme analysis. Progress in building recognition and responses to the ageing of the HIV pandemic was notable in Africa, where awareness-raising efforts resulted in improved and new partnerships, research initiatives and opportunities.

Helping older people access health, HIV and care services

Receiving treatment for communicable and non-communicable diseases, and having the information to prevent these, is essential for older people to remain active and live well. The significant rise in older people's access to health, HIV or care was mainly due to our advocacy work to see government policies put into practice in Tanzania – where 400,000 older people were able to access government services, and an increase in our eyecare work – where 100,000 older people were screened for eye conditions and half receiving surgery or treatment.

We did more this year to prevent and treat poor health through outreach to remote areas, and to prevent, manage and treat chronic diseases and NCDs. Similar to last year, 1,200 government and local agency health staff and over 25,000 community health workers, volunteers and HIV educators received training on care.

These services reached thousands of older people this year, for example:

- 120,000 older people were helped to receive basic healthcare.
- 160,000 older people were helped to receive free or subsidised health services by receiving legal documents to prove their age or poverty status.
- 50,000 older people took part in healthy ageing activities – such as exercise classes and preventative health education, primarily in Asia and Latin America.
- 5,000 older people in Africa accessed HIV counselling and testing services; half of these people also accessed antiretroviral treatment.
- 23,000 older people received regular home care or visits.
- 20,000 older people were helped to access a safe drinking water supply.

Some specific examples of how we ensured older people's better access to services and provision of community care included the following:

India

Our Affiliate HelpAge India provided a nationwide health and care programme. Almost 60,000 older people attended its health camps and mobile medi-care units, and 7,000 older people received cataract surgery. Community-based social funds, received through donations and income-generating activities by Elder Self-Help Groups, supported the health emergency needs of 3,850 older people.

Kenya

With the Ministry of Health, we implemented a new age-friendly health service programme in three towns in the east of the capital, which focused on building better ways for communities and government health facilities to work together. Our monitoring in the project areas reports positive uptake of services for older people and an increase in health workers' knowledge of managing chronic conditions.

Mozambique

Community health workers in Tete Province received training on eye diseases and eyecare, and took part in health fairs and activities which reached 17,000 people. Government ophthalmologists screened 7,500 older people, and to date, 400 cataract surgeries have been performed. It was the first time that government-led fairs, particularly in Maputo and Gaza, included ophthalmology.

Kyrgyzstan

With partners and the government, we developed innovative ways to improve the reach of our screenings for chronic diseases. For example, in remote mountainous areas, mobile health groups ran blood pressure campaigns; in the capital Bishkek, doctors gave consultations in large supermarkets. We also trained 160 health activists to provide health checks to 2,000 older people and help them access community health funds.

Bolivia

We are running a new pilot programme on mental health and dementia in three districts with Affiliate Fundación Horizontes. Health staff were trained on mental health diagnosis, treatment and care. So far, 800 older people have been screened for dementias.

Occupied Palestinian territories

Our Affiliate El Wedad ran an integrated health and community-based care programme in Gaza for 6,000 older people and family carers. About 80 government health staff and 1,500 community carers were trained to provide home-based care, physiotherapy and counselling services, awareness-raising activities and recreation trips for older people.

Changing government policy and practice

For our work to be effective and lasting, we helped governments improve their health policies and infrastructure to better support their older populations. A focus is for governments to increase the number of health professionals who are able to diagnose and treat older people's health conditions and to improve the standards of care they provide. This year, training to health staff in nine countries – with new initiatives in Ethiopia, Kenya, Thailand and Uganda – helped support the delivery of existing government commitments or led to new interest in this issue. Some outcomes of this work include:

DR Congo

In the east of the country, we now have an agreement with the Ministry of Health to deliver training and support its supervision of healthcare activities for older people. New geriatric and gerontology workshops for 57 nurses and 19 doctors introduced the use of flowcharts to track older patients' mental and psychological diseases.

Uganda

Our Affiliate Uganda Reach the Aged Association (URAA), together with a national health advocacy group, lobbied the Ministry of Health to expand their collection of health and HIV data to 59 years of age. Additionally, URAA helped to develop a training manual for a new university gerontology course. The manual will also be used to improve age-friendly service delivery across health and care at the community level.

Vietnam

The Ministry of Health approved the implementation of Programme 35, which supports free health insurance for all older people aged 80 and above, free homecare to frail and bed-ridden older people and subsidised insurance for other older people dependent on their poverty status.

Influencing international and regional policy and practice

International and regional commitments and policies that include older people's health, HIV and care needs play an essential role in the responses of governments. Our lobbying efforts for change resulted in several important policy achievements:

UNAIDS and data disaggregation on older people and HIV

UNAIDS generated new estimates on the scale of HIV among older people and provided greater leadership to its programmes for older people. These results were shaped by a number of our actions this year – for example, supporting six African national AIDS councils to include older people in their country reports to UNAIDS and providing direct representation to the UNAIDS Deputy Executive Director in Geneva.

Southern Africa Development Community (SADC) Orphans, Vulnerable Children and Youth Implementation Guidelines

We successfully lobbied to include caregivers in all specific objectives of the guidelines and its implementation. HelpAge partners in Mozambique, Zambia and Zimbabwe are now part of national working groups to ensure Member States implement the guidelines.

East African Community (EAC) HIV and AIDS Strategic Plan

With the Regional Inter-Agency Task Team for East and Southern Africa (RIATT-ESA) Secretariat, our recommendations for older people to be included as a key target population and for specific actions to alleviate the impact of HIV and AIDS – on both older people and children – were accepted by the EAC Sectoral Council on Health. We were also requested to contribute to the EAC regional psychosocial support guidelines, which Member States will be required to implement.

Raising awareness of older people's health, HIV and care needs

Age Demands Action on health campaigns

World Health Day, World AIDS Day and World Diabetes Day this year provided opportunities to promote older people's health to governments, and to follow-up on calls for age-friendly health systems. Campaigns took place in 17 countries, with at least 5,800 campaigners taking part – including from 110 civil society organisations, 14 Affiliates and the WHO in Pakistan and Gaza.

International AIDS Conference 2012

With the Caregivers Action Network (CAN) and older people's representatives, we promoted our HIV and AIDS work in Africa and launched the Africa Regional CAN. Our participation in the conference led to new collaborations and research work with the University of Sydney, AIDS Community Research Initiative of America and the Terrence Higgins Trust.

Our plans for 2013-2014

We will continue to expand our health, HIV and care service delivery programming, with a focus on better access to appropriate services, nutrition, HIV prevention and treatment and community, home and self-care initiatives. Working with governments to develop and implement training of low- and mid-level health professionals and volunteers will be a significant aspect of this work.

With the completion of a global mapping of our health work and learning exercises on health outcomes, we will increase our understanding on how we can become more specific in addressing health and care at various phases of older age. We aim to ensure that our work with older people in communities is linked to the policy and practice messages we want governments and service providers to act on.

As debates on ageing and health and care increase, we will continue with our Age Demands Action campaigns during World Health Day to advocate governments and the WHO to act on supporting healthy ageing and service provision for NCDs. A major focus will also be to build quality evidence for WHO consultations on ageing and health in Africa and in preparation for the WHO World Health Report 2014 which is expected to highlight this issue.

Global action 3: Enabling older women and men to actively participate in, and be better supported during, emergency and recovery situations

Our vision is that older people affected by crises and disasters receive the assistance and protection they need, in accordance with humanitarian principles.

The reality is that older people continue to be left out of all stages of emergency preparedness, assessments and responses. Older people make up about 10 per cent of the 35 million people affected by crises and disasters every year. They have particular needs, but also, the potential to contribute to relief efforts. Yet, only a few programmes target them specifically.

Our research shows that humanitarian donors allocate just 0.2 per cent of funding to older people. Very few emergency responses provide appropriate healthcare, putting older people at greater risk. In recovery, they rarely receive the continued psychological support or the support to regain an income that they need.

What do we want to change?

We want humanitarian policy makers and aid workers to understand how humanitarian crises affect older people, and to provide an appropriate level of funding and programming support. We want all organisations to include older people in their emergency responses, in accordance with humanitarian principles.

How are we doing this?

- **Responding directly to the needs of older people in emergencies** and supporting their own recovery efforts afterwards.
- **Ensuring that disaster preparedness planning** uses older people's knowledge and includes the support they need.
- **Building a body of operational experience** and technical expertise on how older people can be effectively assisted and protected in emergencies.
- **Producing strong evidence and guidance**, which we are sharing with other providers of humanitarian assistance.
- **Providing a high-quality service to other humanitarian actors** to help them to integrate older people in their policies and programmes.

In 2012-2013 we planned to focus on:

- Responding to emergencies wherever we are able to.
- Strengthening our preparedness planning for emergency responses at country, regional and London office level to improve our capacity to respond.
- Continuing the development and implementation of new training programmes on older people in emergencies for other agencies and our own network.
- Increasing our mainstreaming and advocacy for greater inclusion of older people in humanitarian policy and response, including our network campaign UNJUST.
- Continuing to build evidence on the needs of older people in emergencies and document good practice.



Frederic Courbet/HelpAge International

Global action 3

I fled from the war

Biziman lives in a displaced people's camp in Mugunga, DR Congo. "The violence around us has been going on for years. I don't know why there is war or who started it – we are just farmers caught in the middle of it," he says.

When Biziman fled his village, he became separated from his wife. He doesn't know if she is still alive. He left all his possessions behind. His house was burnt and he lost everything.

"Nowadays, I rely on donations from HelpAge. We were given sewing machines and taught how to sew. I can sew clothes for others and this will help me make some money. I am very thankful to HelpAge, as I know this will help me for a long time."

In DR Congo, 20,000 people affected by conflict received support from 33 older people's associations set up with support from HelpAge. These associations run 12 social centres, providing older people with healthcare, social support and livelihood opportunities.



Find out more about our emergencies work.
Scan the QR code on the left with your
smartphone or type <http://bitly.com/144jnMw>

Measuring our progress: We will enable older people to actively participate in and be better supported during emergency and recovery situations

Our indicators	Delivered in 2012-2013	Growth or change on last year	Key changes	Our targets for 2010-2013	Where we are at in March 2013
Target for 2015: Older men and women receive direct assistance from us and our partners to prepare for, withstand and recover from emergencies					
Number of countries where we provide humanitarian assistance or recovery programmes	14 countries	No change	New secondments and partnerships were started in Jordan, Mali and South Sudan Our new Global Emergency Fund supported rapid responses in ten countries and assessments in two more (Chad, Mali)	25 countries	25 countries
Total numbers of people benefiting from emergency response and recovery programmes	233,000 people	120,000 people	Continued recovery programming in Colombia, DR Congo, Ethiopia, Kenya, Sudan and the occupied Palestinian territories Growth through responses to Hurricane Sandy (Haiti and Jamaica) and floods in Bolivia, Mozambique and the Philippines	550,000 people	470,000 people
Target for 2015: Ten major humanitarian agencies recognise and respond to the needs and capacities of older men and women in emergency preparedness, response and recovery					
Number of countries where we work to improve national disaster preparedness and response plans	15 countries	No change	Continued engagement in our focus countries New work did not commence in the Caribbean, Nepal, India or Indonesia	25 countries	20 countries
Number of humanitarian agencies that specifically respond to older people's needs in their policy and programmes	12 agencies	3 agencies	New engagements with WFP and the global food security cluster, OfDA/USAID and Save the Children	9 agencies	17 agencies

What did we achieve?

In its second year, the Global Emergency Fund enabled us to intervene rapidly to sudden-onset emergencies in nine countries. We are now ensuring that this fund does more to increase the scale of our response. Our emergency response work is affected by the number, scale and funding available for new emergencies and this is reflected in the number of people we were able to support.

We assisted other key agencies in improving their existing response programmes for older people in Chad, Mali and South Sudan, and are working with Handicap International through technical secondments in Jordan and Lebanon. Disaster preparedness training focused on countries most regularly affected by crisis. With our new emergency preparedness tool, ALERT, we have the confidence to respond within 24 hours through an in-country team, and with the necessary capacity.

Responding to emergencies and early recovery

The specific needs of older people are often underserved in emergencies and early recovery programmes, although considerable progress is being seen. Our emergency efforts continued to strengthen this year as a result of further investment in our capacities in needs assessment, health, livelihoods, disaster preparedness and training. This year:

- We responded to emergencies in 14 countries, providing services to 233,000 older people and their families and community members – a level similar to our work last year.
- While the East African drought crisis in Ethiopia and Kenya continued, our focus shifted to early recovery and promoting future resilience and inclusion of older people in partner agency activities.
- Floods, hurricanes and cyclones were once more a focus of our disaster response work this year. We responded to older people's needs during Hurricane Sandy in Haiti and Jamaica and the floods in Bangladesh, Mozambique and Sri Lanka.
- Our new Global Emergencies Fund provided over £500,000 to initiate rapid responses to crises in 12 countries.
- We continued to assist older people in four countries affected by conflict – Colombia, DR Congo, the occupied Palestinian territories and Sudan. We also provided responses to internal displacement due to conflict in Pakistan and South Sudan.

Building preparedness and risk reduction

In preparing for crises, governments and agencies must take into account the specific needs of older people. Therefore, this year, we worked harder to improve national and sub-national disaster risk reduction policies in 15 countries. Our most substantive engagements were in Bolivia, Jamaica, Kyrgyzstan, Mozambique and Pakistan, as well as in Bangladesh and Myanmar, where our work was part of major consortia programmes.

We also expanded the use of our two global preparedness initiatives for ourselves and others:

Emergency preparedness tool, ALERT

An ALERT consortium including Oxfam GB, CARE International, Plan International, Merlin and CAFOD was created to help organise a systematic training programme for ALERT and to develop funding for its wider use.

Helping Older People in Emergencies (HOPE)

The training modules were completed and staff and partners in ten countries received the training. A new module on nutrition for older people, commissioned by UNICEF, is now available on the Global Nutrition Cluster website.

Some examples of how we supported older people in emergencies, early recovery and disaster risk reduction this year included:

Haiti and Jamaica (Hurricane Sandy)

In Jamaica, we built preparedness in parishes in Kingston, enabling communities to respond to Hurricane Sandy more effectively. Over 1,500 older people received assistance during and after the crisis. In Haiti, our global emergency fund and DFID assisted 1,200 older people in four badly affected communes around the capital.

Ethiopia and Kenya (East Africa drought crisis)

Emergency and early recovery responses supported 70,000 people. In Kenya, 40,000 older people in the northern drought-affected areas of Mandera and Turkana received cash transfers, livelihood support and risk reduction training and activities. In Ethiopia, older people in Dollo Ado refugee camp and Oromia State were helped to rebuild their livelihoods.

Pakistan

Responding to displacement caused by military actions in the west of the country, we ran emergency relief activities in the Jalojai displaced people's camps in Nowshera district where about 75,000 people took refuge. We supported 2,000 older people with nutrition and hygiene kits, trained family carers in home-based care, distributed mobility aids to 450 people and provided eyecare screening and support to over 3,000 people.

Bolivia

Almost 2,000 older people received practical help during and after the severe flooding in Toledo. Five community emergency operational centres were set up, which organised the renovation of a rescue boat that was used to get 570 people to safety. Risk reduction training was provided to 2,225 older people and 33 older people's preparedness and response committees, called "white brigades", were formed.

Sudan (Darfur)

In displaced camps and conflict-affected communities, 35,000 older people rebuilt their livelihoods, received health and nutrition services and started small income-generating activities. Risk reduction practice has been a key feature of our agricultural work in Sudan. Over 1,600 older people received agricultural support from our trained community garden and animal health animators and from veterinary and agricultural extension workers.

Stepping up the quality of our work

We made improvements in delivering more timely and effective responses, better preparedness and long-term resilience to crises for those we assist. This has led to better and more consistent practice in our programmes, evaluations as well as in the design of new programmes.

Our expertise was used in the development of a number of resources:

Technical guidelines

Technical guidelines were published on health, nutrition, livelihoods and food security, protection and needs assessment.

Emergencies manual

An online version of our emergencies manual was released, which includes a repository of our emergency responses.

Accountability training

Training and baseline plans were completed in four countries – Ethiopia, Haiti, Kenya and Pakistan. A key outcome of this work was the creation of a robust complaints handling system.

Building evidence of practice on older people in emergencies

This year, we strengthened our case for the specific vulnerabilities faced by older people in emergencies as part of our wider influencing work. A number of our studies increased understanding of older people's situation in emergencies and the urgent responses needed. These included:

Displacement

A report with the Internal Displacement Monitoring Centre focusing on the impact of displacement on older people and providing legal and policy frameworks for protecting older displaced people. An article about the report was accepted for publication in the journal *Forced Migration Review*.

Nutrition in Chad

A report on the nutritional status of older people in Chad was disseminated to the Global Nutrition Cluster members, Chad Nutrition Cluster and Ministry of Health, WHO regional health and nutrition officer for West Africa and other NGOs and partners.

Strengthening global and national partnerships

We supported and encouraged 12 humanitarian agencies and donors to respond more actively to the needs of older people in emergencies and early recovery. This year, our focus was on changing the policies of major humanitarian donors – the European Commission's Humanitarian Aid department (ECHO), DFID and USAID's Office for Foreign Disaster Assistance.

An evaluation of our ECHO-funded policy work with other agencies was positive, particularly in relation to provide greater understanding into the relationship between ageing and vulnerability. The evaluation also challenged our future work to ensure that our expertise will bring about changes at the field level, as well as to establish a mechanism for follow-up and monitoring outcomes.

Some examples of our partnerships include:

USAID's Office of US Foreign Disaster Assistance (OFDA)

With our Affiliate HelpAge USA, we were asked to draft a section of OFDA's proposal guidelines on older people in emergencies. Many of our recommendations were included in the published guidelines. We also consulted with OFDA on a new protection training curriculum which was rolled out to their staff and NGO training sites globally.

UNHCR and the Protection Cluster

We provided secondments to UNHCR's programmes in DR Congo and Mali, and offered practical and programme design support to UNHCR field teams and partners. In Mali, we developed a new matrix approach to support the inclusion of vulnerable groups across various sectors which has been adopted by the cluster there.

Handicap International

Further to a global partnership agreement, we now have a national agreement in DR Congo and a joint emergency response in Syria with Handicap International. As a result of our joint training on older people and people with disabilities, we have seen changes in the work of several agencies such as the Norwegian Refugee Council and Oxfam GB.

Our plans for 2013-2014

We will respond to emergencies wherever practicable, continuing response and recovery work in nine countries, plus new interventions that are already underway in response to the crises in Syria and South Sudan.

Our new training programmes will be used to build the capacities of staff in other agencies, government and ourselves to prepare and respond to the specific needs of older people in crises. We aim to continue to demonstrate the vulnerability of older people in crises and best practice in responses, with a particular focus on food aid and security and nutrition for older people and their dependants.

We will publish our third Humanitarian Financing Report, and continue to make the case that the specific needs of older people in emergencies remain underserved.

Our work to stimulate better practice within key humanitarian agencies has grown significantly during the past three years, and we will review our approaches to this process with a view to monitor the effectiveness of this work at field level.

Global action 4: Building global and local movements that enable older people to challenge discrimination and claim their rights

Our vision is to end age discrimination and see the rights of older people recognised, promoted and protected in national and international law and in practice.

The reality is that older people face discrimination on a daily basis because of their age, which affects their ability to earn a living, their health and their quality of life. The existing human rights system does not adequately address this issue, nor are older people's rights fully integrated into other development or government policies. All UN Member States committed to adopting the 2002 Madrid International Plan of Action on Ageing (MIPAA) to include ageing in all social and economic development policies. Yet, only a handful of governments have concrete plans to implement the proposed policies and even fewer are providing dedicated resources to pay for them.

What do we want to change?

We want ageing to be on the political agenda. We want a growing movement of citizen action, led by older people, to hold governments to account and secure the rights and entitlements of older women and men.

How are we doing this?

- **Training older people's groups** to understand their rights and to monitor the delivery of government services.
- **Participating in international policy processes** to ensure that older people's issues are included, and that older people's organisations are consulted.
- **Providing leadership, information, resources and campaigning platforms** to allow older people to claim their rights and entitlements and fight age discrimination.
- **Taking action on specific forms of the violations of older people's rights**, working with older people and activists at community level to address violations.
- **Influencing the UN rights system and governments** by providing evidence of specific rights violations, particularly against older women, to ensure that older people's rights are better protected in law and in practice.
- **Building a growing movement** of individuals around the world willing to support the cause of older people.

In 2012-2013 we planned to focus on:

- Growing our community-based programmes in monitoring service provision and ensuring older people are able claim their rights and entitlements.
- Building robust evidence of age discrimination and working to tackle older people's rights issues to protect older people, and continuing to submit reports to the UN rights system.
- Increasing the impact of our Age Demands Action campaigns, using a new UNFPA and HelpAge report on ageing to support our campaigning throughout the year, and building youth support for campaigns in Europe.
- Launching Global AgeWatch, a new online monitoring tool on ageing which will make statistics and information on ageing more visible and accessible.
- Providing leadership in the post-2015 development goals debate, ensuring older people's voices are heard.

Ranath Fraser/HelpAge International



Global action 4

We're demanding our rights

Kenneth Hemley, a former member of the National Workers Union of Jamaica, is a leader in the global Age Demands Action campaign coordinated by HelpAge International.

Having witnessed first-hand the discrimination faced by older people in Jamaica, he decided “enough is enough” and joined Age Demands Action in 2009. He has since spoken at a number of UN forums in New York.

Kenneth is an advocate for a convention on the rights of older people, so that “everyone, all over the world, would be more aware of older people’s rights”. “Everyone should be protected under the law,” he says. “We are not begging. We are demanding that our rights be respected.”

More than 80,000 people have signed the Age Demands Action petition calling for a convention on the rights of older people. The petition is being presented to the UN Open-ended Working Group on Ageing, which has a mandate to consider how to better protect the rights of older people.



Watch Kenneth talk about why we need a convention on the rights of older people. Scan the QR code on the left with your smartphone or type <http://bit.ly/183vewa>

Measuring our progress: We will build global and local movements that enable older people to challenge age discrimination and claim their rights

Our indicators	Delivered in 2012-2013	Growth or change on last year	Key changes	Our targets for 2010-2013	Where we are at in March 2013
Target for 2015: Older men and women lead community action to realise their rights to services and practical support in 25 countries					
Overall number of older people's associations (OPAs) HelpAge works with	5,445 OPAs with 475,000 members	2,522 OPAs with 191,000 members	New OPAs established in 25 countries Significant growth – linked with service monitoring, homecare and income-generating activities – was notable in Bolivia, Ethiopia, India, Kenya, Sudan, Tanzania, Uganda and Vietnam	4,947 OPAs with 496,000 members	6,570 OPAs with 658,000 members
Number of OPAs monitoring government service delivery	2,022 OPAs with 39,000 members	1,167 OPAs with 29,000 members	Continued growth across 16 countries, with notable growth in Kenya, Philippines and Vietnam	1,816 OPAs with 51,000 older people	2,624 OPAs with 58,000 members
Total number of older people assisted to claim existing entitlements	199,000 older people	163,000 older people	Tanzania reported 60 per cent of the growth, with notable assistance achieved in Bolivia Other key countries reporting growth include India, Kenya, Mozambique and Uganda	242,000 older people	290,000 older people
Target for 2015: Older men and women are helped by work that prohibits or reduces discrimination against them in 15 countries					
Number of countries where we work to prohibit or reduce specific issues of abuse or discrimination against older people	9 countries	3 countries	New actions reported in Kenya, Haiti and Uganda Study produced on the situation of older people and the levels of realisation of older people's rights in Haiti. Work carried out on internally displaced people's rights bill in Kenya and land rights in Uganda	13 countries	13 countries
Number of older people taking action locally around specific rights abuses and older people's exclusion from services	79,000 older people	50,000 older people	Growth reported in 19 countries – mostly associated with growing service delivery monitoring work and Age Demands Action campaign activism	67,000 older people	117,000 older people
Number of countries where HelpAge is producing reports to UN or other rights mechanisms	1 report from 1 country	1 report from 1 country	Submission to the UN Committee on Economic, Social and Cultural Rights for Jamaica. The UN reporting calendar did not permit submission of any other reports in 2012-13 Considerable successes seen in our work with UN agencies	15 reports from 9 countries	12 reports from 8 countries
Target for 2015: A global group of one million committed supporters is developed by key HelpAge Affiliates					
Total number of HelpAge supporters	875,000 supporters	270,000 supporters	Growth is predominantly due to the expansion in our OPA membership and increasing ADA campaigners	610,000 supporters	875,000 supporters

What did we achieve?

Our performance has exceeded expectations, while work to mobilise, support and facilitate a global movement continues to strengthen. Campaigning activity grew to become year-round processes with local campaigners taking initiative.

The issue of ageing was raised significantly through our joint report with UNFPA, *Ageing in the Twenty-First Century: A Celebration and A Challenge*, involving over 20 UN agencies and international organisations working on population ageing. Other notable successes achieved with the UN system at a global level included recognition of the need to end rights violations and discrimination against older people around the world.

However, there remains a clear need to continue to get our message heard. Few people understand the issues that population ageing presents. This problem is compounded by the lack of data collected on people over 50, meaning older people are rarely included in development discussions or policies.

Supporting older people to combat exclusion and discrimination

Older people themselves are the greatest drivers of change and are at the heart of our supporter base. We worked actively with 5,445 OPAs with a membership of 475,000 older people, with under half of these groups formed as our work expanded. To help older people represent their own issues with governments and other service providers, we trained OPAs to ensure they are aware of their rights, existing government policies and programmes. This year, 2,000 OPAs and 29,000 older people in 1,110 new OPAs undertook monitoring and lobbying work in 22 countries.

Some 200,000 older people received assistance in registering for an entitlement, such as a pension or free health insurance. Almost half of these older people were in Tanzania, where we ran a major governance and social accountability programme. Notable growth was seen in Bolivia, where new socio-legal centres – an initiative between local governments and older people – were opened.

Other examples of successes achieved by OPAs and activists include:

Central Asia

OPAs, Affiliates and partners completed a survey on the prevalence of elder abuse in Kyrgyzstan and Tajikistan. In Kyrgyzstan, this survey was used to build advocacy on the issue during Age Demands Action on rights. This has led the Ministry of Social Development to include older people's issues into the implementation of the Law on Social Order.

Nepal

Working in ten districts with 40 OPAs, our older citizens monitoring work ensured the provision of health services and old age and widows allowances for older people. This year, 27,000 older people were interviewed to identify gaps in service provision. The findings of the survey were used to develop an advocacy strategy with government offices.

Uganda

Our Affiliate Uganda Reach the Aged Association is supporting older people's monitoring of HIV and health services. To help older people and their family members resolve conflicts, particularly those related to inheritance rights, we trained 500 paralegals this year. More than 1,000 inheritance cases were mediated and resolved.

Vietnam

Our partners the Vietnam Women's Union, Vietnam Association of Elderly and CASCD set up rights and entitlements monitoring systems for Intergenerational Self Help Clubs in 345 target communities. This supported a review of two years of implementation of the Law for the Elderly and of older people's access to rights and entitlements – which influenced amendments to the National Programme on Ageing for 2012-2020.

Lobbying the UN rights systems and governments

During the year, HelpAge built on previous engagements to strengthen the way existing international human rights mechanisms address older people's rights. For example, with the UNFPA, we launched *Ageing in the Twenty-First Century: A Celebration and A Challenge* with events in Tokyo, Geneva, New York, and to influence governments, particularly in the countries our Affiliates work in.

Submissions to the UN – for example on the abuse of older women – as well as other lobbying efforts with Affiliates or other organisations, have resulted in the following successes:

UN Commission on the Status of Women (UN Women)

The Agreed Conclusions of the annual meeting in March 2013 recognised violence against older women and the urgent need to tackle the particular risk of violence they face.

UN Human Rights Council (HRC)

Older people's rights are now on the agenda of the HRC, which has committed to establish a public consultation process.

UN Committee on Economic, Social and Cultural Rights

Our submission on evidence of the gaps in social protection for older people in Jamaica led to the Committee asking the Government of Jamaica to explain gaps in coverage of its National Insurance Scheme.

Working towards a convention on the rights of older people

We continued to call for a convention on the rights of older people through our work with the OEWG. This year, we took a number of actions to ensure the continuation of the OEWG itself:

- In 21 countries, 20,000 older campaigners participated in Age Demands Action for rights and met with government representatives to ensure their attendance at the OEWG.
- Work in Latin America continued to mobilise political support for both the OEWG and to progress the Inter-American Convention on the rights of older people.
- Participation in the UN Expert Group Meeting on Combating Violence against Indigenous Women and Girls in May 2012 informed a background paper by the UN Office of the High Commissioner on Human Rights on key issues for the OEWG.

These activities contributed to the following positive outcomes at the OEWG:

- African, Asian and other Member States supported a resolution for the continuation of the OEWG with a mandate to address the main elements of a legal human rights instrument.
- Attendance of African and Asian Member States at the OEWG in 2012 increased from 10 to 24 Member States this year. African and Asian Member States gave positive contributions on the need for the working group to continue and consider a new legal instrument.
- The African Union prepared a common position in support of a new international convention.

Building strategic partnerships

Many organisations possess the technical expertise and influence to help bring changes to the lives of older people. As such, we have continued to invest in working with these organisations, building partnerships in areas such as social protection, health and rights. Below are some of the organisations we have worked with this year:

Advancing the social protection agenda

Grow Up Free from Poverty Coalition, UNICEF, the World Economic Forum, International Social Security Association, Universities of Oxford, Manchester and East Anglia in the UK and the National Economics University in Vietnam.

Advancing the NCD agenda for older people

The International Longevity Centre, Alzheimer's Disease International, the Global Alliance on the Rights of Older People, the Worldwide Care Alliance, Cordaid, Fred Hollows Foundation, World Health Organization and Pan American Health Organization.

Better inclusion of older people in HIV programmes

The Caregivers Action Network and the UK Consortium on AIDS and International Development, Regional AIDS Initiative of Southern Africa with Voluntary Service Overseas, Regional Inter-Agency Task Team on children affected by AIDS, FHI360, the University of Sydney, AIDS Community Research Initiative of America and the Terrence Higgins Trust.

Advancing the agenda on older people's rights and a convention

The African Union, Office of the High Commissioner for Human Rights, OEWG, Global Alliance for the Rights of Older People, UNFPA, UNDP, UN Women and UNDESA, Washington University's Academy of Humanitarian and Human Rights Law and the International Network for the Prevention of Elder Abuse.

Building a movement of individual supporters

With our Affiliates and partners, we continued to build activism to see older people treated more fairly, and to develop one million people worldwide who regularly support our work. We also strengthened a number of areas to build our supporter engagement and opportunities for activism:

- A new Global AgeWatch website was launched, which provides data on older people and the status of the national programmes and policies which affect them.
- Age Demands Action campaigning platforms were expanded to provide more opportunities for year-round campaigning. Additional events focused on health to support World Health Day and on rights prior to the OEWG meeting.
- We worked to improve the leadership and raise the profile of older people themselves. For example, Age Demands Action leaders were featured on the HelpAge website.
- Our UNJUST campaign focusing on older people in fragile contexts and emergencies was launched.
- Opportunities to support our work financially were improved, for example, re-launching the Sponsor a Grandparent and Raise a Grandchild scheme with Age International was re-launched.

These investments resulted in increased interest and support. This year, 325,000 people have used our online resources – an increase of 38 per cent from last year, and have spent more time on our webpages – up 22 per cent on the previous year. Online visits from Africa, Asia, the Caribbean and Latin America doubled over the last year.

Our plans for 2013-2014

At community level, we plan to grow our programmes to support older people's monitoring service provision and ensure that they are informed and able to claim their rights and entitlements in at least 17 countries.

Deepening the participation and representation of older people will be a priority in our campaigning work next year. This will include focused campaigns on supporting a convention on the rights of older people, the post-2015 development agenda, emergencies and health and the launch of a new global age index. We aim to finalise a review of our approaches to gender and ensure that its recommendations are implemented across our work.

Our submissions to the UN rights system on the situation and rights violations of older people in specific countries will be increased, and we are pursuing opportunities in eight countries next year. With considerable progress in securing interest of UN Member States in the OEWG, we will endeavour to see that a drafting committee for a new convention or legal instrument is established, as well as advocate for ageing and development to be visible within the post-2015 development debate. We will also support work in Africa and Latin America to see regional rights instruments established.

Global action 5: Supporting a growing global network of organisations to improve their work with and for older women and men

Our vision is a dynamic global network of organisations with a strong core of Affiliates, working towards a better world for older people in which they have full recognition of their rights.

The reality is that there is already a strong network of organisations around the world that are powerful agents of change in their home countries. They are providing much-needed services to older people, lobbying their governments and demonstrating the vital contribution that older people make to society. With almost 500 million older people living in middle- and low-income countries, it is all the more important to strengthen this global network working to highlight largely ignored realities of demographic change, and to increase their influence nationally and internationally.

What do we want to change?

We want to change the aid and government policy environment that improves the rights and entitlements of older people by having a larger, stronger global network of organisations speaking in the same voice and standing up for the rights of older people.

How are we doing this?

- **Influencing the aid and government policy environment** to improve the rights and entitlements of older people through coordinated action as a network.
- **Stimulating learning, sharing and good practice with and for older people** by bringing together the expertise of our network as an authoritative voice on the issues of older people.
- **Improving the lives of older people** in practical ways by fostering mutual support among network members.
- **Ensuring that HelpAge has strong governance** and strategy rooted in the experience of older people.
- **Building financial support for the HelpAge network.**

In 2012-2013 we planned to focus on:

- Creating a “road map” to enhance the engagement of Affiliates in our governance and new Strategy to 2020.
- Understanding our network better, completing the documentation of Affiliate profiles and mapping our capacities.
- Supporting Affiliate capacity building and engagement in programmes, campaigning, advocacy and public fundraising.
- Supporting organisations from Brazil, Colombia, Finland, Sweden, Nepal and Ukraine to become Affiliates.



Global action 5

We're raising more funds

Lutz Hethey is Executive Director of HelpAge Deutschland, an Affiliate founded in 2005. "From the outset, we have concentrated on raising funds for two main projects," he explains. "These are KwaWazee in Tanzania, which provides a basic pension and psychosocial care to grandmothers who care for grandchildren orphaned by AIDS, and Waman Wasi in Peru, which helps older people to share their knowledge and life experience with younger generations.

"We have greatly benefited from the endorsement of politicians and actors and the assistance of many volunteers. Our Silent Heroes photo exhibition, Every Granny Counts campaign and the 2012 Berlin marathon have raised funds from 5,000 donors.

"However, this is still not enough to make HelpAge Deutschland a major player in the German NGO world. After comprehensive research, we decided that street fundraising was the best route to explore. With much appreciated support from colleagues at HelpAge International, we conducted two tests with different agencies. By the end of 2013, we predict that we will have approximately 1,500 new regular donors to support the projects in Tanzania and Peru."

This year, five HelpAge Affiliates – HelpAge Deutschland, Cordaid, HelpAge USA, WorldGranny and HelpAge Korea – together contributed £1.2 million to our income, in addition to the £9.86 million raised by Age International.



To find the Affiliate closest to you scan the QR code on the left with your smartphone or type <http://bitly.com/SxCpBg>

Measuring our progress: We will support a growing global network of organisations to improve their work with and for older men and women

Our indicators	Delivered in 2012-2013	Growth or change on last year	Key changes	Our targets for 2010-2013	Where we are at in March 2013
Target for 2015: 120 Affiliates, adopting HelpAge values and visual identity, form a global network shaping and supporting a common agenda and leading national, regional and international initiatives					
Number of Affiliates	–	5 Affiliates	New Affiliates from Bangladesh, Kenya, Nigeria, the occupied Palestinian territories and Switzerland	100 Affiliates	103 Affiliates
Number of Affiliates taking a leading role in network initiatives	33 Affiliates	22 Affiliates	Strong support and engagement by Affiliates in our work on the post-2015 development debate, ADA for rights campaign to secure the UN OEWG	12 Affiliates	33 Affiliates
Number of countries where Affiliates are leading the network programme	42 countries	42 countries	Our office nationalisation process in Cambodia is now well advanced A review of our work in Latin America and the Caribbean is completed	43 countries	42 countries
Target for 2015: Global and national campaigns take place to demand changes in laws and policies to respect the rights of older men and women					
Number of countries where older people are involved in national level action for improved services	62 countries with 94,000 participants	6 countries with 30,000 participants	6 new countries participated, but 3 previous countries were unable to run campaigns in 2012-2013 New countries were Dominica, St. Vincent and the Grenadines, Finland, Lithuania, Macedonia and Nicaragua	60 countries with 65,000 participants	65 countries with 94,000 participants
Number of countries where we work to promote national policies, plans and/or laws on ageing	24 countries	4 countries	New engagements in Indonesia, Nepal, occupied Palestinian territories and Pakistan	30 countries	30 countries
Number of older people with potential to benefit from new or improved policies	518,000 older people	518,000 older people	Policy changes reported in Bolivia, Colombia and Vietnam. Parliamentary processes delayed implementation in a number of countries Age Demands Action reported a potential 42 million older people may benefit from new policy or practice commitments	3.8 million older people	2.3 million older people
Target for 2015: Awareness of the international ageing agenda is raised through campaigns and development education					
Total awareness or reach and value of HelpAge brand	125 million people reached	75 million people reached	Estimated media coverage of the UNFPA and HelpAge report <i>Ageing in the Twenty-First Century: A Celebration and A Challenge</i> reached 700 million people worldwide. However, our underlying regular reach through our media and publications work is lower	55 million people reached	125 million people reached

What did we achieve?

Our network grew in size and our Affiliates are working increasingly effectively together, as seen by our successes with the OEWG and in ensuring older people are included in the post-2015 development process. Through their leadership, Affiliates and partners helped increase the opportunities for older people to represent their issues to decision-makers and politicians.

This year, we intended to hand over a nationalised organisation in Cambodia. While this plan is progressing, HelpAge Cambodia is not yet ready for independence.

A key challenge for our network is to achieve wider recognition that population ageing is a fact – there are now more people aged over 60 than under 5 years, and to ensure governments in developing countries collect, analyse and discuss information and data with older people, as well as work with them so that government schemes can better respond to the needs of their older populations.

A stronger network

Five new Affiliates from Bangladesh, Kenya, Nigeria, the occupied Palestinian territories and Switzerland brought us to a total of 103 Affiliates in 66 countries this year. We continued to invest in building a larger global network and more effective Affiliates by:

- Improving learning and sharing across the network through the intranet (more than 40 Affiliates now have access) and a new monthly eNewsletter.
- As part of winning the Hilton Humanitarian Prize in March 2012, additional investments in network development were made – notably, strengthening campaigning and advocacy efforts by Affiliates, supporting public fundraising and encouraging new Affiliates to join us, particularly in Scandinavia.
- Raising funds for network activities in East Asia and Pacific and the Eastern Europe and Central Asia region.
- Launching our first social enterprise project with HelpAge Sri Lanka using a new age-friendly phone. A health insurance product is also in development.

Affiliates as leaders

Our Affiliates and partners continued to strengthen their outreach internationally and in their home countries. This year, Affiliates made significant contributions by lobbying for the participation of their governments in the OEWG and influencing the UN consultations on the post-2015 development agenda to ensure the inclusion of older people in the future development framework.

Some examples of the work our Affiliates have led include:

The East Asia and Pacific network

We secured a four-year project grant from the European Union to raise the awareness of the challenges of population ageing in ASEAN countries. HelpAge Korea has been supporting the project as an expert organisation.

Age International

In addition to the financial support it provides to HelpAge – £9.86 million this year – Age International co-chaired the Global Alliance for the Rights of Older People and supported our influencing on the post-2015 development process. Age International is also our representative in the Disasters Emergency Committee.

Fundraising for the network

HelpAge Deutschland, Cordaid, HelpAge USA, WorldGranny and HelpAge Korea raised both restricted and unrestricted funds for our work, together contributing £1.2 million to our income this year. They have also facilitated our direct access to a number of key donors.

Affiliates in our governance

Affiliate representatives form an important core of the Board and play a key role in shaping our strategic direction and operational management, particularly as they are representatives of the organisations that have direct contact with older people through their work. This year, a priority for our Board was to consider the impact of the changing world for older people in the context of developing the HelpAge strategy 2015-2020.

Leading campaigns

As a network and global movement, we continued to make positive changes in government policies and practices.

This year, our joint report with the UNFPA, *Ageing in the Twenty-First Century: A Celebration and A Challenge*, coincided with and was supported by Age Demands Action on 1 October. This year's campaign was the largest yet – with 94,000 people participating in 60 countries – and resulting in HelpAge's biggest media, campaign and advocacy milestones so far. For example, our web and media work around these events reached over 700 million people around the world, raising our public profile and increasing awareness of older people's rights more than ever before.

Our Age Demands Action campaign also moved from a single event during International Day of Older Persons on 1 October each year into a year-round campaign for change. This year, activities have been stepped up during World Health Day and World Elder Abuse Awareness Day. Some highlights of Age Demands Action this year include:

- In October, 42 Affiliates and 413 partners and older people's associations took part in Age Demands Action.
- Decision-makers were presented with 135 policy asks. If the pledges governments made in October were implemented, 42 million older people have the potential to benefit from them.
- Our global petition on the convention on the rights of older people was signed by 75,544 people.

Development awareness and policy change in Europe

This year, we carried out development awareness and policy engagements across Europe. A new campaign Make it Ageless was launched to bring together older people in Europe and in developing countries, and to see ageing and older people represented in European regional and national development policies. Other examples of our work in Europe this year included:

European Commission communication on social protection

The European Commission adopted its communication on social protection, which contained commitments to a rights-based, life-course approach and to the social protection floor initiative. In response to this communication, we produced a joint analysis with the European Working Group on Social Protection and Decent Work in Development Cooperation, which highlighted the role of the European Parliament.

Humanitarian practice

Collaborating with the VOICE network, new briefings were developed for an ECHO consultation on health, nutrition and gender to support development of their sectoral policies. An event held with ECHO desk officers and operational NGO representatives highlighted our programme's findings on humanitarian policy and practice.

Our plans for 2013-2014

We plan to widen our network by supporting partners to become Affiliates in nine countries, with a focus on Scandinavia and Africa. We also aim to complete the transition of our office in Cambodia into a local HelpAge organisation. In agreement with Age International, our work in Eastern Europe will merge with theirs, creating new opportunities and increased affiliation from this region.

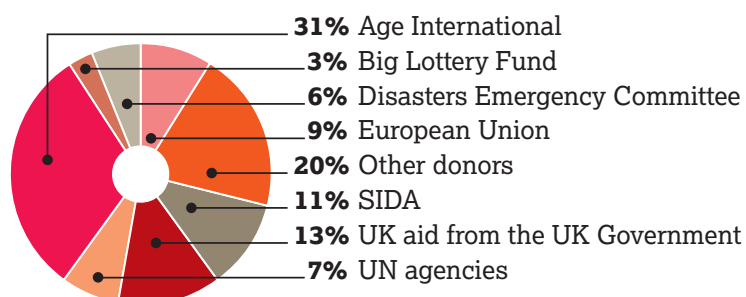
Increased support will be provided to our network in Africa, focusing on the design and implementation of quality programmes. Further effort will be placed on strengthening local coordination between our partners and Affiliates in Eastern and Southern Africa. Globally, we plan to work with Affiliates and partners to adopt our accountability framework and to increase their participation in our learning fora. We aim to support the fundraising and advocacy initiatives of Age International and our sister Affiliates HelpAge Korea, HelpAge USA, HelpAge Deutschland, HelpAge International España and WorldGranny, as well as develop our new social enterprise initiatives with HelpAge Sri Lanka.

Together with Affiliates and partners, we will focus on key policy opportunities – particularly to realise a convention on the rights of older people and the inclusion of older people in the post-2015 development framework.

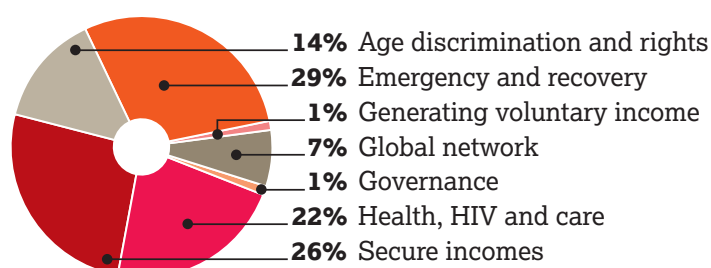
Our network development policy now has a "road map" and action plan towards developing our new strategy beyond 2015, which includes consultation with our network.

Financial review

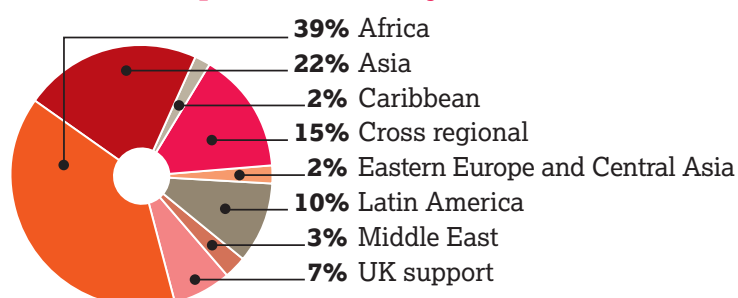
Where our money came from



How we spent this money



Where we spent this money



Notes

- Income in 2013 is the same as in 2012.
- 99 per cent of income is grant income.
- Over 98 per cent of expenditure is on charitable activities.
- Fundraising costs for generating voluntary income are very low because we do not raise funds from the public directly.
- In accordance with our reserves policy, we have a net increase in unrestricted general funds.

Highlights of our financial performance

	Year to 31 March 2013 £m	Year to 31 March 2012 £m
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Income

Restricted	20.4	20.4
Unrestricted	6.3	6.3
Total income	26.7	26.7

Expenditure

Restricted	(20.2)	(22.8)
Unrestricted	(6.2)	(5.0)
Total expenditure	(26.4)	(27.8)

Actuarial gain/(loss) on final salary pension	(0.2)	(0.4)
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Net movement in funds	0.1	(1.5)
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Funds

Restricted	3.6	3.4
Unrestricted general	1.6	1.4
Unrestricted Designated	0.9	1.1
Total funds excluding pension liability	6.1	5.9

Pension reserve	(1.1)	(1.0)
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Total funds	5.0	4.9
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Structure, governance and management

Status and governing document

HelpAge International is a charitable company limited by guarantee, incorporated on 19 October 1983 and registered as a charity on 17 November 1983. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company, and is governed by its Articles of Association.

Organisational structure

HelpAge International's operational and policy development centre is based in London and supports seven regional development centres for Southern Africa, East, West and Central Africa, East Asia and Pacific, South Asia, Eastern Europe and Central Asia, Latin America and Caribbean. HelpAge International also works through country development programmes and country project offices.

HelpAge International is the secretariat of a network of Affiliates. Affiliation with HelpAge International is a formal relationship which is open to any bona-fide organisation involved in issues of individual or population ageing, with the capacity of working with HelpAge International in its advocacy, research, policy, training, programmatic or fundraising. HelpAge International works with both Affiliates and independent partner organisations at an operational level in the implementation of a specific contract.

HelpAge International's approach is based on a commitment to developing grassroots work which benefits older people directly, supporting and strengthening organisations which are working in practical ways to improve the lives of older people and giving a voice to older people, especially the most disadvantaged. Most of our activities are carried out in partnership with older people's organisations, community development organisations and non-governmental organisations (NGOs). We also work closely with academic institutions on research projects and with local and national governments and international agencies to ensure that ageing issues are at the centre of development policies. Working in partnership helps to strengthen the capacity of organisations working with older people, connect experience with government thinking and build a global alliance of organisations working to raise the voice of older people in development processes. HelpAge International also manages programmes directly, especially in difficult circumstances such as conflict and emergencies.

Affiliates HelpAge International UK, HelpAge Deutschland, HelpAge USA, HelpAge Canada, HelpAge Korea, HelpAge International España and WorldGranny work in their respective countries to promote ageing and development issues of low and middle income countries, and play a significant role raising funds and support for the programme activities of HelpAge International.

Trustees

The trustees are responsible for the overall management and direction of the charity. The Articles of Association allow for a minimum of six and maximum of 15 trustees, at least six of whom are nominated by the Affiliates and up to nine appointed by the Board of Directors, having regard to their relevant qualifications and skills. The overall gender and geographical composition of the Board are also taken into account. The current Board consists of thirteen trustees, including seven nominated by affiliated organisations.

Trustees are appointed to serve for a term of three years and, at the expiration of this period, may offer themselves for reappointment for two further terms of three years. At the expiration of a third term trustees may not be reappointed. Trustees appointed before 1 October 2011 are eligible to serve for up to two terms of four years after which they may not be reappointed. New trustees are nominated either by the Affiliates or identified by existing trustees or senior staff. All prospective candidates are interviewed by the Chief Executive and a recommendation placed before the Board by the Nominations Committee for consideration and vote. Once appointed, new trustees undertake a comprehensive induction programme, meeting with key staff throughout the organisation.

Trustees are actively involved in supporting and promoting HelpAge International in many different ways according to their interests, specialist skills and location. The Board of trustees meets twice a year and is supported by three permanent sub-committees: Executive (two meetings per annum), Finance and Audit (three meetings per annum), and Nominations (which meets as and when required to consider the appointment of new trustees).

Connected charities

Help the Aged was a founder member of HelpAge International. On 1 April 2009 Help the Aged joined with Age Concern to form Age UK. In January 2012 Age UK and HelpAge International established a joint charity, HelpAge International UK (known as Age International), with 75 per cent and 25 per cent voting rights respectively. Age International is the UK member of the HelpAge global network of ageing organisations. Age International undertakes awareness-raising, fundraising and influencing activity in the UK to support the work of HelpAge International in developing

countries, and administers the grants awarded to HelpAge International by Age UK, Disasters Emergency Committee and other UK donors. Age UK is a member of the Disasters Emergency Committee and delegates day to day responsibility for oversight and delivery of emergency programmes to Age International and HelpAge International. There is a formal Framework Agreement to March 2016 between HelpAge International, Age UK and HelpAge International UK which sets out the way in which the Parties work together and the basis upon which grants will be made to HelpAge International. There is also a formal Affiliate Agreement between HelpAge International and HelpAge International UK.

During 2010 HelpAge International established a Charitable Association in Spain, HelpAge International España in which HelpAge International has a controlling interest. The results for 2012/13 are not material and have been aggregated with HelpAge International. On 1 June 2013 this organisation became a Foundation with an independent Board of Trustees.

Risk management

The trustees are responsible for ensuring that the major risks facing HelpAge International are managed appropriately and have in place a formal management process to assess risks and implement the appropriate strategies for the management of those risks. A risk register is maintained, based on a formal risk assessment review which is conducted twice a year by senior staff; it covers financial and operational risks and is reviewed at each Board meeting. The trustees are of the opinion that the charity has the appropriate systems in place to mitigate against significant risks. The internal audit plan is designed to provide assurance that the systems are in place and operating as prescribed.

Reserves policy

The trustees have adopted a reserves policy which they consider appropriate to ensure the continued ability of the charity to meet its objectives. The policy was reviewed in October 2011 board meeting, taking into account risks of loss of income and unplanned costs. The trustees agreed that unrestricted funds (excluding pension fund deficit) should be between £1.2 million and £2.1 million. At 31 March 2013 the level of the unrestricted general fund, before pension provision, had increased to £1.6 million (31 March 2012, £1.4 million). A designated fund of £1.1 million was established in year 2011/12 for the specific purpose of organisational and network development, £159,000 has been spent towards these activities in 2012/13.

Pension

HelpAge International is a participating employer in the Help the Aged final salary pension scheme. The scheme was closed to new members from 31 July 2002 and to future accrual on 30 September 2009. The employer's financial contribution towards the fund deficit is a cost to the charity and full details are included in the annual accounts.

In accordance with FRS17, HelpAge International has obtained an actuarial valuation for the Help the Aged defined benefit scheme and recognised a pension liability of £1,092,000 in the accounts. The deficit does not result in any immediate liability to pay this amount to the pension scheme, as the resulting increase in contributions will be met from expected future income streams. Future contribution rates have been calculated in accordance with the terms of the pension scheme in the light of advice from the actuary and based on the results of the last full triennial valuation of the pension scheme carried out as at September 2009.

Following the closure of the final salary scheme, HelpAge International became a participating employer in the Pensions Trust Growth Plan Series 3. The Pensions Act 2011 has retrospectively amended the definition of a money purchase scheme and as a result of this change, the Pensions Trust Growth Plan Series 3 is now categorised as a 'defined benefit' arrangement rather than a 'defined contribution' arrangement as it was previously treated.

Public benefit statement

HelpAge has developed its aims and strategic plans to ensure that we provide public benefit and achieve the objectives set out in our governing document. These objectives meet the benefit principle defined by the Charities Act 2006.

Statement of the responsibilities of the trustees

The trustees (who are also directors of HelpAge International for the purposes of company law) are responsible for preparing the report of the trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income or expenditure of the charitable company for that period. In preparing these financial statements the trustees are required to:

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

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

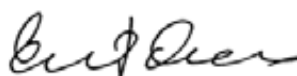
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £5 to the assets of the charity in the event of winding up while he or she is a member or within one year after he or she ceases to be a member. The total number of such guarantees as at 31 March 2013 was 13 (2012:11). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Sayer Vincent was re-appointed as the charitable company's auditor during the year and has expressed their willingness to continue in that capacity.

Approved by the trustees and signed on their behalf by:



David Causer
Trustee
10 September 2013

Independent auditor's report

We have audited the financial statements of HelpAge International for the year ended 31 March 2013 which comprise the statement of financial activities, balance sheet, cash flow statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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 members, as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the trustees and auditors

As explained more fully in the statement of the responsibilities of the trustees set out in the report of the trustees, 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.

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

Scope of the audit of the financial statements

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

Opinion on the financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of the resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- the financial statements have been prepared in accordance with the Companies Act 2006.


Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the report of the trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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



Catherine L. Sayer (*Senior Statutory Auditor*)
for and on behalf of Sayer Vincent

Chartered accountants and statutory auditors,
8 Angel Gate, City Road, London, EC1V 2SJ

18 September 2013

Statement of financial activities

(Incorporating an income and expenditure account)

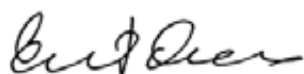
	Note	Restricted £000	Unrestricted £000	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
Incoming resources					
<i>Incoming resources from generated funds</i>					
Voluntary income:					
Fees, donations, gifts and awards	2	1	148	149	1,083
Core grants for international programmes	2/17	7,926	4,601	12,527	12,305
Total voluntary income		7,927	4,749	12,676	13,388
Other grants for international programmes	3/17	12,442	1,530	13,972	13,322
Investment income		4	6	10	7
Total incoming resources		20,373	6,285	26,658	26,717
Resources expended					
<i>Costs of generating funds</i>					
Costs of generating voluntary income		0	309	309	337
<i>Charitable activities</i>					
Secure income		5,574	1,334	6,908	5,574
Health, HIV and care		4,874	1,029	5,903	4,920
Emergency and recovery		6,185	1,553	7,738	11,393
Age discrimination and rights		2,940	795	3,735	3,099
Global network		712	966	1,678	2,357
Sub-total		20,285	5,986	26,271	27,680
Transfer from fixed asset fund		(91)	0	(91)	(133)
Governance costs		0	237	237	237
Total resources expended	4	20,194	6,223	26,417	27,784
Net incoming resources before gains and losses		179	62	241	(1,067)
Actuarial gains/(losses) on defined benefit pension scheme	15	0	(175)	(175)	(363)
Net movement in funds		179	(113)	66	(1,430)
Reconciliation of funds					
Funds at the start of the year		3,367	1,535	4,902	6,332
Total funds carried forward		3,546	1,422	4,968	4,902

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those started above. Movements in funds are disclosed in note 14 to the financial statements.

Balance sheet

	Note	31 March 2013 £000	31 March 2012 £000
Fixed assets			
Tangible fixed assets	9	588	491
Current assets			
Debtors	10	957	2,893
Cash at bank and in hand		6,456	5,126
		7,413	8,019
Current liabilities			
Creditors: amounts due within one year	11	(1,456)	(2,190)
Net current assets		5,957	5,829
Total assets less current liabilities		6,545	6,320
Provisions	12	(485)	(452)
Net assets excluding pension liability		6,060	5,868
Defined benefit pension scheme liability	15	(1,092)	(966)
Net assets including pension liability	13	4,968	4,902
The funds of the charity	14		
Restricted funds			
Restricted income funds		3,059	2,971
Restricted fixed asset fund		487	396
Total restricted funds		3,546	3,367
Unrestricted funds			
General funds		1,573	1,401
Designated funds		941	1,100
Total unrestricted funds excluding pension liability		2,514	12,501
Pension reserve		(1,092)	(966)
Total charity funds		4,968	4,902

Approved by the trustees: on 10 September 2013 and signed on their behalf by:



David Causer
Trustee

Cash flow statement

	Note	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
Reconciliation of net outgoing resources to net cash flow from operating activities			
Net incoming / (outgoing) resources		241	(1,067)
Depreciation charge	9	213	170
(Increase) / decrease in debtors	10	1,936	(1,379)
(Decrease) / increase in creditors	11	(584)	1,295
Transfers to provisions	12	115	166
Use of provisions	12	(82)	(39)
Defined benefit pension scheme:			
Impact on net incoming resources before gains and losses	15	48	13
Employer contributions paid	15	(97)	(97)
Investment income		(10)	(7)
Net cash inflow from operating activities		1,780	(945)
Net cash inflow from operating activities		1,780	(945)
Returns on investments and servicing of finance			
Interest receivable		10	7
Capital expenditure and financial investment			
Disposal of tangible fixed assets		0	16
Purchase of tangible fixed assets	9	(310)	(344)
Management of liquid resources and finances			
Repayment of loan	11	(150)	0
Increase in cash in the year		1,330	(1,266)
Reconciliation of net cash funds			
Net cash funds at the beginning of the year		5,126	6,392
Increase in cash in the year		1,330	(1,266)
Net cash funds at the end of the year		6,456	5,126

Notes to the financial statements

1. Accounting policies

a) Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Companies Act 2006. They follow the recommendations in the Statement of Recommended Practice, Accounting and Reporting by Charities (March 2005).

b) Fund accounting

b.1: Restricted funds are used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

b.2: Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and includes general funds, designated funds and pension reserve as follows:

General funds are unrestricted funds that are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statement.

b.3: Pension reserve In accordance with FRS17 – Retirement benefits, the liability attributable to the pension schemes as set out in Note 21 is shown as a reduction of total funds. It is anticipated that these commitments will be met through future cash flows, and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

c) Related charities

HelpAge International holds a 25% interest in HelpAge International UK; however this is non-beneficial and so not accounted for as an associate. Income is received as grants and recognised when due.

HelpAge International holds a controlling interest in HelpAge International España. The results are not material and are aggregated in the accounts.

d) Foreign exchange

Monetary assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the average rate of exchange in the month of the transaction. All exchange rate differences are taken to the Statement of Financial Activities (SOFA).

e) Income recognition

Donations are accounted for at the time of receipt. Gifts in kind are accounted for at estimated market value.

Grant income is recognised when the income is received or receivable, whichever is earlier. In applying this policy HelpAge International recognises income from grants when claims are made to donors in accordance with its individual funding agreements.

Bank interest is the amount receivable for the year.

f) Resources expended

Resources expended are allocated to the particular activity where the cost relates directly to that activity. Resources expended include attributable VAT which cannot be recovered. However, the cost of support, management and administration of each activity is apportioned on the basis of an estimated time allocation against each theme.

The costs of generating voluntary income relate to the expenditure incurred by the charitable company in raising funds for its activities.

Governance costs are the costs associated with the governance arrangements of the charity, including meeting all constitutional and statutory requirements.

Grants payable are accounted for in line with the payment schedule stipulated in the agreement, providing the conditions set have been met.

g) Fixed assets and depreciation

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rate in use was as follows:

Computer equipment	4 years
Office equipment	4 years
Overseas project assets	4 years

Assets with a cost of over £250 are capitalised.

h) Terminal benefit provision

Most staff employed in offices overseas on local contracts are eligible to a service-related terminal benefit for each full year of service when they leave HelpAge International. International staff on UK contracts are eligible for a service-related relocation allowance. These benefits are accrued during the years of service.

i) Pension costs

HelpAge International contributes to a multi-employer defined contribution scheme, the cost of which is charged to the SOFA as resources expended when the contributions fall due. It is not possible to separately identify the assets and liabilities of participating employers on a consistent and reasonable basis because assets are co-mingled for investment purposes and benefits are paid from total scheme assets. Therefore employer contributions payable to the Scheme are charged to the SOFA as resources expended as they fall due. The Pensions Act 2011 has retrospectively amended the definition of a money purchase scheme and as a result of this change, Growth Plan Series 3 is now categorised as a 'defined benefit' arrangement rather than a 'defined contribution' arrangement as it was previously treated. This does not change the way contributions are accounted for.

For the Help the Aged defined-benefit scheme, the amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments. They are included as part of staff costs. Past service costs are recognised immediately in the profit and loss account if the benefits have vested. If the benefits have not vested immediately, the costs are recognised over the period until vesting occurs. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest. Actuarial gains and losses are recognised immediately in the other recognised gains and losses.

The Help the Aged defined-benefit scheme is funded, with the assets of the scheme held separately from those of the group, in a separate trustee-administered fund. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis, using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The resulting defined-benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

2. Voluntary income

	Restricted £000	Unrestricted £000	Year ended 31 March 2013 Total £000	Year ended 31 March 2012 Total £000
Core grants for international programmes				
UK aid from the the UK Government ¹	0	2,670	2,670	2,670
Age International ²	7,926	1,931	9,857	9,635
	7,926	4,601	12,527	12,305
Membership fees	0	20	20	6
Donations and legacies	0	128	128	119
Hilton Foundation Prize	0	0	0	955
Gifts in kind	1	0	1	3
	7,927	4,749	12,676	13,388

1. Income from UK aid from the UK Government is a Partnership Programme Agreement grant

2. Income from Age International

Unrestricted core grant	1,818
Restricted grant for work in emergency and countries with complex political emergencies	6,282
	8,100
Appeal and other restricted funds	165
Disasters Emergency Committee ³	1,592
	9,857

3. Income from Disasters Emergency Committee via Age International

East Africa drought	724
Haiti earthquake	400
Pakistan flood response	468
Total Disasters Emergency Committee funds	1,592

Grants were received directly from Age UK in 2011/12 and through their subsidiary charity Age International in 2012/13.

3. Grants received for international programmes

			Year ended 31 March 2013	Year ended 31 March 2012
	Restricted £000	Unrestricted £000	Total £000	Total £000
Swedish International Development Cooperation Agency	2,128	911	3,039	1,426
European Commission	2,201	174	2,375	2,227
UN agencies	1,518	68	1,586	2,736
Age International	882	64	946	0
Big Lottery Fund	734	0	734	1,236
HelpAge Deutschland	568	46	614	491
The Government of the Federal Republic of Germany	560	41	601	224
Irish Aid	493	31	524	0
Other agencies (less than £500,000)	3,285	172	3,457	4,863
Total	12,369	1,507	13,876	13,203
Other income	73	23	96	119
Total	12,442	1,530	13,972	13,322

4. Total resources expended

	Staff related costs (Note 7) £000	Programme costs £000	General office costs £000	Travel and related costs £000	Legal and grants (Note 5) £000	Fixed professional fees £000	Asset fund £000	Total £000
Activities								
Cost of generating voluntary funds	80	7	160	3	58	1	0	309
Secure income	2,246	2,341	54	367	1,870	30	0	6,908
Health, HIV and care	1,877	1,934	48	214	1,797	33	0	5,903
Emergency and recovery	3,405	2,980	62	456	794	41	0	7,738
Age discrimination and rights	1,252	1,322	29	202	912	18	0	3,735
Global network	495	557	14	120	477	15	0	1,678
Governance	135	13	10	63	0	16	0	237
Fixed asset fund	0	0	0	0	0	0	(91)	(91)
To 31 March 2013	9,490	9,154	377	1,425	5,908	154	(91)	26,417
To 31 March 2012	9,323	8,226	659	1,537	7,950	222	(133)	27,784

Included above are the following UK support costs which have been allocated in proportion to relevant activity expenditure.

Support cost	1,554	14	363	168	0	26	0	2,125
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4a) The Assessment Capacities Project (ACAPS)

The Assessment Capacities Project (ACAPS) is an initiative of a consortium of three NGOs (HelpAge International, Merlin and Norwegian Refugee Council) working to develop a common multi-sectorial needs assessment model. As facilitating lead agency, HelpAge International has received the donor funding and distributed it to member agencies. Total resources expended on emergencies include £370,000 (2012 £1,795,000) spent by the ACAPS consortium.

5. Grants paid to Affiliates and partner organisations

	Number of grants 2012/13	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
HelpAge India	3	603	863
Africa Platform for Social Protection – Kenya	1	431	359
Coalition of Services of the Elderly – Philippines	13	342	154
HelpAge Sri Lanka	2	191	269
El Wedad Society for Community Rehabilitation – occupied Palestinian territories	5	185	141
HelpAge USA	4	172	38
Network Activity Group – Myanmar	1	163	96
HelpAge Deutschland	2	155	25
Young Men's Christian Association – Myanmar	1	148	98
Fundacion Horizontes – Bolivia	3	133	85
HelpAge Korea	3	130	0
Centre for Community Development Solutions – Zimbabwe	1	117	0
HelpAge Kenya	4	115	339
Uganda Reach the Aged Association	2	113	223
Gramin Vikas Vigyan Samiti (GRAVIS) – India	2	100	234
Pastoralist Integrated Support Programme – Kenya	2	98	21
Muthande Society for the Aged – South Africa	5	93	84
Gayo Pastoral Development Initiative – Ethiopia	3	92	37
Rural Agency for Community Development and Assistance – Kenya	3	89	199
Pastoralist Welfare Organization – Ethiopia	1	87	173
District Pastoralists Association – Kenya	2	87	28
Palestinian Association for Education and Environmental Protection	1	82	7
Fundación Paz y Bien – Colombia	2	79	42
Resource Integration Centre – Bangladesh	1	79	93
SOS Sahel – Ethiopia	2	73	176
Village Support Group – Cambodia	1	73	14
Tesfa Social and Development Association – Ethiopia	2	72	57
Senior Citizens' Association of Zambia	1	66	26
Action for Development – Ethiopia	2	58	519
Relief Society of Tigray – Ethiopia	1	54	151
Nepal Participatory Action Network – Nepal	2	53	64
International Charitable Civil Organization – Tajikistan	1	50	9
Shaanxi Provincial Committee on Ageing – China	9	38	116
Save the Children – Mozambique	0	0	186
Other small grants		1,487	3,024
		5,908	7,950

6. Net incoming resources for the period

	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
This is stated after charging / (crediting)		
Other finance income:		
Expected return on pension assets	(177)	(214)
Interest cost on pension scheme liabilities	209	212
Net other finance cost of pension scheme	32	(2)
Depreciation	213	170
Trustees' indemnity insurance	5	5
Trustees' remuneration	0	0
Trustees' expenses	52	46
Auditors' remuneration:		
Audit	13	13
Other services	12	14

During the period no trustee received any remuneration. Trustees' expenses are for the reimbursement of travel, accommodation and subsistence costs for attendance at all meetings held throughout the period.

The UK office is leased from Age UK at a commercial rent of £98,350 per annum. The lease expires 15 December 2022 and can be terminated at six months' notice.

7. Staff costs and numbers

	Year ended 31 March 2013	Year ended 31 March 2012
a) Average number of employees during the year was as follows:		
Staff on UK payroll based in UK		
Policy, learning and strategy	13	13
Advocacy and communication	17	16
Programme support and quality	17	16
Resource development	9	8
Chief Executive, finance and support services	18	17
Total staff on UK payroll based in UK	74	70
Staff on UK payroll based overseas	36	40
	110	110
Overseas staff on local contracts	427	400
	537	510

7. Staff costs and numbers *continued*

	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
b) UK paid staff costs were as follows:		
Salaries and wages	3,599	3,313
Social security costs	261	242
Pension cost	152	140
	4,012	3,695
Overseas staff on local contracts	2,782	2,480
Other staff related costs	2,696	3,148
	9,490	9,323

Other staff related costs include staff training and workshops (£440,000), consultancies (£580,000), employer contribution towards defined pension (£97,000) and other non-salary costs.

	Year ended 31 March 2013	Year ended 31 March 2012
c) The number of staff whose emoluments fell within each of the following bands were:		
£60,000 to £69,999	2	2
£70,000 to £79,999	1	1
£80,000 and above	1	1

Remuneration excludes employer's pension contributions of £25,008 paid for all four higher paid members of staff.

8. Taxation

The charity is exempt from corporation tax, as all its income is charitable and is applied for charitable expenditure.

9. Tangible fixed assets

The charity is exempt from corporation tax, as all its income is charitable and is applied for charitable expenditure.

	International project assets £000	UK assets £000	31 March 2013 Total assets £000	31 March 2012 Total assets £000
Cost				
At the start of the year	1,116	142	1,258	1,101
Additions	269	41	310	344
Disposals	0	0	0	(187)
At the end of the year	1,385	183	1,568	1,258
Depreciation				
At the start of the year	720	47	767	768
Charge for the year	178	35	213	170
Disposals	0	0	0	(171)
At the end of the year	898	82	980	767
Net book value				
Computers	165	73	238	201
Other office equipment	103	28	131	134
Motor vehicles	200	0	200	134
Fixture and fittings	19	0	19	21
At the end of the year	487	101	588	491
At the start of the year	396	95	491	333

10. Debtors

	31 March 2013 £000	31 March 2012 £000
Other debtors	161	155
Prepayments	22	16
Accrued income	774	2,722
	957	2,893

11. Creditors: amounts due within one year

	31 March 2013 £000	31 March 2012 £000
Taxation and social security	65	0
Accruals	1,032	1,162
Other creditors	284	803
Loans	75	225
	1,456	2,190

12. Provisions

	31 March 2013 £000	31 March 2012 £000
Provision for terminal benefits		
At the start of the year	452	325
Charged for the year	115	166
Utilised in year	(82)	(39)
At the end of the year	485	452

13. Analysis of net assets between funds

	Restricted £000	Unrestricted £000	Total funds £000
Tangible fixed assets	487	101	588
Net current assets less provision	3,059	2,413	5,472
Pension liability	0	(1,092)	(1,092)
Net assets at the end of the year	3,546	1,422	4,968

14. Funds movement

	At the start of the year £000	Incoming resources £000	Outgoing resources £000	Transfer valuation/ actuarial gain £000	At the end of the year £000
Restricted funds:					
Africa	615	9,179	9,665	0	129
East Asia and Pacific	371	3,164	2,399	0	1,136
South Asia	114	3,144	2,949	0	309
Caribbean	110	244	340	0	14
Eastern Europe and Central Asia	128	337	326	0	139
Latin America	221	2,643	2,316	0	548
Middle East	446	268	668	0	46
UK and other	966	1,394	1,622	0	738
Fixed asset fund	396	0	(91)	0	487
Total restricted funds	3,367	20,373	20,194	0	3,546
Unrestricted funds:					
General reserve	1,401	6,285	6,272	159	1,573
Designated reserve	1,100	0	0	(159)	941
Total unrestricted funds	2,501	6,285	6,272	0	2,514
Pension reserve	(966)	0	(49)	(175)	(1,092)
Total funds	4,902	26,658	26,417	(175)	4,968

Purposes of restricted funds and unrestricted funds

The charity has various funds for which it is responsible and which require separate disclosure.

These are as follows:

Restricted funds: Income where the donor specifies the purposes within the overall aims of the organisation. Restricted funds will be utilised during the next financial year on agreed programme activities according to contracts with different donors.

Fixed asset fund: The fixed asset fund represents the net book value of assets held overseas purchased with restricted income. The full purchase cost is included within total resources expended as this is consistent with the basis of reporting to donors. The change in net book value is credited against expenditure in SOFA.

Pension fund: The pension fund represents the pension liability based on actuarial valuation of the defined benefit scheme. The transfer between funds on the balance sheet represents the actuarial gain for the year.

Unrestricted funds

General reserve: Unrestricted funds which are expendable at the discretion of the trustees in furtherance of the objectives of the charity. In addition to expenditure directly on international work, such funds may be held in order to finance working capital.

Designated reserve: Unrestricted funds which are expendable at the discretion of the trustees in furtherance of the specific purpose of organisational and network development.

15. Pensions

a) Help the Aged Final Salary Scheme

FRS17 disclosures for accounting period ending 31 March 2013

The Scheme is a defined benefit (final salary) funded pension scheme. The Scheme is closed to new entrants and to future accrual of benefits, but has retained the salary link for active members.

The expected employer contributions for the year ending 31 March 2014 are £97,000. These contributions include an allowance for administration expenses and PPF levies.

The Scheme assets neither include investments issued by HelpAge International nor any property

occupied by HelpAge International.

The overall expected rate of return of the Scheme assets has been based on the average expected return for each asset class, weighted by the amount of assets in each class. The Scheme has no contingent assets or liabilities.

The Scheme holds quoted securities, and these have been valued at current bid-price. The corresponding amounts from previous years have not been restated.

Employee benefit obligations

	Value at 31 March 2013 £000	Value at 31 March 2012 £000
Present value of funded obligations	(4,729)	(4,225)
Fair value of scheme assets	3,637	3,259
(Deficit) / surplus in the scheme	(1,092)	(966)

The amounts recognised in the Statement of Financial Activities are as follows:

Current service cost	16	15
Interest cost	209	212
Expected return on scheme assets	(177)	(214)
Total	48	13

The current service cost includes the cost of administration expenses and PPF levies.

Actuarial gain and loss

Net actuarial (loss) / gain recognised in year	(175)	(363)
Net cumulative actuarial (loss) / gain	(861)	(686)

a) Help the Aged Final Salary Scheme *continued*

Reconciliation of present value of scheme liabilities and assets

Change in the present value of the defined benefit obligation

	Value at 31 March 2013 £000	Value at 31 March 2012 £000
Opening defined benefit obligation	4,225	3,915
Current service cost	16	15
Interest cost	209	212
Experience (loss) / gain arising on scheme liabilities	(7)	68
Actuarial loss / (gains)	404	151
Benefits paid including expenses	(118)	(136)
Closing defined benefit obligation	4,729	4,225

Change in the fair value of scheme assets

	Value at 31 March 2013 £000	Value at 31 March 2012 £000
Opening fair value of scheme assets	3,259	3,228
Expected return on scheme assets	177	214
Actuarial gain / (loss)	222	(144)
Employer contributions	97	97
Benefits paid including expenses	(118)	(136)
Closing fair value of scheme assets	3,637	3,259

Assets in the scheme as a percentage of total scheme assets

	At 31 March 2013 £000	At 31 March 2012 £000
Gilts / fixed interest gilts	33%	37%
Equities	60%	62%
Cash	7%	1%

	2013 £000	2012 £000
Actual return on scheme assets	399	70

a) Help the Aged Final Salary Scheme *continued*

Assumptions

Principal actuarial assumptions at the balance sheet date

	At 31 March 2013 pa	At 31 March 2012 pa
Financial assumptions		
Discount rate	4.50%	5.00%
Rate of increase in salaries	3.30%	3.20%
Rate of increase in payment of pre-2005 pensions (in excess of GMP)	2.30%	2.20%
Rate of increase in payment of post-2005 pensions (in excess of GMP)	2.30%	2.20%
Rate of revaluation of deferred pensions in excess of GMP	3.30%	3.20%
Inflation assumption (RPI)	3.30%	3.20%
Inflation assumption (CPI)	2.30%	2.20%
Expected return on scheme assets	4.90%	5.46%

	2013	2012
Demographic assumptions		
Mortality	S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2012 core projections with a long-term rate of improvement of 0.5% pa	S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2011 core projections with a long-term rate of improvement of 0.5% pa
Cash commutation allowance	80% of the maximum cash allowance available upon retirement	80% of maximum tax free cash taken based on factors used in the scheme funding valuation at 30 Sept 2009
Withdrawal allowance	Allowance	Allowance

Other assumptions are the same as those used in the preliminary results of the Trustees' Scheme Funding valuation as at 30 September 2009.

History of experience gains and losses

	2013 £000	2012 £000	2011 £000	2010 £000	2009 £000
Defined benefit obligation	(4,729)	(4,225)	(3,915)	(4,067)	(2,967)
Scheme assets	3,637	3,259	3,228	3,075	2,341
Surplus / (deficit)	(1,092)	(966)	(687)	(992)	(626)
Experience adjustments on scheme liabilities	7	(68)	(27)	115	0
Experience adjustments on scheme assets	222	(144)	(3)	571	(886)

Note: This refers to the expected rate of return on assets as at the beginning of each period presented.

b) The Pensions Trust Growth Plan

HelpAge International participates in The Pensions Trust's Growth Plan (the Plan). The Plan is funded and is not contracted out of the State scheme. The Plan is a multi-employer pension plan. Up to September 2001, 9 employees paid Additional Voluntary Contributions into the Series 2 Plan. Since the Help the Aged scheme was closed to new members in 2002 HelpAge has offered membership of the Series 3 Plan to all staff.

Additional Voluntary Contributions paid into the Series 2 Plan up to and including September 2001 were converted to defined amounts of pension payable from Normal Retirement Date. From October 2001 contributions were invested in personal funds which have a capital guarantee and which are converted to pension on retirement, either within the Plan or by the purchase of an annuity.

During the accounting period HelpAge International paid contributions into Series 3 Plan at the rate of 8.5%, and members paid contributions at the rate of 5%.

The valuation results at 30 September 2011 were completed in 2012 and have been formalised. The valuation of the Plan was performed by a professionally qualified Actuary using the Projected Unit Method. The market value of the Plan's assets at the valuation date was £780 million and the Plan's Technical Provisions (ie past service liabilities) were £928 million. The valuation therefore revealed a shortfall of assets compared with the value of liabilities of £148 million, equivalent to a funding level of 84%.

The Scheme Actuary has prepared a funding position update as at 30 September 2012. The market value of the Plan's assets at that date was £790 million and the Plan's Technical Provisions (ie past service liabilities) was £984 million. The update, therefore, revealed a shortfall of assets compared with the value of liabilities of £194 million, equivalent to a funding level of 80%.

16. Contingent liabilities

The charity works in countries where income tax regimes have changed. The charity pays income tax in all countries where there is a clear obligation to do so. It is anticipated that a liability for income tax for past services of international staff will crystallise, however the amount is uncertain. An accrual of £195,000 has been provided for, but the total could be up to £500,000.

HelpAge International has been notified by The Pensions Trust of the estimated employer debt on withdrawal from the Plan based on the financial position of the Plan as at 30 September 2012. As of this date the estimated employer debt for HelpAge International was:

- including Series 3 liabilities £445,853.91
- excluding Series 3 liabilities £95,270.65

The Scheme Actuary has estimated that these figures are likely to have increased by approximately 3% to 31 March 2013. He has however advised that this estimate should be viewed with extreme caution as this could be markedly different from any actual quotations as at 31 March 2013.

As the charity currently has no intention of withdrawing from the scheme the debt is considered unlikely to crystallise in the foreseeable future, and therefore no liability has been included in the balance sheet.

Further disclosures relating to the Plan are in note 15b.

17. Grant income

	Year ended 31 March 2013 £000	Year ended 31 March 2012 £000
Core grants for international programmes		
UK aid from the UK Government	2,670	2,670
Age International	9,857	9,635
	12,676	13,305
Other grants for international programmes		
Swedish International Development Cooperation Agency	3,039	1,426
European Commission	2,375	2,227
UN agencies	1,586	2,736
Age International	946	0
Big Lottery Fund	734	1,236
HelpAge Deutschland	614	491
The Government of the Federal Republic of Germany	601	224
Irish Aid	524	0
US Agency for International Development	430	299
Cordaid	310	513
KPMG Advisory Limited	261	196
HelpAge USA	244	108
Agencia Espanola de Cooperacion Internacional	216	757
UK aid from the UK Government	198	500
Caritas International	155	54
Australian Aid	135	86
Concern Worldwide	121	0
Comunidad de Madrid	114	0
Canadian International Development Agency	114	80
Jersey Overseas Aid Commission	109	126
Royal Netherlands Embassy	86	532
FK Norway	80	86
Guernsey Overseas Aid Commission	79	40
Korea International Cooperation Agency	61	159
WorldGranny	55	123
HelpAge Korea	10	0
Other agencies (below £50,000 in 2013)	775	1,323
	13,972	13,322

Income from the Big Lottery Fund for:

	Contract number	Income £000	Fund balance £000
Older people and HIV and AIDS in Africa	IS/2/010281292	643	0
Poverty reduction and community action	ICB/1/010309837	91	37
		734	37

Income through Age International from the following donors:

	Contract number	Income £000
UK aid from the UK Government for:		
Emergency shelter response to rural communities affected by Hurricane Sandy, Haiti Aid	203755-102	119
Social protection rights component of HSNP	103548-119	573
		692
UNHCR for:		
Improving the lives and wellbeing of older people in West Darfur	0000000376	254
		946

Income from CordAid for:

	Contract number	Income £000
Improved income security for older and vulnerable people	106417	251
Emergency relief for older people affected by tropical storms Hakui and Saola, Philippines	108630	39
Emergency relief for older people affected by Typhoon Bopha, Philippines	109258	20
		310

Income from UK aid from the UK Government included funding for:

	Contract number	Income £000
Accelerate livelihood of left-behind older workforce	SHIREE-IF4/HelpAge-9813	148
HSNP: Social protection rights component	CNTR 07 7958	18
HSNP II: Social protection rights component	SWD/G2P/31/2012	32
		198

Legal and administrative details

Status	The organisation is a charitable company limited by guarantee, incorporated on 19 October 1983 and registered as a charity on 17 November 1983.
Governing document	The Company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company, and is governed by its Articles of Association.
Company number	1762840
Charity number	288180
Registered office and operational address	1-6 Tavistock Square, London, WC1H 9NA
Trustees	<p>Cynthia Cox Roman (<i>Chair</i>)*</p> <p>Tilak De Zoysa (<i>Vice Chair</i>)*</p> <p>Isabella Aboderin</p> <p>Nicholas Barr (<i>resigned October 2012</i>)</p> <p>David Causer (<i>joined October 2012</i>)</p> <p>Mathew Cherian*</p> <p>Pham Hoai Giang*</p> <p>Cho Hyunse*</p> <p>Eric Kimani*</p> <p>John Kingston (<i>joined October 2012</i>)</p> <p>Laura Machado (<i>joined October 2012</i>)</p> <p>Sanja Miloradovic*</p> <p>Du Peng</p> <p>Michael Wade</p> <p><i>*denotes trustees nominated by our Affiliates</i></p>
Senior staff	<p>Richard Blewitt <i>Chief Executive Officer (resigned April 2013)</i></p> <p>Silvia Stefanoni <i>Deputy Chief Executive / Director of Programmes</i> <i>Interim Chief Executive Officer (April 2013)</i></p> <p>Alison Gordon <i>Director of Resource Development</i></p> <p>Mark Gorman <i>Director of Strategic Development</i></p> <p>Jane Scobie <i>Director of Advocacy and Communications</i></p> <p>Valerie Stevens <i>Director of Finance / Company Secretary</i></p>
Bankers	Barclays Bank plc, 1 Pall Mall East, London, SW1Y 5AX
Solicitors	Cobbetts LLP, 70 Grays Inn Road, London, WC1X 8BT
Auditors	Sayer Vincent, Chartered accountants and registered auditors, 8 Angel Gate, City Road, London, EC1V 2SJ

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Northern Africa and the Middle East

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in Sudan and the occupied
Palestinian territories.

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Registered charity no. 288180

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Registered in England no. 1762840

Front cover photo by Jeff Williams/HelpAge International.

Mvano Ibrahim, shown with his family in Tanga, Tanzania, is a volunteer home-based carer,
advising people in his village about HIV prevention and care.

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Print by Manor Creative www.manorcreative.com

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