



**HelpAge**

**International**

**Annual report and  
financial statements  
2015/2016**

# Contents

**Our vision** is a world in which all older people can lead dignified, healthy and secure lives.

**Our mission** is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life.

**Our commitment** is to work in low- and middle-income countries for better services and policies for older women and men, and for changes in the behaviours and attitudes of individuals and societies towards old age.

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# Who we are and what we do

HelpAge International is a diverse and dynamic global network of organisations that aims to bring positive change to the lives of people in older age. Starting with five members in 1983, the network has grown to 119 members in more than 70 countries. The individual members have partnerships with many more organisations and individuals, creating a powerful global movement working to bring positive change to the lives of older people.

As the secretariat, we are committed to strengthening this network and to pioneering new approaches to ageing through our own programmes. We are driven by the belief that everyone has the right to dignity and development at every stage of life. We value the experience that comes with age and the massive but often unrecognised contribution that older people make to family, community and society. We believe that older women and men have the ability and the right to contribute to their own development.

Population ageing is one of the defining characteristics of this century. Already, one in eight of the global population is aged 60 or over. By 2050 – less than a generation away – that proportion will reach more than one in five people. Much of this growth is happening in low- and middle-income countries. Seven in ten of the world's over-60s currently live in these countries, and this will rise to four-fifths by 2050.

One reason for this growth is that we are living longer – which is a big success story. But our societies are still not prepared for ageing populations, especially when it comes to income, healthcare, and security in later life.

In low- and middle-income countries, most people work in the informal sector, often in low-paid, insecure jobs, with no chance to save for a pension. Millions of older people, particularly women, are consequently living a precarious existence without any regular source of income.

Millions of older people are also living with non-communicable diseases such as cancer, diabetes and dementia, but health systems have yet to adapt. Even where basic services exist, many cannot reach them or afford to pay for treatment, or the medication they need is unavailable.

Older people want to be part of society, but are often excluded because of their age. Ageism is deeply rooted in policies, law, institutions, the media and general behaviour and attitudes. As a result, older people are often neglected or treated in a prejudicial and stigmatising way.

In humanitarian crises, older people are among those most at risk, but their particular need for assistance and their potential to contribute to disaster risk reduction programmes is often overlooked.

In the period of our last strategy, much progress was made in putting ageing and older people's issues onto political and development agendas but there is much more to be done. The Sustainable Development Goals (SDGs) hold some promise, but older people are still a low priority in the 2030 Agenda and there is still no dedicated human rights instrument for older people.

## Ambitious new strategy

In 2015, after an 18-month consultation with staff, trustees, network members, governments and international agencies, we adopted a new, ambitious strategy to guide our work for the next five years.

In summary, the world we want is one where every older woman and man can say:

**“I have the income I need”**

**“I enjoy the best possible health and quality of life”**

**“I am safe and secure, free from discrimination and abuse”**

**“My voice is heard”**

To achieve our vision of a world in which all older people can lead dignified, healthy and secure lives, we will work for three key changes in low- and middle-income countries:

- Equity for older people in development and humanitarian planning and programmes
- The adoption and implementation of policies to address the opportunities and challenges of ageing societies and support older people
- Changed attitudes and behaviours – both those of society towards older people and those of individuals towards their own and others' ageing.

This report sets out what we aim to achieve and our progress. It also outlines the principal risks to the organisation and how they might affect our future prospects.

# The year in review

I was delighted to be invited to become Chair of the Board of Trustees of HelpAge International in November 2015. Since then, I have participated in two Board meetings and made my first field visit, where I saw the excellent work being done by HelpAge International and our partners in Vietnam.

The meetings and visits have given me deeper insights into what HelpAge International is, and what it wants to and needs to be. I am honoured to be part of the mission.

We are living in interesting times, as the Chinese expression says. The world is churning with people everywhere striving towards their aspirations amid a reordering of the geopolitical landscape and in a confused global economy searching for its “new normal”. New challenges are being recognised, even while the old ones have not yet been met.

No doubt, one of the largest new challenges is that of rapidly ageing populations. In fact, this challenge that almost all countries are facing is an inevitable result of their successes in meeting some of the old challenges, such as improving health and increasing incomes of their citizens. However, with tightening economic conditions everywhere, the resources for this new challenge are becoming hard to find when the old ones have not yet been fully met.

Governments everywhere are under pressure to tighten their belts and balance their budgets. International development organisations’ budgets are under pressure too. These global changes will affect us. However, we can be confident that our cause and mission is becoming ever more urgent and relevant. Older women and men are the fastest-growing age group around the world, yet their contribution is the least recognised.

Older people are too often thought of only as yet another problem to be addressed, along with other, more compelling socio-economic problems, such as better care of children and women, and creation of more jobs for young people. We need to think of older people differently, and persuade governments and communities to think of them differently too. We should also provide ideas for how older people can be better integrated for the social and economic betterment of communities.

Older people are everywhere, and their numbers are increasing everywhere too. Each country will have to take charge of its own solutions to population ageing, and within them each community too. Older people themselves in each country, and those who support and care for them, must lead the change in mindsets to see

## In 2015/16, we:



Successfully lobbied for the inclusion of older people in the Sustainable Development Goals



Partnered with WHO on its *World Report on Ageing and Health*, and supported 612,000 women and men to access health and care services



Enabled 1.67 million more older people to receive a social pension, and directly supported 92,000 to improve their income and food security



Provided 145,000 people with emergency assistance, including major new responses in Nepal and Ukraine



Facilitated 278,000 people to take part in national campaigning and citizen engagement



Raised an overall income of £30.2 million, a record figure for the second successive year

older people as an invaluable part of a healthy society, and a resource in it too. Solutions must suit their own socio-economic contexts. One size cannot fit all.

I have been so heartened to find, in my first four months, the glimmer of a vision of our organisation becoming a catalytic node in an international network, as well as acceptance of the painful discrepancy between who we are and what we must be in the future. There is inspiring work already underway that can guide us to make the changes we must make. I am delighted to join the HelpAge family, and our quest to create a much better world for older people everywhere.



**Arun Maira**  
*Chair of the Board of Trustees*

**“Recognise that population ageing is a success, not a burden. It is a triumph of humanity and of development. Celebrate ageing, do not fear it.”**

These words were delivered by my colleague Sylvia Beales to the General Assembly of the United Nations at the Sustainable Development Goal Summit on 24th September 2015.

The recognition of the work done by the HelpAge global network around the world to ensure older people were included in the final wording of the Sustainable Development Goals had led to this invitation for HelpAge International to be one of a very few NGOs asked to address the General Assembly.

Of all the many achievements made possible over the past year by the staff and partners of HelpAge International, and the older people who we work with, this was my proudest moment. The inclusion of age as a key marker of inclusion in the SDGs was both a hugely important and directly attributable outcome of years of hard work, and reflected extremely positively on the expertise and tenacity with which HelpAge International is viewed for having championed the cause of older people and advanced our mission for the 32 years previous.

Success on the global stage can and should be celebrated, but we should never forget the impact that our teams and the organisations in the HelpAge global network are having every day on the lives of older women and men. Last year, we reached more than 800,000 people in local communities in 33 countries. We directly assisted 150,000 people, more than half of them aged over 60, with our humanitarian responses, and ensured older people became a greater focus in emergencies by training and influencing the world's largest humanitarian agencies and donors.

The past year again saw a succession of different but very serious humanitarian emergencies – a terrible earthquake in Nepal in April 2015 saw HelpAge mount one of its quickest ever emergency responses. We were very proud that a team from HelpAge India was at the heart of this effort. At the same time, throughout the year, the continued conflicts in Ukraine and Syria saw sustained and extraordinarily high levels of humanitarian suffering for all age cohorts, but with older women and men particularly vulnerable and often overlooked by the general relief operations. Our HelpAge staff and partners in Ukraine, Lebanon and Jordan have worked tirelessly and bravely throughout the year in these most difficult of environments to help them.

Financially, we are reporting a record income for a second successive year, exceeding £30 million for the first time in our 32-year history. Far more important than the financial figure itself is the confidence it gives us that donors are becoming increasingly sensitive and committed to including older people in their development and humanitarian thinking and programmes.

But, as Arun Maira says, the world is changing fast, and international development organisations such as ours need to change with it. For that reason, the past year has seen us focus not on planning how we can grow our own activities further in the future, but instead on the development of a global network of institutions and organisations working with and for older people. There are so many wonderful organisations, formal and informal, working every day to make our world a better place to grow older. The great majority are working in their own countries, and with their own local communities. It is these organisations that we want to see emerge and strengthen in the future.

Over the coming years, we are committed as HelpAge International to working with an ever-more networked approach, to stepping back from some of the regions and countries where we have worked directly until now, and to help these national and regional organisations to step forward. We will put the network at the heart of everything we do.



**Toby Porter**  
*Chief Executive Officer*

# “I have the income I need”

**There is increasing recognition by governments across the world that enabling people to have a secure income in old age benefits all generations. Promoting adequate minimum pensions is a mainstay of our work, together with supporting older people to earn an income and improve their food security.**

In the past year:

**1.67m**

more older people received a social pension.

**92,000**

older people were supported to improve their income and food security.



## Working for better social pensions

In April 2016, Zanzibar made history, becoming the first country in East Africa to provide a state-funded, universal pension. Everyone over the age of 70 is now entitled to a monthly pension of Tsh 20,000 (US\$9), pegged to the cost of an essential basket of goods. This ground-breaking move follows many years of lobbying by older people and HelpAge International, and assistance by HelpAge to the government to design the scheme.

Besides Zanzibar, there were advances in social protection programmes in 15 other countries – Bangladesh, Kenya, Malawi, Mozambique, Myanmar, Nepal, Pakistan, Paraguay, Peru, the Philippines, Sri Lanka, Tanzania, Thailand, Uganda and Vietnam. These included greater pension coverage or increased value of pensions in 13 of these countries and commitments to introduce social pensions in the other two.

The Government of Tanzania extended its Social Action Fund phase III scheme to 168 local authorities (from 24 in 2014) to reach 600,000 older people in total. The Uganda Government extended the Senior Citizens Grant – its pilot social pension programme – to 40 new districts.

The Government of Bangladesh adopted the new National Social Security Strategy which allowed 300,000 more older people – a 10 per cent increase – to receive the Old Age or Widow’s Allowance. Our research with the government in 2014 and our continued engagement with the government’s National Ageing Committee contributed to this outcome.

In the Philippines, the government significantly increased the budget for its social pension in line with its commitment under the Expanded Senior Citizens Act. Some 400,000 more people over 60 can now claim a pension, bringing the total to 1.35 million. The Coalition of Services of the Elderly (COSE), a member of the HelpAge global network, advocated for the change and drew on evidence from studies by HelpAge on the current means-tested scheme and the feasibility of a universal social pension to support their case.

In Peru, thanks to advocacy with the Peru national ageing network, ANAMPER, and the International Labour Organisation, 50,000 more older people are receiving a regular income through the Pension 65 scheme. This was influenced in part by our research last year which demonstrated how receiving a pension can provide other financial opportunities, such as access to credit or the ability to save.

## Raising awareness to bring about change

Training and awareness-raising are key to bringing about change. Our global course on Designing and Implementing Social Transfers ran for the eighth year in succession, with 60 participants from governments, international organisations and civil society from more than 20 countries, bringing the total to more than 400.

Our PensionWatch website received nearly 24,000 visits during the past year, continuing to be a focal point for learning, discussion and debate between technicians, academics and interested parties.

In East Asia, the rapid rate of the demographic transition is now common knowledge, but the social and economic implications of these changes are far less known. We supported a regional seminar in which government representatives, academics, our partners, other civil society organisations and older people’s representatives heard from leading economists how the demographic transition will impact on the region’s economies. It highlighted the adaptations that governments, civil society and the private sector need to anticipate in areas such as health and care, the labour market, pensions, savings and consumption.



Henry Mazunda/HelpAge International

“Many of us do not have any meaningful source of income and the pension will help us with our day to day needs, including food and transport to health centres.”

**Mama Ghanima Othman Juma (seated centre), welcoming the new non-contributory pension in Zanzibar.**

## Promoting inclusion in finance schemes

We started a number of new initiatives this year. We began a major study with the United Nations Population Fund (UNFPA) on income security in five Asian countries (Bangladesh, Nepal, the Philippines, Thailand and Vietnam), which will lead to a report and policy recommendations in 2016/17.

We launched a pilot project in Peru with *Financiera Confianza*, a leading microfinance institution, to train staff of financial institutions and government officials on providing financial services to older people and how age discrimination in getting financial services affects older people. This was based on our study on financial inclusion in Latin America in 2014/15.

We also collaborated with specialist institutions to improve service provision. In Bangladesh, we worked with the *Palli Karma-Sahayak Foundation (PKSF)* – a government-managed micro-credit regulatory authority working in all 64 districts – to include older people in their micro-finance schemes in 20 districts and provide an old age allowance for 1,000 older people in these districts. Until this pilot, PKSF did not accept people over 60 years of age in their programmes and we continue to work to change this practice.

## Supporting older people as activists

Older people themselves, with support from our partners, are among the strongest advocates for change. Working through the Africa Platform for Social Protection, older people and the National Social Protection Platforms – bodies of local civil society organisations and academia – of Ghana, Kenya, Uganda and Zambia carried out “social audits”. For example, in Kenya’s Makueni District, older people assessed how effectively the Older People’s Cash Transfer scheme was being implemented. Their findings were presented to the government officials responsible for implementing these programmes.

Work such as this, which raises the voices of older people, contributed to changes in social pension and cash transfer schemes in Kenya, Uganda and Zambia last year. In Uganda, our advocacy based on evidence from the social audits also contributed to more older people being included in other government livelihood programmes, including livestock restocking and seed distribution.

## Providing the means to make a living

With our partners, we directly supported the income and food security of older people by providing business and technical skills training, supporting access to benefits or entitlements, and helping to establish revolving loan funds managed by older people. The largest of these programmes were in Gaza, India, Kyrgyzstan, Mozambique, Myanmar, Nepal, Pakistan, the Philippines and Vietnam, reaching between 2,000 and 40,000 older people. Most of our programmes incorporated disaster risk reduction activities to make sure older people are included in plans to mitigate the devastating impact on their livelihoods of hazards such as floods or drought.

Most of our support to livelihoods is managed by older people’s associations or community groups. For example, intergenerational self-help clubs in Vietnam (community-based organisations with 50-70 members) are running revolving loan schemes, health and care services and help in accessing legal rights and state entitlements. With over 1,000 groups in 17 provinces, it is a mark of their success that there is now a government target to establish self-help groups in 30 of the 63 districts as part of the National Programme on Ageing for 2012-2020.

In Nepal, five new saving and credit cooperatives were established by older people’s associations in three districts. This brings the number of older people involved in micro-savings activities to 5,000, and the number starting small businesses to 1,500. With five partners, we also trained 550 people from civil society, public and government offices on small enterprise, financial management, disaster risk reduction planning and vulnerability capacity assessments, and rights and empowerment.

We supported older people’s livelihoods in a number of protracted humanitarian crises by providing assistance to households with older people. In Darfur, Sudan, we provided 2,500 households with veterinary extension services and renovation of water points for their livestock and 1,800 vulnerable people with cash or material to invest in businesses. In South Sudan, in partnership with Islamic Relief, we supported 6,000 of the most vulnerable households to form marketing cooperatives for fishing and livestock.

In Kyrgyzstan and Tajikistan – in districts affected by harsh summers and winters – we established 20 self-help groups from 320 households with older people and provided support for kitchen gardening. This included seeds for more resilient strains of vegetable plants and training on crop protection from excessive heat and cold using polytunnels. We also trained paralegal advisers in each community to resolve legal issues and provide advice. Volunteers from each group were trained to monitor government services and advocate for improvements.



# “I enjoy the best possible health and quality of life”

**Low- and middle-income countries are disproportionately affected by non-communicable diseases (NCDs) such as heart disease, stroke, cancers, diabetes and dementia. These countries account for almost 75 per cent of deaths from NCDs globally and have low rates of access to treatment. NCDs in these countries are rising faster than communicable diseases are declining.**

However, health systems have yet to adapt to shifting disease patterns and the needs of their ageing populations. Even where basic services exist, many older people cannot reach them or afford to pay for treatment, or the medication they need is unavailable.

We are working with international organisations, national governments and older people’s organisations to improve their understanding of older people’s health needs, support healthy and active ageing, reduce the burden of disease, and promote training in health and care services to improve older people’s quality of life. A key element of our work is working with partners, including health ministries, to build the capacity of health and care workers to provide appropriate, quality care.

Since the launch, we have worked with WHO and partners to support and inform other policy changes and contributed to consultations on the Global Strategy and Action Plan on Ageing and Health that outlines how WHO’s recommendations can be put into practice. At regional and country level, we used the report to influence government policies and practice: we worked with WHO’s Africa Regional Office to support the development of a regional ageing and health policy; in Myanmar, we provided technical advice to the government on the aspects of health and care to be included in their revised national plan for older people; in Cambodia, with HelpAge Cambodia, we contributed to the revision of the Older People’s Health Care Policy which will form part of the national health strategic plan; and in Bangladesh, we supported WHO to develop its South Asia regional strategy on long-term and palliative care.

The Health Outcomes Tool, developed in 2014/15, continued to be trialled in different contexts around the world. It is a simple questionnaire designed to assess how far interventions are making a difference to older people’s perception of their health and their ability to function, and the quality and costs of health and care services. The tool continued to be used in East and Southern Africa and Latin America. We extended trials to two more countries and have provided training in using the tool to staff from all HelpAge regions.

In the past year:



**840,000**

more older people had better access to government health and care services, due to our influencing.

**612,000**

older people in 28 countries received health and care services, that we provided.

## Transforming approaches to health and care

In October 2015, the World Health Organization (WHO) launched its landmark *World Report on Ageing and Health*. The report calls for a transformation of health systems towards integrated health and care services, with an accompanying framework for action to foster healthy ageing, built around the concept of functional ability. Our health policy adviser was seconded to WHO to write a background paper, “Older people as a resource for their own health”, which was used to inform the report. We also contributed case studies of successful interventions by members of the HelpAge global network.

## Influencing governments and service providers

We worked with national governments in 19 countries to influence health and care policy and develop curricula. In the Philippines and Tanzania, 840,000 more older people benefited from government services to improve older people’s health as a result of our work.

In the Philippines, a national health insurance scheme was introduced in 2014 to provide free healthcare to all people over the age of 60, but without sufficient budget to finance it. We funded the Coalition of Services of the Elderly (COSE) to lobby for an increase in the health insurance scheme’s budget and for the government to provide better training for health professionals. As a result, all older people in the Philippines can now register for the scheme and gerontology training must now be offered in medical schools.

In Thailand, our advocacy with the Foundation for Older People’s Development (FOPDEV) over many years paid off when the government allocated 600 million baht (US\$17 million) to community-based care for older people, covering the cost of providing services to about 100,000 older people. We will continue to advocate for further expansion of this initiative.

Many of the older citizen monitoring groups we support are monitoring the delivery of health and care services, generating evidence for local- and national-level advocacy. For example, in Zimbabwe, monitoring groups interviewed over 2,000 older men and women in three districts to reveal that 60 per cent of those interviewed were caring for children. Asked about access to medicine, only half said that they could always obtain medication from their local health centre. These findings were used by older people to lobby service providers, and by the National Ageing Network of Zimbabwe to influence the development of a new national health strategy.

## Providing vital services

We supported over 600,000 older people in 28 countries to receive health and care services, mainly working through older people's associations.

In China, we launched a pilot project with Shaanxi Yihe Development Centre on Ageing to employ paid care assistants in six villages to support older people with complex care needs, facilitate links with health services and support the development of government "rural happiness yards" – community centres intended to provide care and tackle isolation and loneliness.

In South Africa, we trained 66 older people in Vhembe District of Limpopo Province as peer educators on HIV. They in turn provided information and advice to almost 7,000 older people. As a result, 1,800 older people went for HIV testing and counselling. Local communities became more open about the impact of HIV on older people, and older people themselves became more willing to discuss sexual health issues.

We delivered eyecare services, mainly cataract screening and operations, to almost 40,000 people in six countries – Bangladesh, India, Nepal, Pakistan, Sudan and Sri Lanka. In Jamaica, we piloted a programme to emphasise the links between eye health and diabetes and trained 150 community-based health staff to provide early screening.

In Lebanon, in response to the refugee crisis, we worked with Amel Association International, Imam Sadr Foundation, Makassed Association, YMCA and American University of Beirut to provide medical consultations, drugs and laboratory tests, mainly for NCDs, in clinics and mobile medical units to 2,500 older Syrian refugees and older people in host families. We also ran group counselling, exercise and activity sessions and arranged social events to reduce older people's stress and help them build social support networks.

## Building skills and learning from experience

Training was a core feature of our Better Health in Africa programme, which focuses on NCD prevention,

treatment and management in Ethiopia, Mozambique, Tanzania and Zimbabwe. In Tanzania, geriatric care was integrated into the curriculum for nursing training as part of a range of measures to improve the health and care of older people, as set out in the new Health and Social Welfare Strategy (2015-19) approved in 2015. With our partners, we trained 650 primary healthcare professionals in Ethiopia, Mozambique and Zimbabwe and 800 home-based carers in Ethiopia, Mozambique and Tanzania.

We published a training manual on care services for older people in collaboration with the Asian Development Bank for policy makers and development practitioners in East Asia and the Pacific. The manual focuses on the need for care, types of care services for older people, policy options and tools that can be used to develop and implement comprehensive care services. In partnership with the Pakistan Government's Health Services Academy, we carried out a study on the cost-effectiveness of the treatment of NCDs and developed a trainers' manual. We piloted the manual with Riphah University in Rawalpindi and trained 25 healthcare providers.

On the basis of our Forget Me Not project in Latin America, we produced a learning report and recommendations for improving the quality of dementia care in Andean countries. Through the project, access to appropriate services for people with dementia improved, and awareness about dementia greatly increased. The project also led to the design of interventions for changing policies and promoting local initiatives, such as carers' networks. The results were shared with national authorities in the three project countries – Bolivia, Colombia and Peru.

In Bangladesh, we continued to build awareness of dementia and strengthen the body of expertise available in the country. A training of trainers programme was run for the four organisations that are members of the Bangladesh Dementia Action Alliance foundation (BDAAf), of which we are a founder member. Alongside the training, BDAAf undertook a study to review the situation of dementia and dementia care in the country. The study and its findings supported the development of new partnerships with the Bangladesh Association for Aged/Institute for Geriatric Medicine (BAAIGM) and the Centre for Palliative Care – Bangabandhu Sheikh Mujib Medical University (BSMMU) to work jointly on healthcare issues. Sixty BSMMU and Jagorani Chakra Foundation staff have now received dementia care training.

In Kyrgyzstan, 89 older people's self-help groups are learning to adopt a healthy lifestyle and manage type 2 diabetes through our partnership with ADRA, Resource Centre for the Elderly, and Diabetes and Endocrinological Association of Kyrgyzstan. More than 10,000 people have been screened for diabetes and made aware of diabetes risk factors.



Malik Alymkulov/HelpAge International

“Being in a group helps me be in touch with other older people and exchange news, knowledge and ideas. We have also met Ministry of Health representatives to voice our concerns and recommend how to improve services.”

Romanova, member of a self-help group supported by HelpAge International in Kyrgyzstan.



Pawan Raj Joshi/HelpAge International

“I lost everything. Right now I need a tent, mat, clothes and food. With this help, I will be able to pay for labour to build a temporary shelter. I am very grateful.”

‘Khamraj’, whose house collapsed and whose animals were killed in the earthquake that struck Nepal.

# “I am safe and secure, free from all forms of discrimination, violence and abuse”

**The world is becoming less predictable. Climate change and more unstable weather patterns mean that weather-related disasters have tripled in 30 years. Older people living in fragile and failing states, and those exposed to disasters and conflicts are especially at risk.**

Governments and humanitarian agencies – thanks in part to our influence – have made commitments to include older people in disaster risk reduction programmes and emergency responses. We aim to ensure these commitments are realised, as well as working with communities to enable them to prepare for and respond to emergencies.

Older people are at risk in other contexts too. Too many older people, especially older women, face violence and abuse associated with prejudice and discrimination. We work with governments and specialist organisations to highlight the nature and extent of elder abuse and provide better protection and support.



**In the past year:**

**145,000**

people received emergency relief, including 85,000 aged 60 or over.

**40,000**

people were involved in disaster risk reduction projects.

## Responding to emergencies

We provided protection, healthcare and livelihood support to older people affected by humanitarian crises in Colombia, Gaza, Lebanon, Pakistan, Sudan, South Sudan, Tanzania, Uganda and Ukraine. In response to natural disasters in Myanmar, Nepal and Pakistan, we also provided basic shelter, food, water and medical treatment and drugs. In line with shifts in humanitarian programming models, we delivered cash-based assistance in nearly all our responses to allow older people to make their own decisions about how to meet their needs.

Failure of emergency health programmes to address NCDs such as diabetes and hypertension is the cause of almost 13 per cent of avoidable deaths in humanitarian contexts. Our responses – particularly in Lebanon – place increasing emphasis on this issue, both directly and in our work to ensure other agencies recognise the issue.

In April 2015, a 7.8 magnitude earthquake and aftershocks hit Nepal, killing almost 9,000 people

and injuring 25,000 people. Older people were disproportionately affected, with almost 30 per cent of those who lost their lives being 60 years of age and above. With HelpAge India, we were the first agency to deliver cash transfers on a large scale, initially to 10,000 households that included older people, and then to a further 3,000 households. Agreements with local banks were instrumental in enabling the cash transfers, as were accountability mechanisms. We also established 105 transitional shelter coordination committees, making sure they included older women and other marginalised groups, in the two districts worst affected by the earthquake to ensure that shelter was provided to those most in need.

The UN refugee agency, UNHCR, estimates that more than 1.5 million people have been displaced by conflict in Eastern Ukraine. An exceptionally high proportion – 59 per cent – are pensioners. We worked with 24 local partners in both government and non-government controlled areas to provide home-based care and psychosocial support to 65,500 vulnerable older women and men. Cash transfers were provided to 7,000 older people living without any family support and needing regular help.

## Sharing knowledge on humanitarian practices

We produced a new market assessment tool to inform humanitarian cash and livelihoods programmes. We also developed a guidance paper on how to develop a humanitarian advocacy strategy, and finalised our Rapid Assessment Method for assessing malnutrition in older people (RAM-OP). The method was developed in partnership with specialist nutrition and epidemiology partners, Valid International and Brixton Health, with funding from the Humanitarian Innovation Fund (HIF). This method was used in the design of assessments conducted by HelpAge in Ethiopia, Sudan and South Sudan in December 2015-March 2016 to inform the design of El Niño drought response programmes.

## Preparing for disasters

We worked with local communities in 15 countries to help 40,000 people to analyse the potential hazards to their lives and livelihoods and plan for these eventualities to mitigate their effect. We lobbied for older people to be better represented in regional and national disaster management and response bodies, promoting Charter 14. Developed with the United Nations Office for Disaster Risk Reduction (UNISDR), this lists 14 actions for governments, donors and organisations.

In Myanmar, we developed a training programme with UNICEF and Handicap International for the newly created government Disaster Management Training Centre on how to include older people and people with disabilities. As part of a consortium with ActionAid, Oxfam, ACF, Plan and UN Habitat, we formed and trained 23 village disaster management committees to include older people in their activities.

In Bangladesh, we trained 650 volunteers, including 280 older people, in 50 communities to work with local NGOs and union (district) disaster management committee members to include older people in their disaster risk assessments and action plans.

## Influencing humanitarian action to be inclusive

We worked at global and national levels to influence governments and humanitarian actors to specifically include older people and other vulnerable groups.

In the lead-up to the World Humanitarian Summit in May 2016 we took this unique opportunity to promote the inclusion of older people and other vulnerable groups in humanitarian action. We participated in consultations for the summit, and prepared a position paper and a report, *Older voices in humanitarian crises: calling for change*. In addition, we led an inter-agency advocacy initiative with 11 other organisations to produce the Inclusion Charter, a set of five commitments to ensure that humanitarian assistance is more sensitive to the needs of the most marginalised. With support from UNICEF, we developed an operational framework, guidance and minimum commitments for the Global Nutrition Cluster and country nutrition clusters to ensure accountability to affected populations, including older people.

As the lead agency of the Age and Disability Capacity Building Project (ADCAP) – a consortium of agencies including Handicap International, CBM, RedR UK, Oxford Brookes University, IFRC and DisasterReady – we published *Minimum Standards for Age and Disability Inclusion in Humanitarian Action* which has been referenced in the Core Humanitarian Standard Indicators and in the UK Department for International Development's Disability Framework and in humanitarian response plans in Nigeria and other countries.

In collaboration with the Inter-Agency Standing Committee's Gender Standby Capacity Project (GenCap) we successfully advocated for the reform of the Gender Marker used to measure the gender sensitivity of projects receiving UN funding to include age. Following this agreement, we input into the review and revision of the guidance notes for the marker to ensure these are also age sensitive.

In Eastern Africa, needs assessments carried out in Ethiopia, South Sudan and Tanzania highlighted the nutrition and food security vulnerabilities of older

people. We used these to work with GOAL and Islamic Relief Worldwide in South Sudan; with UNHCR and the Government of Tanzania in two established refugee camps – Nduta and Mtendeli; and with donors in Ethiopia who are now funding new work on nutrition in the country.

## Tackling discrimination, violence and abuse

Elder abuse is the least surveyed of the different types of violence in low-income countries, according to WHO's *Global Status Report on Violence Prevention 2014*, with two-thirds of the 133 countries surveyed having no protective services for older people.

We have been working for many years in Tanzania to tackle witchcraft allegations and violence against older women. A task force coordinated by the police has become more active in response to evidence we presented to the Ministry of Home Affairs, the police, members of the judiciary, local government leaders and community members on the inadequacy of legal action on these issues. From national data, the number of killings fell from 765 in 2013 to 425 at the end of 2015. More than 220 attackers are being prosecuted, 135 cases are being heard and 46 people have received prison sentences.

As part of our new five-year strategy, we are promoting change similar to that achieved in Tanzania across the network. In Uganda, for example, we worked with the International Rescue Committee to improve the inclusion of older people in general protection and gender-based violence programmes in Adjumani District refugee camps. In Colombia, we signed an agreement with the government Victims Unit to provide legal aid, compensation and psychosocial support to older people affected by the conflict. We published a situation analysis of older women in Gaza on violence and abuse as a first step towards engaging with the government on policy changes.

We achieved a significant breakthrough in South Africa when we signed a memorandum of understanding with the Department of Justice to review systems and procedures in the judicial system and make them more accessible to older people. We launched a research report, *Breaking the Silence: Elder abuse in the Republic of Moldova*, which brought to light the hidden phenomenon of discrimination and abuse of older women and men. The report was the outcome of research funded by the European Commission and UNFPA, and was widely publicised by the government, UN agencies, civil society and the mass media.

# “My voice is heard”

“Voice” is a critical pillar of our new strategy and a core approach to enabling people to achieve dignity, health and security in older age. Older people themselves are agents of change. Without self-representation, mobilisation and organisation, the views and concerns of older people will remain invisible.

We need to put ageing issues on the agenda of communities, governments and other organisations, to monitor what is going well and highlight where new approaches are needed. Only by ensuring that older people’s voices are heard and collaborating with others will we achieve our vision.

## Putting ageing issues on the international stage

The visibility of older people’s rights was significantly raised this year, as the UN adopted age-inclusive Sustainable Development Goals (SDGs), the African Union adopted the Protocol to the African Charter on Human and People’s Rights on the Rights of Older People in Africa, and the Organization of American States (OAS) adopted the Inter-American Convention on Protecting the Human Rights of Older Persons. These are long-sought goals for the HelpAge global network.

Nearly 280,000 people took part in our three Age Demands Action (ADA) campaign days and the global action/2015 campaign. Through action/2015, older and younger people, supported by 18 HelpAge network members, called for people of all ages to be included in the SDGs. ADA campaigners also called for a UN convention on the rights of older people. New partners joined ADA in Gambia, Mongolia and Rwanda. In total, ADA campaigners put forward 94 policy asks and reported 20 successes.

To provide better access to our resources and data, we launched a new version of the HelpAge global website to make it more user-friendly across all devices (desktop, tablet and mobile). The website received over 317,000 visits over the last year, with a 37 per cent increase in visits via mobile devices, notably from East Africa, East and Central Europe.

We arranged for older people to speak at high-level meetings, including the UN Open-Ended Working Group meeting in New York, the African Union Summit, and at the launches of WHO’s *World Report on Ageing and Health* in South Africa and in Geneva.

Our third Global AgeWatch Index Insight Report ranked 96 countries according to the social and economic wellbeing of their older populations and emphasised the need for better data. It stressed that data broken down by age and sex in both national and international data sets is essential for good policy and practice. It predicted that commitments made either explicitly or implicitly to include older people in the SDGs will fail if better age-disaggregated data is not collected and analysed by governments. The Global AgeWatch website received more 170,000 visits, the report and summaries were downloaded more than 35,000 times, and the Index gained substantial media coverage.

Following the adoption of the SDGs, we have lobbied for an age-inclusive indicator framework to measure progress. We are pleased to report that age caps and brackets have been removed from critical indicators, including the upper age limit of 49 on violence against women indicators, and the 30-70 age bracket on the NCD indicator. We worked with HelpAge network



In the past year:

**278,000**

people in 55 countries took part in Age Demands Action campaigns.

**3,000**

older people’s associations in 27 countries monitored the delivery of government services.

**34**

governments voiced their support for a UN convention on the rights of older people – four more than last year.

**7**

governments adopted nine new or revised age-inclusive policies, potentially benefiting 6.73 million older people.

“The Global AgeWatch Index shows not only what works for older people but also highlights how much we need to do to fulfil the promise of our world. Improving data on age will help us in this task... We must redouble our efforts to make ageing visible, to listen to, include and hear older people, for our global agenda to deliver its true and visionary promise.”

**Amina J Mohammed, former Special Adviser to the Secretary-General on Post-2015 Development Planning, United Nations, New York**

members and partners to establish the Stakeholder Group on Ageing, including AARP, the International Federation on Ageing, the International Longevity Centre, Age International, Gray Panthers and the International Network for the Prevention of Elder Abuse. This group became a recognised actor in UN processes, including the High-Level Political Forum – the apex of the SDG follow-up and review process at which governments will report annually on progress.

Further to the adoption of the Protocol to the African Charter on Human and People's Rights on the Rights of Older People in Africa, we financed and developed a monitoring and evaluation framework for the Protocol and its Plan of Action on Ageing in partnership with the Africa Population Health Research Center. ADA campaigns across Africa called for governments to adopt and ratify the Protocol, succeeding in 15 countries.

The European Union's Framework for Gender Equality and Women's Empowerment for 2016-2020, released this year, contains a number of recommendations presented by HelpAge global network members in the EU. For example, the framework refers to "women of all ages" in objectives and activities such as social protection floors, decent work, healthcare, harmful practices, vocational training and learning, and climate change. The age dimension is particularly strong in the humanitarian-related objectives, a further result of our work on gender and age in emergencies with ECHO. All the EU's new external actions must now use sex- and age-disaggregated data for reporting whenever possible.

Recognition of ageing urban populations is a priority in the dialogue summaries coming from preparations for the UN's Habitat III conference in October 2016 following our submission of comments. We started research on ageing urban populations and will publish a report ahead of the conference.

## Changing national policies and laws

Translating global commitments into actions that respond to ageing is a keystone of our work. This year, thanks to persistent advocacy by our partners and older people themselves, we are able to report government policy changes in eight countries. These include policies affecting health and care in Mozambique and Thailand, pensions and benefits in Bangladesh and Nepal, and policies and strategies on ageing and older people's rights in Colombia, Pakistan, Serbia and Zambia. For example, in Sindh, the second most populous province in Pakistan, advocacy by older people led to the enactment of new legislation to protect the rights of older people in April 2016. Implementing this Senior Citizens' Act will benefit about 4 million older people in the province. A particular success of the policy is the provision of an old age allowance in this province.

Serbia adopted an anti-discrimination strategy and action plan and a national strategy on ageing, potentially benefiting at least 40 per cent of older people. This was as a result of several years' work with the Red Cross Society of Serbia, the Commissioner for Equality and UNFPA, supported by a situational analysis conducted in 2014/2015, and the publication of two reports on the rights and financial abuse of older people.

With support from UNFPA, we mapped policy and legislation on ageing and older people in 26 countries in Asia and the Pacific to identify best practice on ageing and national policy commitments to protect older people. We published a booklet based on the study, *Critical choices in developing comprehensive policy frameworks on ageing in Asia and the Pacific*.

## Lobbying by older people

We worked with HelpAge Cambodia, UNFPA and representatives of older people's associations to involve older people in revising the national policy on ageing. As a result, the National Committee on Ageing was reformed to facilitate this process.

In Tanzania, over 11,000 older people from the network of older people's associations monitored government programmes and advocated for the inclusion of older people. In Songea District, for example, older people successfully lobbied the local government to designate funding to two health facilities to support provision of free medical services to older people as required under the National Health Policy. Despite a budget being in place, when no funds were delivered, older people organised a meeting with the local government that resulted in the government immediately disbursing funds to these health facilities.

In Latin America, older people used the ADA campaigns to build relationships with their national ombudsmen – with successes in Argentina, Bolivia, Ecuador and Peru. In Argentina and Peru, relationships with both the ombudsmen and municipal authorities sought to find solutions to issues many older people face in finding reliable, professional home-based carers. An early outcome of this process was the agreement by the government of the city of La Plata in Argentina to create a registry of home carers.

In Mozambique, with the National Older Persons Forum and the National Civil Society Platform for Social Protection, we arranged for MPs to join older people in monitoring the delivery of health and social protection programmes. As a result, the MPs made recommendations to Cabinet to increase budget allocations to social protection programmes so that more older people will receive regular cash transfer payments under the government's Basic Social Subsidy Programme.





Eva Lofth Jansson/HelpAge International

“It’s a wonderful experience to advocate for older people, speak directly to decision-makers and raise awareness of older people’s issues. Thanks to ADA, older people in South Africa now enjoy much more respect and have developed more confidence in themselves.”

Elizabeth Mkame, Age Demands Action campaign spokesperson and board member of Muthande Society for the Aged, South Africa, a member of the HelpAge global network.

# Our plans for 2016/2017

We will continue to deliver our five-year Strategy to 2020, underpinned by a strong secretariat of HelpAge offices that will support and work with network members and other partners.

Our plans this year include implementing or supporting programmes in almost 40 low- and middle-income countries with an emphasis on those experiencing complex political emergencies or with high vulnerability to natural disasters. This work will be undertaken directly by HelpAge or through support to members of the HelpAge network and other partners.

We plan to scale up our international policy and campaigning work and strengthen our partnerships in at least 50 countries under Age Demands Action and other global campaigns.

## Significant issues influencing both our strategy and our plans are:

- Insufficient attention to the impact of global population ageing and the societal changes it brings
- Inadequate national data on older people to support informed planning and development strategies
- Climate change and the increasing impact and frequency of disasters, including the effects of El Niño
- The shifting funding environment in the international NGO sector and its impact on business models.

## Key external events that are both opportunities and challenges for us this year are:

- 2016 Africa Year of Human Rights
- World Humanitarian Summit, 23-24 May 2016
- World Health Assembly, 23-28 May 2016
- UN High-Level Political Forum for Sustainable Development, 11-15 July 2016
- UN Habitat III – Towards a New Urban Agenda – various locations and dates in 2016
- UN International Day of Older Persons, 1 October 2016, with the theme: Take a stand against ageism
- International Association of Gerontology and Geriatrics, 2nd Africa Region Conference, Long-term Care Systems for sub-Saharan Africa: Setting Agendas, 6-8 December 2016.

## Our organisational priorities for 2016/2017

### Achieve maximum impact for the older women and men we work with, working towards the targets of our Strategy to 2020 at global and regional level, through partnerships and directly across our theory of change

1. Achieve progress against the indicators within the Strategy 2020 Results Framework by implementing regional strategies and the Policy, Advocacy and Communications strategy.
2. Generate learning and evidence for national, regional and global policy influencing through our programmes and policy work, with a focus on developing and testing models that can be scaled up.
3. Improve gender analysis and response in all our work, through an initial emphasis on internal systems and accountability.
4. Enhance HelpAge's profile as a humanitarian agency through consistent and high quality responses and influencing work, at a global and regional level.

### Evolve the shape and business model of HelpAge International, in line with changes shaping civil society at global and country level

5. Strengthen and diversify donor engagement and the funding portfolio secured by both HelpAge International and supporting members.
6. Manage our resources effectively, demonstrating clear value-for-money principles.

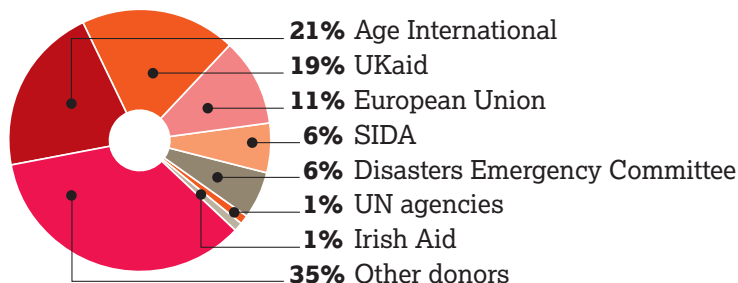
### Pursue priority network and organisational development initiatives

7. Play a leading role in scoping, planning and launching a global campaign against ageism, following an agreed vision and global workplan in partnership with key UN bodies, international agencies, network members and other organisations.
8. Advance the organisational focus on better data, linking with the development of the next phase of our Global AgeWatch Index.
9. Finalise and implement the recommendations of the Network Review Steering Committee.

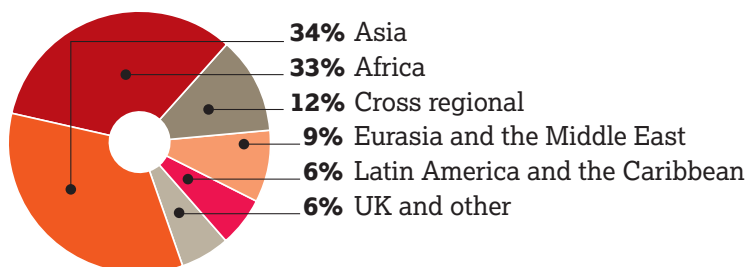
## Financial review

# Our income and expenditure at a glance

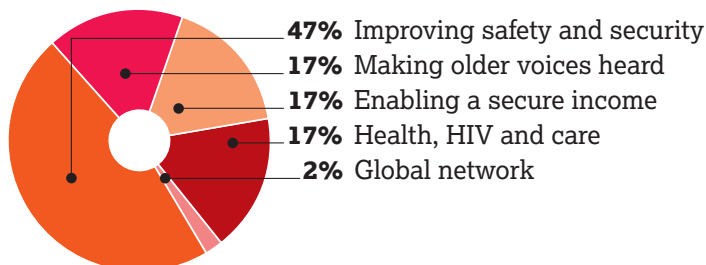
### Where our money came from



### Where we spent this money



### How we spent this money



### Notes

- Income in 2015/16 is £30.2 million which is 4 per cent more than in 2014/15.
- 100 per cent of expenditure is on charitable activities.
- No fundraising costs were incurred for generating voluntary income because we do not raise funds from the public directly in the UK.
- Unrestricted reserve has been increased by more than £400,000.

### Highlights of our financial performance

	Year to 31 March 2016 £m	Year to 31 March 2015 £m
<b>Income</b>		
Restricted	20.4	18.9
Unrestricted	9.8	10.2
<b>Total income</b>	<b>30.2</b>	<b>29.1</b>
<b>Expenditure</b>		
Restricted	(20.7)	(16.4)
Unrestricted	(9.6)	(10.2)
<b>Total expenditure</b>	<b>(30.3)</b>	<b>(26.6)</b>
Net (expenditure) / income for the year	(0.1)	2.5
Actuarial gains / (losses) on final salary pension	0.2	(0.2)
Balance at the start of the year	8.6	6.5
Balance carried forward excluding pension liability	8.7	8.8
<b>Funds</b>		
Restricted	6.5	6.8
Unrestricted general	2.2	1.7
Unrestricted designated	0	0.3
Funds excluding pension liability	8.7	8.8
Pension liability	(0.8)	(1.0)
<b>Total funds</b>	<b>7.9</b>	<b>7.8</b>

# Corporate governance report

## Managing the risks to achieve our strategy and future prospects

HelpAge International aims to bring lasting, positive change to the lives of older women and men living in low- and middle-income countries, many of whom are prone to crisis and present insecure and unstable operating environments. There are necessarily risks involved in maintaining our presence and delivering our programmes, including duty of care risks to our staff and the older people we seek to help, and accountability to the institutions and organisations that entrust funds to us.

The senior leadership and Trustees of HelpAge International are responsible for ensuring that the major risks facing HelpAge International are managed appropriately, and regularly reviewed, to reduce both the likelihood of those risks materialising, and to mitigate the impact where they do.

An organisational Risk Register is maintained by HelpAge International. It covers and lists the main security, strategic, operational and financial risks. It is compiled based on a formal risk assessment review conducted twice a year by our most senior staff, with each risk identified designated a “risk owner”, usually within the Executive Director team. The role of the risk owner is to explain the risk, judge whether the impact of it materialising is increasing or decreasing, and set out the primary mitigation actions. The Risk Register is formally reviewed at each of the two full Board meetings held each year, with further reference to our internal audit reports.

The choice and frequency of internal audit visits to country programmes is partly risk based, with countries being added to the list where risks are deemed to have changed, for example after the start of a major new humanitarian response operation. All audit reports are submitted to the Finance and Audit Committee for detailed review and discussion prior to full Board meetings.

HelpAge International began in 2016 a major organisational change process, in order to position ourselves positively and strategically for the future, not only for our new Strategy 2020 but also given both the speed and extent of population ageing around the world, and a changing political economy for national and international civil society programmes and organisations. In April 2016, our Board approved an action plan from a major strategic review of how we work as a global network. This will see us exit from many traditional programmes and geographies, replacing them with activities designed to strengthen this global network of national organisations in their home countries.

We also developed a new business model and cost structure, to prepare for the end in December 2016 of a 10- year strategic funding instrument by DFID for their international civil society partners, including HelpAge International. DFID has reviewed its civil society funding strategy, but (as of July 2016) has not yet published new strategies and potential funding instruments. As this change process takes shape, and to mitigate the risks emanating from the change process, senior leadership and Trustees of HelpAge International are working closely together with a comprehensive monitoring plan, supported by additional financial and human resources directly supporting the change process.

Just prior to the publication of this report, the UK public voted in the referendum of June 2016 to leave the European Union. There are a number of specific risks to HelpAge International associated with this outcome – these include the weakening of pound sterling and general volatility in the foreign exchange markets. Further afield, questions surround our long-term eligibility as an UK-registered charity to access key European Union development and humanitarian funds, which currently account for approximately 11 per cent of our global funding. Risks associated with “Brexit”, which are shared with most UK-based NGOs in our sector, will start to appear on our next Risk Register.

The following are the key strategic risks that currently require closer monitoring and mitigation:

- Safety and security: risks to individual staff and beneficiary safety, and our ability to deliver planned programmes as a result of insecurity or other operational challenges
- Unrestricted income: risks that levels of unrestricted or flexible income curtail our ability over the short and medium term to deliver our large restricted income portfolio
- Personnel: the risk that our human resources are not sufficient, suitable or equipped.

The Trustees are of the opinion that the charity has the appropriate systems in place and is taking steps to mitigate potential risks.

### Going concern

In light of potential risk to charity’s unrestricted income, HelpAge International is taking a number of steps in financial year 2016/17 to change its programme approach and cost structure, including changing its global footprint to ensure any short or long term reduction in unrestricted income is matched by cost reduction. No material uncertainties that may cast

significant doubt about the ability of HelpAge International to continue as a going concern have been identified by the directors.

### Employee involvement

Our decision-making processes include employee consultation through the line management structure, leadership group regular meetings and a UK staff council. We communicate through team briefings, and regular updates from the Chief Executive. We completed a staff survey in 2015 with various improvement actions and aim to complete the survey every 2 years to measure progress. HelpAge continues to be committed to promoting and developing healthy staff relations in all the countries where we work.

### Equal opportunities

HelpAge is committed to the principle and practice of equal opportunities and aims to be an equal opportunities employer. Our Equal Opportunities & Dignity At Work Policy seeks to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, marital status, ethnic origin, disability, age (within the constraints of the retirement policy), class, colour, HIV and AIDS status, personal circumstances, sexual orientation, or any other grounds that are unjustifiable in terms of equality of opportunities for all. Policies and procedures are in place for whistleblowing and health and safety, and the board monitors annual reports on these matters.

## 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 is the secretariat of a network of members. Membership of HelpAge International is a formal relationship which is open to any bona-fide organisation interested or involved in issues of individual or population ageing. HelpAge International works both with formal network members and other independent partner organisations at an operational level in the implementation of specific contracts.

HelpAge International's secretariat is headquartered in London and supports six regional offices for Southern Africa, East, West and Central Africa, East Asia Pacific, South Asia, Eastern Europe and Central Asia, and Latin America and the Caribbean.

HelpAge International's approach is based on a commitment to developing grassroots work that benefits older people directly, supporting and strengthening organisations that 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. 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.

While the great majority of our network members work in their own countries, we have a group of members HelpAge International UK, AARP, HelpAge Deutschland, HelpAge USA, HelpAge Canada and HelpAge Korea who partner with us to support older women and men facing humanitarian crisis or living in low and middle-income countries. These members play a significant and growing role in raising funds and providing support for the programme activities of HelpAge International.

### Trustees

HelpAge International has a Board of Directors who are the Trustees. The Trustees are responsible for the overall management and direction of the charity. The Articles of Association allow for a minimum of eight and a maximum of 15 Directors, at least six of whom are nominated by the members 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 is also taken into account. The current Board consists of 13 Trustees, including eight nominated by member organisations. Arun Maira joined the Board and was invited to become Chairman in November 2016, replacing Cindy Cox Roman at the expiration of her Board term. By November 2017, HelpAge International will have a fully gender-balanced Board of 12 Trustees.

Trustees are appointed to serve for two terms of three years and, at the expiration of this period, may offer themselves for reappointment for a further term 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 either nominated by members or identified by existing Trustees or senior staff. All prospective candidates are interviewed by members of the Governance Committee and recommendations placed before the Board 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 five permanent sub-committees: Executive, Finance and Audit, Governance, Resource Development and Ageing Policy. These sub-committees meet at least twice a year and provide specialist support in between meetings as needed.

### Connected charities

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. In May 2016, following a review of the successful first four years of Age International, HelpAge International transferred its 25 per cent share in Age International to Age UK. From this date, Age International became the exclusive and fully independent UK member of the HelpAge global network of organisations working on ageing issues. Age International undertakes awareness-raising, fundraising and influencing activity in the UK to support the global work of HelpAge International. Age International is a member of the UK's Disasters Emergency Committee and delegates day-to-day responsibility for oversight and delivery of its humanitarian programmes to HelpAge International. In March 2016, the original four-year framework agreement between Age International and HelpAge International that was agreed in 2012 was extended with the same terms and conditions by one year, until March 2017. The 2012 Affiliate Agreement between HelpAge International and Age International remains in place.

### 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 at a Board meeting in November 2014, taking into account risks of loss of income and

unplanned costs. The Trustees agreed that the unrestricted reserve should be between £1.7 million and £2.5million. At 31 March 2016, the level of the unrestricted general fund, before pension provision, is £2.2 million (2015: £1.7 million).

A designated fund was established in the financial year 2011/12 for the specific purpose of organisational and network development, and the balance has been utilised during the year ended 31 March 2016.

The restricted fund balance falls outside the reserves policy as the Trustees have no discretion over this. Restricted funds are carried forward into the current year to comply with our donors' specific requirements. This includes funding received in advance to finance ongoing programmes planned for the current and future years.

### 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 FRS102, HelpAge International has obtained an actuarial valuation for the Help the Aged defined benefit scheme and recognised a pension liability of £0.76 million (2015: £0.97 million) 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 April 2013.

HelpAge international was a participating employer in the Pensions Trust Growth Plan Series 2, 3, and 4. HelpAge International withdrew from the Growth Plan with effect from 30 June 2014 and all employees previously on the Growth Plan were moved to the Pensions Trust Flexible Retirement Plan. All existing employees who have opted for a pension scheme now participate in the Pension Trust Flexible Retirement Plan.

### Public benefit statement

HelpAge International has developed its aims and strategic plans to ensure that we provide public benefit and achieve the objectives set out in our governing document. The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

# Trustee and staff remuneration

## Trustee remuneration

Trustees do not receive remuneration in their position as Trustees, or for any services rendered to HelpAge International. They are reimbursed for travel, accommodation and incidental expenses when attending Board meetings and other meetings or programmes on behalf of HelpAge International. Some Trustees are also salaried staff of member organisations which receive grant funding from HelpAge International; however, there is no direct reimbursement of the salaries of individual Trustees.

## Staff remuneration

HelpAge International employed approximately 600 staff around the world in 2016/17. Around 12 per cent of our workforce is employed in our London office, with an additional 6 per cent of staff appointed in and paid from the UK, while living and working in another country. Salaries and benefits for the rest of our staff who live and work in their home countries, and who make up the great majority of our global workforce, are set in the countries where they work. A variety of factors are taken into consideration when setting terms and conditions, including national employment laws, cost of living considerations, and salary benchmarking against other charities.

The Board oversees the terms and conditions of employment for the CEO and Executive Director team. The Executive Directors set the salaries for other senior managers, and the rest of our London-based staff, using a system of job evaluations and “pay bands”. Salaries are stated in the job advertisements for the great majority of our UK-based and UK-appointed positions. Every few years, we conduct a benchmarking exercise to compare our salaries with those of others in the sector. As an UK charity, we report each year in our annual accounts the number of staff paid more than £60,000, and their salary levels, in bands as per statutory requirements.

The Board of HelpAge International aims to pay staff at rates that are comparable to the median rate in the UK development and humanitarian sector. No bonuses or other financial incentives are offered to staff at any level. Our highest-to-lowest pay ratio in our London office is 4:1, which is considered low for the UK charity sector. Care is taken, however, to set pay at levels that allow the Board to have confidence that suitably talented and experienced candidates will apply for and remain in senior positions that come with considerable responsibility and complexity.

We have an Equal Opportunities and Dignity at Work Policy in place, which was revised in early 2016. HelpAge International has a strong commitment to promoting equality of opportunity for all our staff, and for providing them with working conditions where they can pursue their careers free from discrimination or harassment of any kind.

The Board are confident that the opportunity to advance the rights of older women and men is the primary motivation for HelpAge International’s most senior staff, in common with colleagues at other levels.

# 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
- 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 2016 was 13 (2014:13). 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 LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

**The report of the Trustees which includes the strategic report has been approved by the Trustees and signed on their behalf by:**



David Causer  
Trustee  
19 September 2016



# Independent auditor's report

We have audited the financial statements of HelpAge International for the year ended 31 March 2016, 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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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 including the Strategic Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit.

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 2016 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, including the strategic report for the financial year for which the financial statements are prepared, is consistent with the financial statements.

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

We have nothing to report in respect of the following matters where the Companies Act 2006 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.

*Sayer Vincent LLP*

Jonathan Orchard  
(Senior Statutory Auditor) for and on behalf of Sayer Vincent LLP, Chartered accountants and statutory auditors, Invicta House, 108-114 Golden Lane London, EC1Y 0TL  
21 September 2016

## Financial statements

# Statement of financial activities

(Incorporating an income and expenditure account)

	Note	Restricted £000	Unrestricted £000	Year ended 31 March 2016 £000	Restricted £000	Unrestricted £000	Year ended 31 March 2015 £000
<b>Incoming resources</b>							
<i>Incoming resources from donations and legacies</i>							
Fees, donations, gifts and awards	2	12	91	103	24	240	264
Core grants for international programmes	2/15	2,688	8,309	10,997	2,403	8,317	10,720
<b>Total donations and legacies</b>		<b>2,700</b>	<b>8,400</b>	<b>11,100</b>	<b>2,427</b>	<b>8,557</b>	<b>10,984</b>
Other grants for international programmes	3	17,689	1,431	19,120	16,505	1,617	18,122
Investment income		1	11	12	1	7	8
<b>Total incoming resources</b>		<b>20,390</b>	<b>9,842</b>	<b>30,232</b>	<b>18,933</b>	<b>10,181</b>	<b>29,114</b>
<b>Resources expended</b>							
<i>Costs of raising funds</i>							
Costs of raising funds		0	0	0	0	498	498
<i>Charitable activities</i>							
Enabling a secure income		3,558	1,654	5,212	3,795	1,604	5,399
Access to health, HIV and care services		3,497	1,502	4,999	2,885	1,540	4,425
Improving safety and security		10,788	3,516	14,304	6,763	3,567	10,330
Making older voices heard		2,452	2,537	4,989	2,570	2,485	5,055
Global network		303	388	691	420	560	980
<b>Sub-total</b>		<b>20,598</b>	<b>9,597</b>	<b>30,195</b>	<b>16,433</b>	<b>10,254</b>	<b>26,687</b>
Transfer from fixed asset fund		98	0	98	(34)	0	(34)
<b>Total resources expended</b>	4	<b>20,696</b>	<b>9,597</b>	<b>30,293</b>	<b>16,399</b>	<b>10,254</b>	<b>26,653</b>
Net (expenditure) / income for the year		(306)	245	(61)	2,534	(73)	2,461
Actuarial gains / (losses) on defined benefit pension scheme	16	0	140	140	0	(139)	(139)
<b>Net movement in funds</b>		<b>(306)</b>	<b>385</b>	<b>79</b>	<b>2,534</b>	<b>(212)</b>	<b>2,322</b>
<b>Reconciliation of funds</b>							
Funds at the start of the year		6,828	1,769	8,597	4,294	2,187	6,481
<b>Funds before pension liability</b>		<b>6,522</b>	<b>2,154</b>	<b>8,676</b>	<b>6,828</b>	<b>1,975</b>	<b>8,803</b>
Pension liability		0	(760)	(760)	0	(966)	(966)
<b>Total funds carried forward</b>		<b>6,522</b>	<b>1,394</b>	<b>7,916</b>	<b>6,828</b>	<b>1,009</b>	<b>7,837</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.

# Balance sheet

	Note	31 March 2016 £000	31 March 2015 £000
<b>Fixed assets</b>			
Tangible fixed assets	9	543	592
<b>Current assets</b>			
Debtors	10	4,078	2,926
Short-term deposit		507	504
Cash at bank and in hand		6,247	6,924
		10,832	10,354
<b>Current liabilities</b>			
Creditors: amounts due within one year	11	(2,046)	(1,570)
<b>Net current assets</b>		<b>8,786</b>	<b>8,784</b>
<b>Total assets less current liabilities</b>		<b>9,329</b>	<b>9,376</b>
<b>Provisions</b>	12	<b>(653)</b>	<b>(573)</b>
<b>Net assets excluding pension liability</b>		<b>8,676</b>	<b>8,803</b>
Defined benefit pension scheme liability	16	(760)	(966)
<b>Net assets including pension liability</b>	13	<b>7,916</b>	<b>7,837</b>
<b>The funds of the charity</b>			
Restricted funds		6,137	6,345
Restricted fixed asset fund		385	483
<b>Total restricted funds</b>		<b>6,522</b>	<b>6,828</b>
General funds		2,154	1,713
Designated funds		0	262
<b>Total unrestricted funds excluding pension liability</b>		<b>2,154</b>	<b>1,975</b>
<b>Total funds excluding pension liability</b>		<b>8,676</b>	<b>8,803</b>
Pension liability		(760)	(966)
<b>Total charity funds</b>	14	<b>7,916</b>	<b>7,837</b>

Approved by the Trustees on 19 September 2016 and signed on their behalf by:



David Causer  
*Trustee*

# Cash flow statement

	Note	Year ended 31 March 2016 £000	Year ended 31 March 2015 £000
<b>Reconciliation of net outgoing resources to net cash flow from operating activities</b>			
<b>Cash flow from operating activities</b>			
<b>Net incoming / (outgoing) resources</b>		<b>(61)</b>	2,461
Depreciation charge	9	379	306
(Increase) / decrease in debtors	10	(1,152)	(1,720)
Increase / (decrease) in creditors	11	476	612
Disposal of tangible fixed assets	9	2	0
Transfers to provisions	12	254	164
Use of provisions	12	(174)	(83)
Defined benefit pension scheme:			
Impact on net incoming resources before gains and losses	16	48	15
Employer contributions paid	16	(114)	(114)
Investment income		(12)	(8)
<b>Net cash provided by / (used in) operating activities</b>		<b>(354)</b>	1,633
<b>Cash flow from investing activities</b>			
Interest receivable		12	8
Purchase of tangible fixed assets	9	(332)	(357)
<b>Net cash provided by / (used in) investing activities</b>		<b>(320)</b>	(349)
<b>Change in cash and cash equivalents in the year</b>		<b>(674)</b>	1,284

## Analysis of cash and cash equivalents

	At 1 April 2015	Cash flows	At 31 March 2016
Cash at bank and in hand	6,924	(677)	6,247
Short-term deposit	504	3	507
<b>Total</b>	<b>7,428</b>	<b>(674)</b>	<b>6,754</b>

# Notes to the financial statements

## 1. Accounting policies

### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) August 2014 and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

### b) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014. No translation adjustment required.

### c) Fund accounting

**C.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.

**C.2: Unrestricted funds** are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and include 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.

**C.3: Pension reserve** In accordance with FRS102 – Retirement benefits, the liability attributable to the pension schemes as set out in Note 15 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.

### d) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

### e) Related charities

HelpAge International holds a 25 per cent interest in HelpAge International UK; however, this is non-beneficial and therefore not accounted for as an associate but considered a related party. Income is received as grants and recognised when due; the value of all transactions is included in Note 17. In May 2016, following a review of the successful first four years of Age International, HelpAge International transferred its 25 per cent share in Age International to Age UK.

### f) 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).

### g) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

In applying this policy, HelpAge International recognises income from grants when claims are made to donors in accordance with its individual funding agreements and income entitlement.

### Donation of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Bank interest is the amount receivable for the year.

## 1. Accounting policies *continued*

### **h) 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 raising funds relate to the expenditure incurred by the charity 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 relevant agreement, providing the conditions set have been met.

### **i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### **k) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

### **l) Creditors and provisions**

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

### **m) 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, motor vehicle 4 years.

Overseas project assets are expensed in the year of purchase. However, acquisitions made on or after

1 May 2005 are included in the balance sheet and a restricted fund shows the net book value of these items. The restricted fund reflects the change in net book value during the year as a transfer for SOFA.

### **n) Terminal benefit provision**

Most staff employed in offices overseas on local contracts are eligible for 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.

### **o) Branch accounting**

The SORP 2015 stipulates that where overseas offices are legally registered in their country of operations, this is an indication that they should be treated as subsidiaries for accounting purposes. However, HelpAge offices are locally registered for local compliance purposes only and having reviewed the governance and management procedures in place, HelpAge overseas offices are in substance branches.

### **p) Pension costs**

HelpAge International is a member of 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. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest.

The costs related to the defined contribution scheme (Pensions Trust Flexible Retirement Plan) are charged in resources expended on accrual-based accounting principles.

## 2. Donations and legacies

	Restricted £000	Unrestricted £000	Year ended 31 March 2016 Total £000	Restricted £000	Unrestricted £000	Year ended 31 March 2015 Total £000
<b>Core grants for international programmes:</b>						
UKaid from the UK Government <sup>A</sup>	0	2,670	<b>2,670</b>	0	2,670	2,670
Age International <sup>B</sup>	2,688	5,639	<b>8,327</b>	2,403	5,647	8,050
	2,688	8,309	<b>10,997</b>	2,403	8,317	10,720
Membership fees	0	6	<b>6</b>	0	17	17
Donations and legacies	12	85	<b>97</b>	9	223	232
Gifts in kind	0	0	<b>0</b>	15	0	15
	2,700	8,400	<b>11,100</b>	2,427	8,557	10,984

### A. Income from UK aid from the UK government is a Partnership Programme Arrangement grant

	Restricted £000	Unrestricted £000	Year ended 31 March 2016 Total £000
<b>B. Income from Age International</b>			
Core grant	460	5,519	<b>5,979</b>
Appeal and other restricted funds	471	0	<b>471</b>
Disasters Emergency Committee <sup>C</sup>	1,757	120	<b>1,877</b>
	2,688	5,639	<b>8,327</b>

	£000
<b>C. Income from Disasters Emergency Committee via Age International</b>	
Nepal Earthquake Response	1,161
The Philippines typhoon	537
Gaza Crisis Appeal	142
Ebola Appeal	37
<b>Total Disasters Emergency Committee grants</b>	<b>1,877</b>

### 3. Incoming resources from charitable activities

#### Grants received for international programmes

	Restricted £000	Unrestricted £000	Year ended 31 March 2016 Total £000	Restricted £000	Unrestricted £000	Year ended 31 March 2015 Total £000
Age International	5,677	259	<b>5,936</b>	4,494	248	4,742
European Commission	2,966	210	<b>3,176</b>	3,136	223	3,359
Swedish International Development Cooperation Agency	1,184	646	<b>1,830</b>	1,350	853	2,203
UN agencies	365	26	<b>391</b>	1,376	64	1,440
HelpAge Deutschland	1,412	0	<b>1,412</b>	1,118	0	1,118
Irish Aid	223	14	<b>237</b>	775	35	810
Danish Refugee Council	505	65	<b>570</b>	0	0	0
HelpAge USA	506	29	<b>535</b>	316	17	333
The Margaret A Cargill Foundation	553	4	<b>557</b>	406	42	448
Other agencies (less than £500,000)	4,046	177	<b>4,223</b>	3,263	109	3,372
<b>Total</b>	<b>17,437</b>	<b>1,430</b>	<b>18,867</b>	<b>16,234</b>	<b>1,591</b>	<b>17,825</b>
Other income	252	1	<b>253</b>	271	26	297
<b>Total</b>	<b>17,689</b>	<b>1,431</b>	<b>19,120</b>	<b>16,505</b>	<b>1,617</b>	<b>18,122</b>

### 4. Total resources expended

	Staff-related costs (Note 7) £000	Programme costs £000	General office costs £000	Travel and related costs £000	Grants (Note 5) £000	Legal and professional fees £000	Fixed asset fund £000	Total £000
Activities:								
Cost of generating voluntary funds	0	0	0	0	0	0	0	0
Enabling a secure income	1,793	1,587	70	217	1,514	31	0	5,212
Access to health, HIV and care services	1,804	1,237	67	199	1,657	35	0	4,999
Improving safety and security	5,485	5,440	191	748	2,359	81	0	14,304
Making older voices heard	2,198	976	67	303	1,411	34	0	4,989
Global network	280	115	9	130	148	9	0	691
Fixed asset fund	0	0	0	0	0	0	98	98
<b>Year ended 31 March 2016</b>	<b>11,560</b>	<b>9,354</b>	<b>404</b>	<b>1,598</b>	<b>7,089</b>	<b>190</b>	<b>98</b>	<b>30,293</b>
Year ended 31 March 2015	10,010	7,711	326	1,544	6,938	158	(34)	26,653

The following UK support and governance costs are allocated on the basis of expenditure by different activities.

Support cost	1,725	31	357	140	0	35	0	2,288
Governance costs	439	30	59	109	0	20	0	662



## 5. Grants paid to members and partner organisations

	Number of grants	Year ended 31 March 2016 £000	Year ended 31 March 2016 £000
Community Self Reliance Centre – Nepal	5	419	0
HelpAge India	1	360	386
Centre for Community Development Solutions – Zimbabwe	4	273	193
Africa Platform for Social Protection – Kenya	1	270	288
Pastoralist Integrated Support Programme – Kenya	1	211	146
Fundación HelpAge International España – Spain	3	208	87
HelpAge Deutschland	2	189	390
Islamic Relief-South Sudan	1	183	0
Women Empowerment Network – Kenya	1	182	164
Sind Rural Support Organization – Pakistan	3	164	58
HelpAge Korea	1	156	165
Magu Poverty Focus on Older People Rehab Centre – Tanzania	6	133	116
Rural Agency for Community Development and Assistance – Kenya	1	126	117
Coalition for Children Affected by AIDS – Canada	1	123	279
South Darfur State – South Darfur	7	117	0
Handicap International – Syria	4	112	63
Associação de Protecção de Idoso de Tete – Mozambique	5	106	98
Nepal Netra Jyoti Sangh – Nepal	2	102	0
HelpAge USA	4	98	96
AMEL Association International – Lebanon	4	96	70
Women for Human Rights – Nepal	5	93	36
National Young Women’s Christian Association – Lebanon	2	92	93
Nepal Participatory Action Network – Nepal	4	92	42
Tanzania Mission to the Poor and Disabled – Tanzania	4	89	95
Jumua Ya Wazee Zanzibar – Tanzania	6	82	49
Corporacion Maniqua – Colombia	3	78	158
HelpAge Sri Lanka	4	77	91
Debroe Delo – Russia	3	68	61
Bohubrihy – Bangladesh	2	67	17
Tesfa Social and Development Association – Ethiopia	3	64	61
Bangladesh Resource Centre for Indigenous Knowledge – Bangladesh	2	64	39
Karen Baptist Convention – Myanmar	1	61	55
RedR UK	1	61	26
Golden Plain Livelihood Development Services – Myanmar	1	60	106
University College London – UK	1	59	129
Shaanxi Yihe Development Centre for Ageing – China	1	57	0
Senior Citizens Association of Zambia	1	56	56
Pioneer for Peace and Development Organisation – Sudan	4	53	78
Rural Advisory Services Batken – Kyrgyzstan	1	53	0
Community Support Group – Nepal	1	52	5
Coalition of Services of the Elderly – the Philippines	3	51	425
Other small grants		<b>2,032</b>	<b>2,600</b>
		<b>7,089</b>	<b>6,938</b>

## 6. Net incoming resources for the period

	<b>Year ended 31 March 2016 £000</b>	Year ended 31 March 2015 £000
This is stated after charging / (crediting)		
Other finance income:		
Expected return on pension assets	<b>(153)</b>	(187)
Interest cost on pension scheme liabilities	<b>183</b>	226
Net other finance income from pension scheme	<b>30</b>	39
Depreciation	<b>379</b>	306
Exchange rate gain (loss)	<b>229</b>	(15)
Trustees' indemnity insurance	<b>4</b>	6
Trustees' expenses	<b>48</b>	42
<b>Auditors' remuneration (fees to Sayer Vincent):</b>		
Audit	<b>14</b>	13
Other services (project audits)	<b>15</b>	20
	<b>29</b>	33

During the period no Trustee received any remuneration. Trustees expenses are for the reimbursement of travel, accommodation and subsistence costs for 13 trustees' (2014/15:13 trustees') 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 on 15 December 2022 and can be terminated at six months' notice.

## 7. Staff costs and numbers

	Year ended 31 March 2016 Staff	Year ended 31 March 2015 Staff
a) Average number of employees on full cost per person basis during the year was as follows:		
Policy, advocacy and campaigns	31	29
Programme support and quality	18	17
Resource development	9	9
Chief Executive, finance and support services	18	17
<b>Total staff on UK payroll based in UK</b>	<b>76</b>	<b>72</b>
Staff on UK payroll based outside UK	46	39
	<b>122</b>	<b>111</b>
Non-UK staff on local contracts	489	425
	<b>611</b>	<b>536</b>

	Year ended 31 March 2016 £000	Year ended 31 March 2015 £000
b) Staff costs were as follows:		
UK paid staff:		
Salaries and wages	4,062	4,040
Social security costs	281	277
Pension contributions towards defined contribution scheme	242	171
	<b>4,585</b>	<b>4,488</b>
Non UK-based national staff on local contracts	3,389	3,329
Redundancy and termination costs	289	0
Other staff-related costs	3,297	2,193
	<b>11,560</b>	<b>10,010</b>

Other staff-related costs include staff training and workshops (£675,000), contractors (£1,502,000), recruitment (£57,000), employer contribution towards defined benefit pension scheme (£114,000), and other non-salary costs.

	Year ended 31 March 2016	Year ended 31 March 2015
c) The number of staff whose emoluments fell within each of the following bands were:		
£60,000 – £69,999	3	3
£70,000 – £79,999	0	0
£80,000 – £89,999	0	0
£90,000 – £99,999	1	1

Remuneration excludes employer's pension contributions of £25,114.56 (2014/15: £24,362) paid into pension schemes for all four higher-paid members of staff. The total employee salaries and benefits including pension contributions of the key management personnel were £367,542 (2014/15: £374,000) for the year ended March 2016.

## 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

	Unrestricted assets £000	Restricted project assets £000	31 March 2016 Total assets £000	Unrestricted assets £000	Restricted project assets £000	31 March 2015 Total assets £000
<b>Cost</b>						
At the start of the year	184	1,824	<b>2,008</b>	214	1,493	1,707
Additions	23	309	<b>332</b>	10	347	357
Disposals	0	(15)	<b>(15)</b>	0	(56)	(56)
At the end of the year	207	2,118	<b>2,325</b>	224	1,784	2,008
<b>Depreciation</b>						
At the start of the year	147	1,269	<b>1,416</b>	122	1,044	1,166
Charge for the year	20	359	<b>379</b>	34	272	306
Disposals	0	(13)	<b>(13)</b>	0	(56)	(56)
At the end of the year	167	1,615	<b>1,782</b>	156	1,260	1,416
<b>Net book value</b>						
Computers	38	190	<b>228</b>	35	156	191
Other office equipment	1	21	<b>22</b>	0	56	56
Motor vehicles	0	265	<b>265</b>	33	284	317
Fixture and fittings	1	27	<b>28</b>	0	28	28
At the end of the year	40	503	<b>543</b>	68	524	592
At the start of the year	37	555	<b>592</b>	92	449	541

## 10. Debtors

	31 March 2016 £000	31 March 2015 £000
Other debtors	<b>340</b>	280
Prepayments	<b>63</b>	45
Accrued income	<b>3,675</b>	2,601
	<b>4,078</b>	2,926

## 11. Creditors: amounts due within one year

	<b>31 March 2016 £000</b>	31 March 2015 £000
Taxation and social security	73	68
Accruals	1,245	1,024
Other creditors	728	478
	<b>2,046</b>	<b>1,570</b>

## 12. Provisions

	<b>31 March 2016 £000</b>	31 March 2015 £000
<b>Provision for terminal benefits (Reference to accounting policy in Note 1h)</b>		
At the start of the year	573	492
Charged for the year	254	164
Utilised in the year	(174)	(83)
At the end of the year	<b>653</b>	<b>573</b>

## 13. Analysis of net assets between funds

	Restricted £000	Unrestricted £000	Total funds £000
Tangible fixed assets	503	40	543
Net current assets less provision	6,019	2,114	8,133
Pension liability	0	(760)	(760)
<b>Net assets at the end of the year</b>	<b>6,522</b>	<b>1,394</b>	<b>7,916</b>

## 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
<b>Restricted funds:</b>					
Africa	712	8,101	8,352	0	461
Asia Pacific	3,653	4,254	5,076	0	2,831
South Asia	565	4,047	3,378	0	1,234
Latin America and Caribbean	207	1,233	1,047	0	393
Eastern Europe and Central Asia	227	2,001	1,755	0	473
Middle East	354	110	308	0	156
UK and other	627	644	682	0	589
Fixed asset fund	483	0	98	0	385
<b>Total restricted funds</b>	<b>6,828</b>	<b>20,390</b>	<b>20,696</b>	<b>0</b>	<b>6,522</b>
<b>Unrestricted funds:</b>					
General reserve	1,713	9,842	9,401	0	2,154
Designated reserve	262	0	262	0	0
<b>Total unrestricted funds</b>	<b>1,975</b>	<b>9,842</b>	<b>9,663</b>	<b>0</b>	<b>2,154</b>
Pension reserve	(966)	0	(66)	140	(760)
<b>Total funds</b>	<b>7,837</b>	<b>30,232</b>	<b>30,293</b>	<b>140</b>	<b>7,916</b>

### Purposes of restricted funds and unrestricted funds

The charity has various funds for which it is responsible and which require separate disclosure, which are as follows:

**Restricted funds:** Income where the donor specifies the purposes within the overall aims of the organisation. Restricted funds will generally 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 that were 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. Grant income

	Year ended 31 March 2016 £000	Year ended 31 March 2015 £000
<b>Strategic grants for international programmes</b>		
Age International	8,327	8,050
UKaid from the UK Government	2,670	2,670
	<b>10,997</b>	<b>10,720</b>
<b>Other grants for international programmes</b>		
Age International	5,936	4,742
European Commission	3,175	3,359
Swedish International Development Cooperation Agency	1,830	2,223
UN agencies	391	1,440
HelpAge Deutschland	1,412	1,150
Irish Aid	237	810
The Margaret A Cargill Foundation	557	449
US Agency for International Development	167	408
HelpAge USA	535	333
HelpAge Korea	461	310
Jersey Overseas Aid Commission	99	204
Royal Netherlands Embassy	261	202
Bureau of Population, Refugee and Migration (PRM), USA	125	163
Swiss Red Cross	114	150
KPMG Advisory Limited	176	119
Action Aid	103	116
Peace Winds Japan Myanmar	122	0
The World Diabetes Foundation	75	43
Danish Refugee Council	570	0
People In Need	475	0
The Southern Africa Development Community Secretariat	175	78
International Medical Corps (IMC)	331	0
Mercy Corps	295	0
International Organization for Migration	60	70
American Red Cross	77	0
Other agencies (less than 50,000 in 2016)	1,108	1,456
	<b>18,867</b>	<b>17,825</b>

## 15. Grant income *continued*

### Income through Age International from the following donors:

	Income £000
<b>UKaid from the UK Government for:</b>	
Social protection rights component of hunger safety net project, Kenya	1,508
Reducing poverty by improving health for older people in Africa	1,477
	<b>2,985</b>
<b>UN agencies for:</b>	
Sustainable community peace-building project in Kreinek, West Darfur	124
Shelter and NFIs for older people in West Darfur	48
Supporting the protection and inclusion of older people in humanitarian programmes	109
Reducing the suffering of older and disabled South Sudanese refugees in Gambella Region, Ethiopia	197
Rapid emergency response to drought-affected communities in Borana Zone, Oromia National State	302
Protection and assistance to IDPs in West Darfur	242
Protection and assistance to persons with specific needs in Nduta and Mtendeli refugee camps	131
Strengthening the Ministry of Social Welfare to fulfil its role in expanding social protection, Myanmar	269
Dry zone sustainable nutrition, agriculture and protection Project, Myanmar	399
Humanitarian assistance for families, including older people, affected by the internal conflict in Cartagena del Chairá – Caquetá, Colombia	36
	<b>1,857</b>
<b>Save the Children for:</b>	
ALERT: Preparing to respond now!	355
Age and disability capacity building project	333
	<b>688</b>
<b>Big Lottery Fund for:</b>	
Empowering Older People to Improve Lives	233
Reducing poverty in Central Asia	173
	<b>406</b>
<b>Income from Swedish International Development Cooperation Agency for:</b>	
Strengthening universal access to social protection and HIV/AIDS to prevent and mitigate the impact of HIV/AIDS and poverty in sub-Saharan Africa	1,184
Strategic Partnership	646
	<b>1,830</b>



## 15. Grant income *continued*

	Income £000
<b>Income received from Irish Aid for:</b>	
Accountability and fulfilment for older persons (AFFORD)	237
<b>Income received from HelpAge Deutschland for:</b>	
Livelihood and resilience-building for older people in Borena, Ethiopia	10
Disaster preparedness by strengthening the resilience of vulnerable population in Haiti	107
Strengthening the voice of older women and men: greater civil society participation in the Open-ended Working Group on Ageing (Kenya, Pakistan, Vietnam, Zambia)	30
Improved healthcare for Syrian refugees in Lebanon	77
Emergency response to the earthquake in Nepal	139
Capacity building and awareness raising, Gaza	11
Building disaster resilience; improve livelihoods and health conditions of disaster-affected population of Muzaffargarh District of Punjab, Pakistan	297
Emergency response to Haiyan, the Philippines	88
Supporting the transition from humanitarian crisis through recovery to sustainable economic development in Warrap State, South Sudan	584
Protecting and promoting women's rights and their social and economic empowerment, Tanzania	69
	<b>1,412</b>

## 16. Pensions

### Help the Aged Final Salary Scheme

#### FRS 102 disclosures for accounting period ending 31 March 2016

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 employer contributions for the year ending 31 March 2016 are £114,000. 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.

## 16. Pensions *continued*

### Help the Aged Final Salary Scheme *continued*

#### Employee benefit obligations

	Value at 31 March 2016 £000	Value at 31 March 2015 £000
Present value of funded obligations	(5,452)	(5,634)
Fair value of Scheme assets	4,692	4,668
Deficit in the Scheme	(760)	(966)

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

Administrative expenses	18	22
Net interest on defined benefit liability	30	39
<b>Total</b>	<b>48</b>	<b>61</b>

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

#### Actuarial gain and loss

(Loss) / gain on Scheme assets	(69)	391
Gain / (loss) on Scheme liabilities	209	(484)
<b>Net accumulated gain/(loss) recognised in the other comprehensive income</b>	<b>140</b>	<b>(93)</b>

#### Reconciliation of present value of Scheme liabilities and assets

##### Change in the present value of the defined benefit obligation

	Value at 31 March 2016 £000	Value at 31 March 2015 £000
Opening defined benefit obligation	5,634	5,104
Current service cost	0	0
Interest cost	183	226
Employee contributions	0	0
Experience (loss) / gain arising on Scheme liabilities	0	0
Losses / (gains) on curtailments	0	0
Actuarial losses/(gains) on Scheme liabilities	(209)	484
Benefits paid (including expenses)	(156)	(180)
Closing defined benefit obligation	5,452	5,634

## 16. Pensions *continued*

### Help the Aged Final Salary Scheme *continued*

#### Change in the present value of the defined benefit obligation

	Value at 31 March 2016 £000	Value at 31 March 2015 £000
Opening fair value of Scheme assets	4,668	4,178
Expected return on Scheme assets	153	187
Actuarial gains / (losses) on liabilities	(69)	391
Employer contributions	114	114
Employee contributions	0	0
Benefits paid (including expenses)	(156)	(180)
Administrative costs incurred	(18)	(22)
Closing fair value of Scheme assets	<b>4,692</b>	4,668

#### Assets in the Scheme as a percentage of total Scheme assets

	At 31 March 2016	At 31 March 2015
Gilts / fixed interest gilts	26.50%	26.84%
Bonds / fixed interest bonds	21.20%	22.71%
Equities	21.00%	21.67%
Property	27.50%	28.03%
Cash	3.80%	0.75%

#### Actual return on Scheme assets

	2016 £000	2015 £000
Interest income on Scheme assets	153	187
Gains / (losses) on Scheme assets	(69)	391
	<b>84</b>	578

## 16. Pensions *continued*

### Help the Aged Final Salary Scheme *continued*

#### Assumptions

##### Principal actuarial assumptions at the balance sheet date

	At 31 March 2016 pa	At 31 March 2015 pa
<b>Financial assumptions</b>		
Discount rate	3.40%	3.30%
Rate of increase in salaries	3.00%	3.10%
Rate of increase in payment of pre-2005 pensions (in excess of GMP)	2.00%	2.00%
Rate of increase in payment of post-2005 pensions (in excess of GMP)	2.00%	2.00%
Rate of revaluation of deferred pensions in excess of GMP	0.00%	3.10%
Inflation assumption (RPI)	3.00%	3.10%
Inflation assumption (CPI)	2.00%	2.00%
Expected return on Scheme assets	N/A	N/A

##### Demographic assumptions

	2016	2015
Mortality	<b>S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2015 core projections with a long-term rate of improvement of 1% pa</b>	S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2014 core projections with a long-term rate of improvement of 1% pa
Cash commutation allowance	<b>80% of the maximum cash allowance available upon retirement</b>	80% of maximum cash allowance available upon retirement
Withdrawal allowance	<b>Allowance</b>	Allowance

Other assumptions are the same as those used in the preliminary results of the Trustees' Scheme Funding valuation as at 1 April 2013.

##### Gains and losses

	2016 £000	2015 £000	2014 £000	2013 £000	2012 £000
Defined benefit obligation	<b>(5,452)</b>	(5,634)	(5,104)	(4,729)	(4,225)
Scheme assets	<b>4,692</b>	4,668	4,178	3,637	3,259
Surplus / (deficit)	<b>(760)</b>	(966)	(926)	(1,092)	(966)
Experience adjustments on Scheme liabilities	<b>0</b>	94	(100)	7	(68)
Experience adjustments on Scheme assets	<b>(69)</b>	345	454	222	(144)

## 17. Related party transactions

	Year ended 31 March 2016 £000	Year ended 31 March 2015 £000
<b>Age International</b>		
Core grants for international programmes	8,327	8,050
Other grants for international programmes	5,936	4,742
	<b>14,263</b>	<b>12,792</b>

## 18. Operating lease commitments

Total future lease commitments under operating leases is as follows for each of the following periods

<b>Overseas offices</b>	Property/ office lease		Equipment/ vehicle	
	2015/16 £000	2014/15 £000	2015/16 £000	2014/15 £000
Less than one year	281	418	28	38
One to five years	66	153	0	0
Over five years	0	0	0	0
	<b>347</b>	<b>571</b>	<b>28</b>	<b>38</b>

<b>London office</b>	Property/ office lease	
	2015/16 £000	2014/15 £000
Less than one year	98	98
One to five years	492	492
Over five years	70	168
	<b>660</b>	<b>758</b>

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

# 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	Arun Maira ( <i>Chair</i> )* Isabella Aboderin David Causer ( <i>Vice Chair</i> ) Mathew Cherian* Cho Hyunse* John Kingston Laura Machado Sola Mahoney* Michael Wade Abla Sibai* Ferdous Ara Begum* Robin Talbert* Vappu Taipale* <i>*Trustees nominated by members</i>	
Senior staff	Toby Porter	<i>Chief Executive Officer</i>
	Asif Sarwar	<i>Director of Finance and Corporate Services / Company Secretary</i>
	Justin Derbyshire	<i>Director of Programmes</i>
	Kate Wedgwood	<i>Director of Policy, Advocacy and Campaigns</i>
	Tony Hopkins	<i>Interim Director of Resource Development</i>
Bankers	Barclays Bank plc, 1 Pall Mall East, London, SW1Y 5AX	
Solicitors	Veale Wasbrough Vizards LLP, Second Floor, 3 Brindley Place, Birmingham B1 2JB	
Auditors	Sayer Vincent LLP, Chartered Accountants and Statutory Auditors, Invicta House, 108-114 Golden Lane London, EC1Y 0TL	

# HelpAge global network members

## Africa

Age-in-Action, South Africa  
 Almanar Voluntary Organization, Sudan  
 Association of Retired Persons  
 Mozambique (APOSEMO)  
 Community Development Volunteers for  
 Technical Assistance (CDVTA), Cameroon  
 Current Evangelism Ministries (CEM),  
 Sierra Leone  
 District Pastoralists Association (DPA),  
 Kenya  
 Elim Hlanganani Society for the Care  
 of the Aged, South Africa  
 Ethiopia Elderly and Pensioners  
 National Association (EEPNA)  
 Fantsuam Foundation, Nigeria  
 Health Nest Uganda  
 HelpAge Ghana  
 HelpAge Kenya  
 HelpAge Zimbabwe (HAZ)  
 Kenya Society for People with AIDS  
 (KESPA)  
 Maseru Senior Women's Association,  
 Lesotho  
 Mauritius Family Planning Association  
 Muthande Society for the Aged (MUSA),  
 South Africa  
 Promo-Femmes Développement  
 Solidarité, Burkina Faso  
 Reach One Touch One Ministries  
 (ROTOM)  
 Regional Centre for the Welfare of Ageing  
 Persons Cameroon (RECEWAPEC)  
 Rift Valley Children and Women  
 Development Organisation, Ethiopia  
 Sawaka-Karagwe (SAWAKA), Tanzania  
 Senior Citizens' Association of Zambia  
 (SCAZ)  
 Senior Citizens' Council, Mauritius  
 Sierra Leone Society for the Welfare  
 of the Aged  
 South Sudan Older People's  
 Organisation (SSOPO)  
 Sudanese Society for the Care of  
 Older People (SSCOP)  
 Tanzania Mission to the Poor and  
 Disabled (PADI)  
 Uganda Reach the Aged Association  
 (URAA)  
 VUKOXA, Mozambique

## Eurasia and the Middle East

Albanian Association of Geriatrics  
 and Gerontology (AAGG)  
 Ardager, Kazakhstan  
 Center for Studies on Aging (CSA),  
 Lebanon  
 Dobro Delo, Russia  
 El Wedad Society for Community  
 Rehabilitation (El Wedad, occupied  
 Palestinian territories)

Mission Armenia  
 OSMIJEH, Bosnia and Herzegovina  
 Palestinian Center for Communication  
 and Development Strategies (PCCDS)  
 Red Cross of Serbia  
 Turbota pro Litnix v Ukraini, Ukraine

## East Asia and the Pacific

Bangladesh Women's Health Coalition  
 (BWHC)  
 Centre for Ageing Support and Community  
 Development (CASCD), Vietnam  
 China National Committee on Ageing  
 (CNCA)  
 Coalition of Services of the Elderly  
 (COSE), the Philippines  
 Council on the Ageing (COTA), Australia  
 Dhaka Ahsania Mission (DAM),  
 Bangladesh  
 Fiji Council of Social Services (FCOSS)  
 Foundation for Older People's  
 Development (FOPDEV), Thailand  
 Gramin Vikas Vigyan Samiti (GRAVIS),  
 India  
 HelpAge Cambodia  
 HelpAge India  
 HelpAge Korea  
 HelpAge Sri Lanka  
 Helping Hand Hong Kong, China  
 Instituto de Acção Social, Macau, China  
 Mongolian Association of Elderly People  
 National Council of Senior Citizens  
 Organisations Malaysia (NACSCOM)  
 Office of Seniors' Interests, Australia  
 Pakistan Medico International  
 Resource Integration Centre (RIC),  
 Bangladesh  
 Senior Citizens' Association of Thailand  
 Senior Citizens' Council of Thailand  
 Shaanxi Yihe Development Centre  
 for Ageing (YDCA), China  
 Singapore Action Group of Elders (SAGE)  
 Tsao Foundation, Singapore  
 Vietnam Association of the Elderly (VAE)  
 WINGS, Singapore  
 Yayasan Amal USIAMAS, Malaysia  
 Yayasan Emong Lansia (YEL), Indonesia

## North America

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

## Latin America and Caribbean

Action Ageing Jamaica  
 ALA Dominicana, Dominican Republic  
 Asociación Gerontologica Costarricense  
 (AGECO), Costa Rica

Asociación Red Tiempos de Colombia  
 Asociación.Mutual Israelita Argentina  
 (AMIA)  
 Caritas Chile  
 Centro de Asistencia y Promocion  
 Integral de Salud (CAPIS), Peru  
 Centro Proceso Social, Peru  
 CESTRA, Colombia  
 CooperAcción, Peru  
 CORDES, El Salvador  
 Dominica Council on Ageing  
 Extended Care through Hope and  
 Optimism (ECHO), Grenada  
 Fundación Horizontes, Bolivia  
 Fundación ISALUD, Argentina  
 Haitian Society for the Blind (SHAA)  
 HelpAge Barbados  
 HelpAge Belize  
 HelpAge St. Lucia  
 Instituto para el Desarrollo de la  
 Pesca y Minería (IPEMIN), Peru  
 National Foundation for Blind Care,  
 Suriname  
 Old People's Welfare Association  
 (OPWA), Montserrat  
 Ong Sumaj Punchay, Bolivia  
 Peru Coordinating Group for Older  
 People (Mesa de Trabajo)  
 Pro Vida Bolivia  
 Pro Vida Colombia  
 Pro Vida Perú  
 Reaching Elderly Abandoned Citizens  
 Housebound (REACH), Dominica  
 Red de Programas para el Adulto Mayor,  
 Chile  
 Society of St Vincent de Paul, Antigua  
 St Catherine Community Development  
 Agency (SACDA), Jamaica

## Western Europe

Ældre Sagen/DaneAge Association,  
 Denmark  
 Age Action Ireland  
 Age International, UK  
 Caritas Malta  
 Centre for Policy on Ageing, UK  
 Cordaid, Netherlands  
 HelpAge Deutschland  
 HelpAge International España, Spain  
 Kwa Wazee, Switzerland  
 Pensionärernas Riksorganisation,  
 PRO, Sweden  
 Slovenska Filantropija/Slovene  
 Philanthropy, Slovenia  
 Valli – the Union for Senior Services,  
 Finland  
 WorldGranny, Netherlands  
 Zivot 90, Czech Republic

Tilahun Abebe and Yeshiembet Negash of the Ethiopian Elders and Pensioners National Association meet Olympic gold medallist Haile Gebrselassie at the Third International Conference on Financing for Development in Addis Ababa as part of the action/2015 campaign for world leaders to adopt an inclusive set of Sustainable Development Goals. *(Erna Menten Hintz/HelpAge International)*



## London office

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Front cover: Nicolasa and Sebastián are receiving legal assistance at a centre supported by HelpAge International in Buenaventura, Colombia, after fleeing their home and losing four of their sons to armed conflict. *(Jonas Wresch/HelpAge International)*

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HelpAge International

## Regional offices

**East, West and Central Africa**  
Nairobi, Kenya

**Southern Africa**  
Pretoria, South Africa

**East Asia and Pacific**  
Chiang Mai, Thailand

**South Asia**  
Kathmandu, Nepal

**Latin America and the Caribbean**  
Santiago, Chile

**Eurasia and the Middle East**  
Amman, Jordan

## Country offices

Bogotá, Colombia  
Port-au-Prince, Haiti  
Bishkek, Kyrgyzstan  
Chisinau, Moldova  
Yangon, Myanmar  
Hanoi, Vietnam  
Islamabad, Pakistan  
Dhaka, Bangladesh  
Addis Ababa, Ethiopia  
Dar es Salaam, Tanzania  
Kampala, Uganda  
Kiev, Ukraine  
Maputo, Mozambique