



HelpAge

International

Annual report and financial statements 2018/19



Ben Small/HelpAge International

Daw Ae Phan received a loan from her community group to support the family's farming business.

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Who we are

HelpAge International is the secretariat to a global network of organisations promoting the right of all older people to lead dignified, healthy and secure lives.

In all countries – rich or poor – economic, social and demographic shifts are rapidly changing what it means to grow old. For the first time in human history people over 60 are the world's fastest growing population group.

Today many people are living longer lives, which presents opportunities and challenges. It prompts us to rethink our view of ageing and later life, and how we need to respond. Individuals, economies and societies need to make far-reaching changes to address our ageing population, including incentives for decent work, supportive healthcare systems, initiatives to ensure equity in old age, as well as the involvement of older people in their communities and wider societies.

In this, the fourth year of our ambitious five-year strategy, we continued to strive for a world in which every older woman and man can say:

“I have the income I need”

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

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

“My voice is heard”

We worked towards this vision by:

- providing direct assistance to poor and marginalised older people, including in humanitarian crises;
- advocating and campaigning for changes in policies and attitudes towards ageing and older people, and that these policies take account of gender and disability;
- amplifying the voice of older people and network members locally, nationally and internationally so they can influence the policies that affect them;
- using evidence generated by our own work and that of network members to inform global action and debate on ageing.

Our values

We strive for
significant and lasting
impact

We are
inclusive

We work
as committed
partners

We are
passionate about
learning

Our vision, mission and commitment

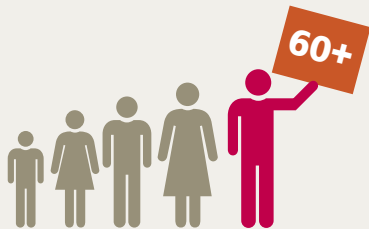
Our vision is a world in which all older people can lead dignified, healthy and secure lives.

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 positive changes in the behaviours and attitudes of individuals and societies towards old age.

The context

People over 60 are the fastest-growing age group in the world.¹



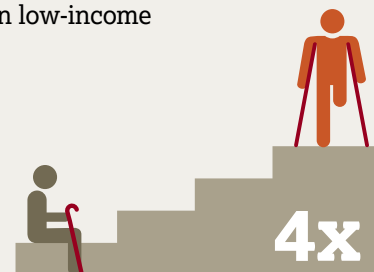
10% of the world's population (almost one billion people) are over 60, and by 2050 it will be 20%.²



Less than 20% of older people receive a pension in low-income countries, and women are less likely to have a pension.³



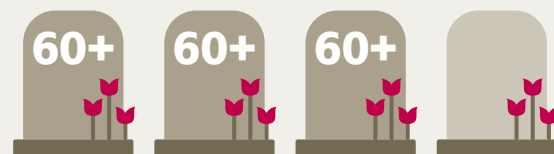
Disability among older people is four times higher than for the younger adult population in low-income countries.⁴



An estimated 14 million older people with disabilities are affected by humanitarian disasters each year.⁵



In 2011, 75% of deaths from noncommunicable diseases in low- and middle-income countries were of people over 60.⁶



1. United Nations, Department of Economic and Social Affairs, Population Division (2019). World Population Prospects 2019, Online Edition

2. UN, Department of Economic and Social Affairs Population Division; World Population Prospects, key findings and advance tables; 2019 revision

3. ILO *World Social Protection Report* 2017–19 (p.75 onwards)

4. World Disability Survey 2011

5. HelpAge International *Missing Millions* report April 2018

6. UN General Assembly, *Prevention and control of non-communicable diseases: report of the Secretary General* (report number A/66/83), New York, UN 2011



An older woman in Myanmar makes a bag as part of a business funded by HelpAge International.

The year in review: a message from our Chair and CEO

As we look back over the past year we are proud of what we have achieved alongside our diverse network of members, which now includes 149 organisations in 87 countries. We can only achieve our mission by working in partnership – an approach that this year saw millions more older people gaining access to pensions, health and care services, and support in humanitarian crises.

The HelpAge global network is united in one common goal: creating a fairer world for older people. Older people are at the heart of everything we do, and their voices should be heard and responded to at every level.

This year our Age Demands Action campaigns gave older people a voice on the national stage in 40 countries. We also supported 15,000 older people's associations in 18 countries – with a combined 600,000-strong membership – to use older citizen

monitoring to track the delivery of policies and services that affect their lives. The evidence gathered in this way, alongside research reports, and stronger links with government ministries, triggered policy change and influenced the Sustainable Development Goals' (SDG) agenda in many countries.

Powerful examples of this were the *Freedom to decide for ourselves* and *Living not just surviving* reports that helped members and partners influence governments to support a UN convention on the rights of older people. Meanwhile, our community-based programmes provided support, education and training to just over one million older people, family members, carers and community members in 25 countries.

Our work to prioritise social protection for older people this year resulted in a million older people accessing a pension for the first time, and a universal social pension in Malawi making its way through parliament.

We also worked to drive social protection up the agenda at the Commission on the Status of Women – the Commission's final outcome statement included important references to older people and the systemic gaps in recognition of unpaid care work, and the needs of unpaid carers.

This year almost a million more older people were able to use existing health schemes in four countries as a result of our work with older people and partners to monitor access to healthcare and to lobby and support governments to improve their services. In Vietnam, a new policy securing funding for primary healthcare for older people opened up the benefit to 11.3 million people, and through our work with partners in Tanzania and the Philippines, nearly a million more people newly accessed government health schemes. Additionally a new national policy on ageing was introduced in Sri Lanka to protect older people from violence and abuse.

Throughout the year, natural disasters, civil unrest and protracted wars all contributed to a challenging and volatile environment for older people and their communities, and for our staff and our partners. Through our humanitarian work we supported well over half a million people in 17 countries, including around 22,000 people displaced from Myanmar to Bangladesh. We provided technical support to our Malawian network member MANEPO, which collaborated with GOAL and Islamic Relief to assess older people's needs and provide clean water, food, cash and shelter before and after Cyclone Idai. And in Sulawesi, Indonesia, we worked with local partner Yakkum to assist 6,220 people (of which 3,311 were older women and men) with immediate protection, inclusion and health support following the devastating earthquake and tsunami that hit the island.

We also worked to ensure humanitarian responses included older people. Rooted in our commitment to base our programmes and advocacy work on evidence, HelpAge assessed older people's needs in the wake of crises in South Sudan, Indonesia and Syria, as well as in three countries affected by Cyclone Idai. Across the Caribbean islands of the Dominican Republic, Puerto Rico, Dominica and Haiti, we trained 15 local partners to respond in emergencies, and a further 160 staff, partners and government officials across 55 organisations in eight countries on the use of the Humanitarian Inclusion Standards for Older People and People with Disabilities.⁷

During 2018 we continued to hold policy makers and the international community to account for older people's rights. In July we took part in the Global Disability Summit to raise awareness of older people with disabilities, after which we signed the UK Department for International Development's (DFID) Disability Charter for Change, setting disability-focused commitments that are now part of DFID's 2018 disability strategy.

We consolidated our role as a leading authority on ageing and older people's rights, publishing, in partnership with AARP (formerly the American Association of Retired Persons), a *Global AgeWatch Insights* report on progress towards realising the right to health of older people. And our *Transforming Gender Relations in an Ageing World* report with the University of Warwick addressed the impact of gender on older age, and the importance of understanding the impact of gender on development and humanitarian policy and advocacy. Meanwhile, our *Missing Millions* report published jointly with the London School of Hygiene and Tropical Medicine spotlighted the fact that up to 14 million older people with disabilities risk being excluded from humanitarian assistance, as did our [video](#) shown at the Global Disability Summit.

This year was one in which development and humanitarian agencies were shaken by incidents and allegations of sexual abuse and exploitation on the part of some of their staff. We conducted an extensive internal and external review of safeguarding policies, practices and understanding among staff, partners and the communities in which we work. As an area in which we are committed to ensuring and maintaining high standards internally, we provided additional resources, delivered extra training and implemented updated safeguarding policies and procedures.

We have supported millions of older people to participate in society and unlock their potential so they can live safe, healthy and dignified lives. As a diverse and unified network, we will continue to stand up for older people's rights until their voices are heard and listened to at a local, national and global level.



Arun Maira

Arun Maira
Chair of Trustees



Justin Derbyshire

Justin Derbyshire
Chief Executive Officer

⁷ This is a set of guidelines that provide humanitarian organisations with inclusion standards to ensure older people and people with disabilities are not marginalised in emergency responses

Our work at a glance

The world we want is one where every older woman and man, everywhere, can say:

“I have the income I need”

HelpAge will work to secure the right of older people to the income they need through sustainable and resilient livelihoods, decent and appropriate work, with security of assets, and adequate social protection to ensure a dignified old age.



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

HelpAge will work to achieve the right to safety and security, and freedom from all forms of discrimination, violence and abuse, for older women and men.



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

HelpAge will draw on a broad range of expertise to ensure the right of older women and men to the best attainable health, nutrition and care services, enabling them to enjoy the best possible health and care, supporting wellbeing right through to the end of life.



“My voice is heard”

Our intergenerational movement will campaign for the voices of older women and men to be heard by decision makers. We will ensure that their experience is recognised and supported, working together as agents of change.



“I have the income I need”

Millions of older people worldwide have no pension or other reliable source of income. This year our work with governments, network members and partners to promote older people's rights to income security and social pensions resulted in over one million people in eight countries newly receiving a social pension, and enabled tens of thousands of older people to improve their livelihoods – many of whom were affected by humanitarian crises.

Achieving universal social pensions

Our work with the Malawi Network of Older Persons' Organisations (MANEPO) prompted Malawian MPs to draft a universal social pension bill, providing a solid foundation for the creation of Malawi's universal social pension in 2019. And in Tanzania, HelpAge provided policy advice and mobilised older people and people with disabilities to ensure that the country's new Social Protection Policy commits, for the first time, to a universal social pension on the country's mainland.

“Our pension is a very important source of income to us. I feel that the pension is just enough, as it covers medical costs for both my son and my wife.”

Krishan, 75, Nepal

Improving existing pensions

This year in Myanmar, research and policy support from HelpAge led the government to lower the qualifying age for the universal social pension from 90 to 85 years – thereby increasing the number of recipients from 41,000 to approximately 170,000. To help roll-out the expanded pension, HelpAge developed an implementation manual and training package for local government, and piloted potentially faster, safer, and more efficient electronic pension payments. Meanwhile, HelpAge's advocacy with older people's associations in Bangladesh prompted a 15 per cent increase in pension funding and the piloting of electronic pension payments to enable more efficient and safe transfers.

In Kenya, HelpAge supported the development of a manual to help the government implement its universal social pension (rolled out in 2017) and laid the foundations for a rigorous evaluation of the pension's impact through a wide-ranging survey. HelpAge also supported the drafting of Zanzibar's Elderly Affairs Bill, which will provide a legal framework for older people's rights and enshrine the universal social pension in law.



In the past year:

1 million more older people in 8 countries received a social pension.

47,000 older people (63% women) in 17 countries obtained the means to make a living.

45,000 older people (67% women) affected by humanitarian crises in 12 countries received livelihood support or cash transfers.

In Mozambique, HelpAge and network members' advocacy led to the monthly national cash transfer for poor and vulnerable households (which includes many older people) almost doubling, from around £3 to £6. And in Ethiopia, HelpAge supported older people's associations (OPAs) to raise awareness of, and access to, the new Urban Productive Safety Net Programme – Ethiopia's flagship cash transfer initiative. HelpAge also undertook research into older people's experiences of the transfer to help the government improve social protection for older people countrywide.

In Jordan, HelpAge prepared an analysis of the country's old age pension system, the income security of older Jordanians and refugees, and a set of recommendations on how to ensure their basic income security. And through HelpAge's participation in the 2019 Commission on the Status of Women, the voices and perspectives of older women on social protection and access to social services were heard at one of the world's major global forums on gender.



Simon Rawles/HelpAge International

A member of the older people's association prepares loan payments for older people in Nuala, Sierra Leone.

Securing a reliable income

Through partners in 17 countries we provided a total of 47,000 older people – including 29,000 older women – with loans, grants, and business and technical training. In Bangladesh, national advocacy work by older people's associations contributed to the Prime Minister inaugurating a pilot scheme to pay allowances electronically, including the old-age allowance, to widows and people with disabilities, providing greater security. In Myanmar, HelpAge helped establish and train inclusive self-help groups to understand, manage and adapt different forms of financial and in-kind social protection to ensure their effectiveness. This year they made significant changes to a community social protection fund to ensure it provided vulnerable households with low- and no-interest loans to cover expenses in times of personal crisis. In an area prone to flooding and cyclone damage, the groups helped develop disaster preparedness plans with the wider community, and created income-generating ventures – the profits from which support community social protection funds and home-care activities.

Food production and dietary variety were boosted by 50 per cent in the crisis-hit Ferghana Valley on the Kyrgyzstan-Tajikistan border by a livelihood project supported by HelpAge and local partner Rural Advisory Service. The scheme encouraged 500 older people to take up hen-keeping or horticulture, and improve their understanding of cross-border tensions by working with communities on both sides of the border.

“Perhaps I cannot describe true joy now, but the programme has breathed something new in my soul, new hope, and I will remain grateful for these new friendships and useful experiences that have come to us.”

Hanan Hadeeb, 60, Jordan

Income security in crises

This year our humanitarian work included training almost 600 local and international NGO staff in Jordan to help older people in emergencies, including their livelihood needs. About 1,200 older people were supported by vocational and practical training, such as making household products from home or hosting bazaars.

In Ukraine, HelpAge analysed the impact of the country's medical reforms on the lives of older people and people with disabilities – especially those living in conflict zones. A revision of pension legislation was achieved for older people who were receiving a very small pension despite their many years of work in low-paid jobs.

Tanzania's Emergency and Recovery Programme trained 53 community leaders to help 10,706 (6,424 female) chronically ill, frail or housebound people to set up businesses this year. Meanwhile, in Ethiopia, basic business skills training was provided for 149 older South Sudanese refugees who took up income-generating activities such as goat rearing, kitchen gardening and the setting up of retail outlets and restaurants.

In the wake of Hurricane Irma and Maria in the Caribbean, HelpAge led an emergency recovery response with local NGO Fundación NTD Ingredientes, providing direct, unconditional cash transfers for over 850 older people in the Dominican Republic.



Older citizen monitoring boosts uptake of social pension, Uganda

Lack of reliable incomes and limited access to pensions leaves thousands of older Ugandans living in poverty. This year, together with network members, HelpAge advocated for Uganda's Senior Citizens Grant – a social pension of around \$7 a month that makes a big difference to recipients.

“It has helped me in many ways – to buy a mattress, to buy clothes to wear, to buy food to eat when I am hungry, to pay school fees, to buy plates and saucepans.”

Loucho Alice, an older woman from Napak

Between 2015 and 2018, HelpAge supported older people's associations in Uganda, Mozambique, Kenya and Zanzibar to amplify older

people's voices through 'older citizen monitoring' of social protection policies. Older people's leaders were trained to inform older people about social pensions, registering, lodging complaints, and advocating for policy change and improvements.

One of the key problems they found was the distance recipients had to travel to pay points, with one in four people travelling four to six kilometres.

“When we first received the payments, it was only at the sub-county centre, which is very far away. So, we went back and reported that and more pay points have been created.”

Aber Helen Uma

Below: Loucho Alice, a visually impaired woman from Uganda, sorts through seeds with her grandchildren.



Ben Small/HelpAge International

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

As people age, their health and care needs are likely to become increasingly complex and will differ for older women and men. This year our work ensured that almost a quarter of a million women and men received better healthcare, and that 10 million benefited from new or revised government health and care policies.

Influencing policy on ageing and health

This year we continued providing evidence to influence policies on older people's right to health and access to universal health coverage. HelpAge reframed its *Global Age Watch Index* as *Global AgeWatch Insights* and published *The right to health for older people, the right to be counted*, in partnership with AARP. The report presented data and analysis on the changing demographic, epidemiological and health system demands confronting health policy makers, and the influence of gender on ageing (how women outlive men in most countries, the varying prevalence of different health conditions according to gender, and the consequences of gender discrimination against older people). Launched in Colombia, Kenya, Myanmar, Pakistan, Serbia and the USA, the report equipped staff and network members to influence key policy moments, including the UN High Level Meeting on Universal Health Care in September 2019, the implementation of Agenda 2030, and the achievement of the SDG's promise of “health for all at all ages”.

HelpAge continued to work with the World Health Organization (WHO) on guidelines and training to implement the Integrated Care for Older People (ICOP) initiative, and worked to realise the Global Strategy and Action Plan on Ageing by supporting WHO partnerships in Pakistan and Chile. We also supported work towards WHO's Decade of Healthy Ageing, due to launch in 2020.

HelpAge and network members successfully advocated for older people, ageing and gender issues to be recognised in the UN High Level Meeting on Non-communicable Diseases (NCDs) in September. The final declaration set an important precedent, explicitly acknowledging the relationship between NCDs and ageing, and committing to act to enable health and care systems to respond to demographic change.



In the past year:

240,000 older people in 17 countries received better health and care services or support.

6 more countries were reached by our work than in 2017/18.

900,000 older people were newly able to access existing health and care services.

45,000 older women and men in 11 countries were supported and protected in humanitarian crises.

Providing health and home care

Our health and care projects in Asia this year directly benefited 66,745 older people across nine countries. HelpAge India launched a three-year home care services pilot for older people with long-term care needs – in total, 820 caregivers received training to provide 1,752 older people with at least 2,460 care visits a week.

Our work reached more than 24,000 people in Pakistan with health services including eye care, mobility aids and disability rehabilitation, psychosocial support, nutrition counselling, and other primary healthcare services. And in Tanzania, 52 new Active Ageing Groups were formed, involving older people and youth, focused on addressing NCDs and long-term care needs.

In Kyrgyzstan, Diabetes Outreach Groups supported by HelpAge and partners enabled 1,100 diabetes patients to be screened, supported and referred for diabetes, while partners including Resource Centre for Elderly, ADRA-Kyrgyzstan and HelpAge Kyrgyzstan conducted 421 training sessions and discussions for 2,200 community members and patients with diabetes. And in Moldova, an active ageing project funded by the Swiss Red Cross reached 1,640 older women and men through health visits, social participation activities, fundraising and advocacy.

Strengthening health systems

This year, in collaboration with the Asian Development Bank, HelpAge provided technical assistance to governments for the development of draft strategic plans on long-term care in Indonesia, Mongolia, Sri Lanka, Tonga and Vietnam. And in Myanmar, HelpAge supported the formation of a dedicated Non-Communicable Disease Unit within the Ministry of Health and Sports, and strengthened collaboration with universities focused on health and medicine. This led to 515 healthcare providers and 5,215 basic health staff being trained on non-communicable disease interventions, benefitting 221,460 older people. The government has since initiated 1,700 NCD clinics in the country.

“The family is the main caregiver and provider of palliative care. It is a responsibility that the state has almost completely delegated to the family.”

Colombia, group discussion



Jonas Wresch/Age International

Jorge Enrique receives health care support, as his family can no longer afford to pay the transport costs to take him to the nearest medical facility.

Influencing policy and services

Over 10 million older people across seven countries benefited from new or revised government health and care policies as a result of HelpAge's work with partners this year, while ongoing work in Asia with the World Bank to build national plans for long-term and palliative care enabled us to engage with organisations working on assistive technology, and to promote learning on delivering independence for older people with a disability.

Meanwhile, in Colombia, 400 older people had their voices heard at a public meeting of Congress after HelpAge supported and participated in the Age Demands Action campaign organised by Red Coenve, alongside municipal authorities and the International Federation of Adapted Physical Activity.

Building evidence on older people's health

This year HelpAge published its *Older people's perceptions of health and wellbeing in rapidly ageing low- and middle-income countries* report, based on data collected using our “health outcome tool”. The tool was used to gather data from over 3,000 older women (55 per cent) and men (45 per cent) between 2014 and 2017 in nine low- and middle-income countries across Africa, Asia and Latin America. The report highlighted how particular groups of older people are being left behind, including the oldest, those in rural areas, those with the lowest levels of education, and those least able to meet their basic needs. It found that older people who face the most significant barriers to accessing health services also struggle to access care and support, and to engage in self-care – leaving them to rate their health, wellbeing and functional ability as “poor”. The report provided a basis for recommendations to governments and service providers on how to include the most vulnerable or marginalised older women and men.

“Usually an old person has to put up with the way they are cared for.”

Russian woman, 65

Supporting health in crises

This year we supported older people's health in humanitarian crises in South Sudan, Indonesia, Philippines, Syria and Malawi using information self-reported by older people on their health conditions and access to health and care services. And in Tanzania, HelpAge initiatives in refugee camps for Burundian refugees run by the United Nations High Commissioner for Refugees (UNHCR) supported community rehabilitation and outreach programmes, helping to rebuild older people's independence.

HelpAge supported a total of 24,219 older people forcibly displaced from Myanmar to Bangladesh, providing access to eye care, mobility aids, rehabilitation, psychosocial support, nutrition advice and other primary healthcare services. And in Jordan, in-depth profiles of older Syrian refugees and host community members compiled by HelpAge that highlighted health as a critical need were used to advocate for improved access to health and care for older people.

"To see a doctor, you need to go to other cities. Older people cannot do this since it is expensive or not possible due to poor health. I constantly talk about these problems with representatives of international humanitarian organisations."

Grigoriy, Ukraine

In Ukraine we delivered assistance to conflict-affected older women and men in Donetsk and Luhansk through home-based care activities, including the provision of assistive devices, hygiene kits and sanitary pads – all of which were especially vital to older people isolated from services, and those with limited mobility.

In Lebanon, HelpAge and Amel Association International, Imam Sadr Foundation, Makassed Foundation and the YMCA Lebanon continued to support chronically ill older Syrian refugees and host community members, reaching 3,479 people with detection and management of hypertension and diabetes, and psycho-social support. And in September, HelpAge helped Indonesian partner Yakkum Emergency Unit to provide outreach services to register older people for assistance and to provide essential items and basic health services following the devastating tsunami and landslide that killed 4,340 people and displaced 170,000 others in central Sulawesi.



Strengthening older people's eye care services, Ethiopia

In Ethiopia, network member TESFA collaborated with organisations including HelpAge Ethiopia to secure grants to provide eye care to older people.

“Nothing is above eye [health], I couldn't see and work for the last 15 years but now a new light shines on my life. I haven't any word to express my gratitude.”

Fatie Yesuf from Addis Ababa

“Thanks for you, my life has transformed from dark to the light. I can follow and care for my daughters who have a serious cognitive problem.”

Fatuma Mohammed from Addis Ababa

TESFA mobilised OPAs and other community-based groups using phone calls, meetings, and outreach at religious gatherings to raise awareness and initiate community engagement. TESFA also engaged with officials from the Ministry of Labour and Social Affairs (MOLSA) and other governmental agencies to encourage them to spread the word about the eye care services.

As a result of this outreach work, 311 older people received major cataract surgery, 183 underwent minor surgery, over 500 received eye medication, and 350 were given spectacles.

Below: An older man receives an eye test in Ethiopia.



Anteneh Teshome/HelpAge International

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

This year our work to ensure the safety, security and freedom from discrimination, violence, abuse and neglect for older women and men – especially during humanitarian crises – reached 420,000 older people with information about their legal rights and services, and supported over 600,000 older people through humanitarian aid and disaster preparedness initiatives.

In the past year:



515,000 people, including 95,000 older people, received humanitarian aid in 16 countries.

93,000 people across 13 countries learned how to prepare for humanitarian crises.

1 new national policy was introduced in Sri Lanka to protect older people from violence and abuse.

150 partners in 9 countries enabled over 420,000 older people to access information about the law and support services relating to violence and abuse.

Reaching older people in crises

This year we introduced a new approach to placing the protection of older people at the heart of our humanitarian response, strengthening our “rapid needs assessment for older people” to help better understand the situation facing older people during the onset of humanitarian crises. Assessments made using the strengthened criteria in Indonesia, the Philippines, South Sudan and Syria revealed that on average, 30–50 per cent of older men and women were living with disability and had limited or no access to assistive devices.

Preparing for emergencies

HelpAge developed a new and inclusive disaster risk management strategy for its work in the Asia-Pacific region this year. A study in Bangladesh, Cambodia, India, Indonesia, Myanmar, Nepal, Pakistan, the Philippines, Sri Lanka, Thailand and Vietnam evaluated existing policies and practices on inclusion of data on older people in disaster preparedness and humanitarian response planning, and revealed that older people are inadequately included in data collection. This prompted the development of stronger outreach and home-based care services, and links with other agencies to source and supply assistive aids in the wake of emergencies.

In Bangladesh and Nepal we focussed on age-inclusive, community-based disaster risk reduction initiatives to help communities better withstand recurring natural disasters. Through 80 older people-inclusive Community Disaster Management Committees and eight Union Disaster Management Committees in Bangladesh, and 14 Older People Associations and 14 Local Disaster Risk Management Committees in Nepal, risk-reduction plans were strengthened or created, addressing needs such as early warning systems, search and rescue, and first aid. As part of this, around 3,000 older people benefited from grants to ensure their livelihoods are as strong as possible to withstand disaster.

Responding to crises

Our largest humanitarian response this year was to the unprecedented movement of people from Myanmar to Bangladesh, where HelpAge extended humanitarian support to around 22,000 forcibly displaced Myanmar nationals. Also in Myanmar, heavy rains in July and August flooded much of the country, affecting many older people. In collaboration with the Karen Baptist Convention, HelpAge provided emergency relief to 2,025 flood-affected households through funding for rapid response from the Start Network – 42 aid agencies aiming to deliver more effective emergency aid.

In Ethiopia, South Sudan and Uganda, HelpAge and local partners – Ethiopia Elderly and Pensioners National Association, South Sudan Older People's Organization and Uganda Reach the Aged Association – spearheaded activities in camps for South Sudanese refugees and in host communities to enable more than 3,000 older people to access legal aid and rights information, and nearly 2,000 people to access legal aid services.



Daw Aye Byine, who receives a disability allowance due to her leprosy, stands in her home.

Following floods and landslides in Sri Lanka, food and hygiene kits including mosquito nets and towels were provided to 2,800 people, including 700 older people and their families. More than 600 people benefitted from outreach health camps and 1,074 people benefited from our hygiene and health awareness programme.

“We older people feel the consequences of the conflict more because we are the first to be forgotten. We helped build this village, most of us were born, grew up and worked here, and now nobody remembers that.”

Neopolitio, Colombia

Influencing global humanitarian policy

This year HelpAge significantly stepped up its advocacy work to strengthen international humanitarian policy. We mapped key stakeholders at global and regional levels and strengthened relationships with bodies such as the UN Office for the Coordination of Humanitarian Affairs (OCHA) and the Inter Agency Standing Committee for Coordination of Humanitarian affairs (IASC). Through this, we successfully advocated for the inclusion of specific references to older refugees in the *Global Compact on Refugees* as well as influencing the resolution of the Economic and Social Council (ECOSOC) Humanitarian Affairs Segment, which this year included older people for the first time.

We also continued to highlight how ageing, gender and disability can combine to diminish a person's wellbeing, using research, blogs, films, photo stories, and targeted participation in key events such as the

Global Disability Summit, and events such as International Day of Older Persons, World Health Day and World Humanitarian Day.

This year, in collaboration with consortia partners including CBM (the overseas disability charity) and Handicap International, HelpAge worked on the Humanitarian Inclusion Standards and formally joined forces with the Humanitarian Standards Partnership within Sphere,⁸ opening up new opportunities to strengthen inclusion messaging across the global humanitarian sector and training staff in the use of the standards in Bangladesh, Ethiopia, Indonesia, Mozambique, Myanmar and Tanzania.

In Jordan, a distance-learning digital platform was established to enable remote, inclusive humanitarian responses in hard-to-reach areas in Lebanon, Turkey, Iraq, Syria, and Yemen. The platform (www.helpagejordan.org) includes guidance on age and its impact when intersecting with other characteristics (such as gender or disability) in humanitarian crises.

In Africa, HelpAge influenced partners such as the Afro-Canadian Evangelist Mission (ACEM), the Food Security Cluster, the Norwegian Refugee Council, the Protection Strategic Advisory Group and WASH Strategic Advisory Group in South Sudan to mainstream age and disability inclusion into humanitarian practice. And in collaboration with the Mexican National Commission for Human Rights, HelpAge facilitated a workshop in Mexico with 215 participants from government, civil society organisations and academic institutions on older people's inclusion in disaster risk reduction plans.

We also advocated for older people's inclusion in disaster risk reduction plans in Central America through technical input to a Central American Regional Workshop, where we shared best practices and supported the participation of Aging with Dignity network members. The meeting started to build an inclusive action plan to fulfil global and regional disaster risk management frameworks, including milestones and specific goals for monitoring the inclusion of children, older people, and people with disabilities.

“It is important that older people are involved in DRR [Disaster Risk Reduction] work because we are the ones that spend a lot of time in the village. Younger people are busy with their lives and leave for work, so we are the ones who can warn the community.”

Boonpeng, 75, Thailand

⁸ Sphere is a worldwide community which brings together practitioners to improve the quality and accountability of humanitarian assistance through the application of agreed standards in humanitarian response. 'Sphere standards' have become a primary reference tool for humanitarian actors worldwide.

Tackling violence and abuse

In Tanzania, HelpAge worked with Burundian refugees in Nduta and Mtendeli camps, building the capacity and motivation of 3,200 community leaders to end the tolerance of sexual and gender-based violence (SGBV). Also in Tanzania, HelpAge worked with relevant ministries and other stakeholders to develop a government complaints, reporting and feedback strategy to help monitor abuse such as the killing of older people on suspicion of witchcraft. HelpAge co-ordinated stakeholder meetings, supported the development of the strategy and helped communicate its aims through the distribution of awareness-raising materials.

Meanwhile, in Kyrgyzstan, 16 groups of activists young and old were established to address gender-based violence, and enable communication and intergenerational learning. This was part of our overall aim to provide people with greater awareness of the services and legal provisions related to gender-based violence. Through a number of community outreach activities, including public lectures at schools, a total of 2,279 older people, youth, women and men, girls and boys were reached to improve their understanding of negative consequences of gender-based violence and what to do when such violence occurs. All participants, including 105 older people (women 61, men 44) were equipped with the tools and legal knowledge to deal with instances of violence in their communities. HelpAge's advocacy work in Kyrgyzstan also led to the adoption of the country's Domestic Violence Law, which came fully into force in January 2019.

In Moldova we continued to implement two national and community-level projects to combat gender and age-based violence and abuse. Almost 800 people in eight communities were directly reached, with the

wider community also informed through TV and social media. Staff from the National Referral System, Centre for Assistance and Protection, journalists and university lecturers attended capacity building sessions on age and gender-based violence, assistance and protection services, and case management and monitoring.

"We should have access to awareness-building campaigns so that we can identify the symptoms of violence, abuse and neglect and can raise our voice against it."
Anonymous, 70, Nepal



Protecting older people in conflict situations, Ukraine

In Ukraine, older women and men continue to be one of the most vulnerable groups affected by the protracted conflict in the east of the country. This year we continued our humanitarian support to 8,000 older people in 89 communities in the region, providing direct, community-based protection services such as psychosocial support through community groups and peer-to-peer support, provision of home-based care, and assistive aids.

“I got to know about the beginning of HelpAge activities [and] a light of hope was lit in my heart. [I thought:] ‘Maybe someone will come to [visit] me’. To be honest, there was not much hope. It is unsafe here, explosions are heard constantly. I live on the outskirts of the village, and you seldom see people here.

“[I received] everything that I needed, and most importantly the attention of someone who visits me despite the weather or instability outside... I feel calmer and protected with the support from HelpAge International.”

Ekaterina Fedoseevna, 81

Below: A community worker provides home care support to an older woman in Ukraine.



Phillip Sheppard/LSHTM

“My voice is heard”

This year we continued to work directly with older people to advocate for a UN convention on the rights of older people, support the global Age Demands Action (ADA) campaign calling for action on ageism, and to engage with Agenda 2030 and the SDGs as a framework enabling older people to hold governments to account. In collaboration with older people we gathered evidence on older people's daily experiences, and shared that evidence with those with the power to improve people's lives.

In the past year:



15,000 older people's associations in 18 countries monitored delivery of social pensions, health services and other entitlements.

49,491 people (43,201 of which were older people) participated in Age Demands Action campaigns.

Raising voices for a UN convention

In advance of the ninth meeting of the Open-Ended Working Group on Ageing (OEWG), HelpAge offices, network members and ADA campaigners consulted with older people and submitted recommendations on a new UN convention on the rights of older people. This activity not only influenced the official documentation prepared by the UN secretariat for the meetings – and the chair's report from this year's OEWG meeting – it also supported the direct participation of older spokespersons from low- and middle-income countries in the OEWG itself.

Civil society engagement

Civil society's engagement in the debate on older people's rights continued to grow. Ten network members were accredited to the OEWG in their own right and made submissions in 2018. One member, Dis-moi, has since played a key role in securing the support of the Government of Mauritius for a convention. By 2019, in preparation for the 10th OEWG, 22 network members and partners had successfully accredited their organisations to the working group, bringing the number of network members and partners who can now officially participate in the process to 50.

Ageing in the UN spotlight

Attention to older people's rights within the UN human rights system continued to rise this year. HelpAge successfully advocated for a discussion at the Human Rights Council on the rights of older people, scheduled for the summer of 2019. HelpAge met the UN High Commissioner for Human Rights and submitted evidence from our programmes to consultations conducted by the Office of the High Commissioner for Human Rights, the Special Rapporteur on the rights of persons with disabilities, and the Independent Expert on the full enjoyment of rights by older persons.

ADA amplifies campaign voices

Age Demands Action (ADA) provides older people with access to a campaign platform for action on their rights and entitlements. This year, ADA's calls to action focused on older people's health and rights, developing toolkits and social media resources, and implementing a small grants scheme to support older people to participate in local actions as part of global campaign calls.

In Rwanda this resulted in a national elderly policy getting underway, with older people and network member NSINDAGIZA becoming part of the process. Meanwhile, in Lesotho, a reduction in the qualifying age for the social pension fell from 70 to 65 years, and in Mongolia, following a new law on older people enacted in 2017, the Ministry Of Labour and Social Protection set up a working group to draft a National Programme on Development and Protection of Older Persons. Sri Lanka saw a promise to give a 50 per cent discount to older people on public transport, while in Tajikistan there was a promise to form a working group to create a national strategy for older people.

“My proudest moment was when Uganda passed a number of policies. These included the National Council for Older Persons Act (2013). I was so proud as I participated in the whole process and development of these policies.”
Margaret, 76, Uganda

Stepping-up SDG engagement

This year was the first full year of HelpAge's pilot Sustainable Development Goals (SDGs) programme with partners in eight countries – Cambodia, Costa Rica, The Gambia, Jordan, Kenya, Pakistan, Rwanda and Serbia – all of whom began agreed action plans for engaging nationally with the SDGs. Pilot country members organised events and undertook research.

For example, the Red Cross of Serbia produced evidence on the social inclusion of older people to present to the Serbian government's Council for Ageing, and NSINDAGIZA in Rwanda strengthened links with the Ministry of Local Government and Social Protection and was invited to provide input to Rwanda's national social protection policy.

HelpAge Pakistan established a Policy Advocacy Group comprising retired civil servants to engage with the government on specific policy objectives, and HelpAge Cambodia engaged with the Ministry of Planning and the Cambodian Cooperation Committees to understand the current status of SDGs and entry points for their advocacy. AGECO in Costa Rica conducted 24 workshops around the country with older people to build understanding of how the SDGs relate to them, with a particular focus on disaster risk reduction. As a result, AGECO reached an agreement with the National Emergency Commission to include older people in all regional emergency committees.

Building understanding of ageism

This year HelpAge launched a programme to build staff and network capacity to engage proactively with policy makers to counteract ageism and to ensure that our work is informed by the experiences of older people. In March we supported focus group discussions in Serbia, Costa Rica, Pakistan and The Gambia to explore older people's experiences and perceptions of ageing and ageism, and in collaboration with WHO we mapped key stakeholders to influence and engage in future work on ageism, including through the proposed Decade on Healthy Ageing.

"[Equality is] to access employment, to learn, develop oneself, run a business, [access] financial services such as loans and to have these and enjoy human rights equally."

Anonymous, 59, Mongolia

Including older people in data

This year we had success in the drive to improve data on ageing and older people. The first official meeting of the Titchfield Group on Ageing and Age-Disaggregated Data, of which HelpAge was a co-founder, took place in June 2018. Our engagement with the Inter-Agency Expert Group on the SDGs (IAEG-SDGs) this year bore fruit, with the IAEG-SDGs agreeing to perform policy priority-led disaggregation and inviting us to provide advice on priority policy areas and related SDG indicators for older persons. We subsequently coordinated a consultation jointly with the UN Department of Economic and Social Affairs (UNDESA) among civil society and Titchfield City Group members, and our submission formed part of a background document for the UN Statistical Commission.



Ben Small/HelpAge International

Ojao is a social pension recipient in Uganda who uses the money to feed his children and send them to school.

Needs of older urban dwellers

Older people's needs in urban areas are complex, which means they are often marginalised and unable to access services and participate in society. Working with HelpAge global network members in India (HelpAge India) and Kenya (KARIKA), this year we launched an initiative, supported by the World Bank, to collect information on the role of location, transport (including how 'walkable' an area is), fear of crime etc, on older people's exclusion and marginalisation from services, and social participation. The findings will be used to work with older people to create specific, relevant requests of policy makers and local agencies to improve older people's experiences of urban life.

National and regional work to amplify older people's voice

Stronger voices through older people's associations

Much of our work on strengthening older people's voices is done through older people's associations (OPAs). This year in Asia alone we worked through 1,652 groups with 154,337 members in 10 countries.

The role of OPAs was scaled up in many countries this year – for example, in Myanmar, as part of its flagship National Social Protection Strategic Plan, the government adopted HelpAge's Inclusive Self-Help Clubs (ISHCs) – one model of OPA through which older people and other vulnerable groups receive social protection services and are included in community activities. This year, around 7,650 older people were supported through ISHCs. In Vietnam, HelpAge provided financial and technical support for the roll out of ISHCs for at least 121 groups in the country.

In Africa, HelpAge continued to build the capacity of OPAs as a sustainable structure for older people to exercise their voices in claiming rights to entitlements. This year, efforts were stepped up to strengthen the formation of national ageing networks in The Gambia, Tanzania, Rwanda and Kenya. In Tanzania, HelpAge worked with the government to facilitate recognition of OPAs and their networks in national and provincial legal frameworks, resulting in the government committing all provincial authorities to ensuring older people's structures are established in all district councils.

International Day of Older Persons (IDOP) 2018

We mobilised campaigners in 44 countries on the International Day of Older Persons (1 October), presenting their testimonies on our *'Untold Stories'* webpage. In Asia, around 13,500 older people joined events across 11 countries to mark the day, while in Bangladesh, OPA leaders raised their voices to demand the implementation of the national policy on ageing, adoption of a universal social pension, and a UN convention. And in Colombia, the voices of 500 older people were heard in the Colombian Congress, where network member Red Coenve asked the government to ratify the Inter-American Convention on Protecting the Human Rights of Older Persons.

"I met many decision makers in my years of campaigning. In these meetings, we got their commitment to support a convention on older people's rights. They promised to advocate on our behalf and represent the older people of Slovenia on this matter at the international level."

Jozica Puhar, Slovenia (retired)

Harnessing media and national and local platforms

In Jordan this year, HelpAge and its network members raised the voices of older people through securing significant media attention for HelpAge's statement and recommendations on social protection for older women in preparation for the 63rd session of Commission on the Status of Women. Network member Solidarity Is Global (SIGI) raised awareness on violence against older women through publishing articles in Jordan and in the UK, highlighting HelpAge policy statements to mark the International Day for the Elimination of Violence against Women on 25 November.

The 24-member Platform for Active Ageing, run by HelpAge, continued to provide the largest platform for policy and advocacy on the needs of older people in Moldova. This year the Platform responded to policies on pension reform, mandatory health insurance and the National Strategy and Action Plan for Prevention of Non-communicable Diseases, 2016–2020. Our advocacy efforts and technical support led to the adoption and development of the second phase of the National Plan on Implementing Active Ageing Perspectives (2018–2021) that will mainstream ageing into public policies.



Intergenerational self-help clubs improve older people's wellbeing, Vietnam

Intergenerational Self-Help Clubs in Vietnam are community- and older people-led organisations that work to improve the wellbeing of their members and communities by engaging with local authorities to raise the voice of older people.

HelpAge helped establish 60 Intergenerational Self-Help Clubs in nine provinces in Vietnam using funding from the Korea International Cooperation Agency. A total of 3,272 members and 1,372 people received microcredit from the clubs to invest in income-generating activities. A year after joining the clubs, the average annual income of the members increased by 6.7 per cent. Moreover, 10,175 people benefited from healthcare services

provided by the clubs, such as improved self-care knowledge and skills, health check-ups, and physical exercise.

“Thanks to practicing physical exercise regularly at the [self-help club], my health is greatly improved. Before the [self-help club], not many villagers practiced exercise or played sports. Now, we cannot stand to miss even one day.”

Tran Thi Lan

“I’ve applied farming technique that I learnt at the [self-help club]. The result is amazing, my chickens are healthy and active.”

Le Thi He

Below: Truong’s livelihood was strengthened by support from his local self-help club.



Brayden Howie/HelpAge International

Gender and disability inclusion

This year we made significant strides towards integrating gender and disability inclusion across all our work to promote the wellbeing and inclusion of older men and women, recognising the different ways in which older women and men, and those with disability, experience ageing.

Progress on gender and ageing

Our understanding of how gender and ageing intersect deepened through a research partnership with the University of Warwick and the publishing of our report, *Transforming gender relations in an ageing world: a policy discussion paper*. We also strengthened our partnerships for wider policy influencing on ageing and gender, including through our engagement with the 63rd Commission on the Status of Women,

held in March 2019. Through a HelpAge statement, endorsed by 75 network members and partners, we contributed to a negotiated outcome document recognising the rights of older women to social protection and providing a basis for future gender-sensitive advocacy on social protection at global and regional levels.

Promoting inclusive sex, age and disability data

This year, HelpAge promoted inclusive sex, age and disability disaggregated data (SADDD) across its work, including through the Inclusive Data Charter, to continue removing barriers to inclusion and promote full participation of older men and women. In our humanitarian response work, this year we ensured



Ben Small/HelpAge International

Daw Than is supported in her daily life by her village development committee's homecare services.

that data collected through our rapid needs assessments for older people in Indonesia, South Sudan, Philippines, Syria and Indonesia was SADDD. It revealed that on average, 30–50 per cent of older people were living with disability and had limited or no access to assistive devices – findings that were used to tailor responses to the differing needs of older men and women.

Global influencing on ageing and disability

This year we focused on countering the invisibility of older women and men, particularly those with disabilities, in mainstream development policies and programmes and in humanitarian responses. We developed key publications to support and provide evidence for this work, including a joint research report with the London School of Hygiene and Tropical Medicine, *Missing millions: how older people with disabilities are excluded from humanitarian response*. We also created a film on older people with disabilities in humanitarian settings with network member Uganda Reach Aged.

At the first ever Global Disability Summit in July 2018, HelpAge International and Age International helped to design and plan key sessions on humanitarian responses and the “leave no-one behind” agenda, raising awareness of the need to address disability across the life course. Following this, HelpAge signed the DFID Disability Charter for Change and set out its own disability-focused commitments, now referenced in DFID’s Disability Strategy 2018, with a workplan for inclusion of all people with disability.

This year we delivered several global influencing papers focusing on older people with disability to the Conference on the Elimination of Discrimination Against Women, and a submission to the UN Special Rapporteur on the Rights of Persons with Disabilities. And through our engagement with WHO’s Global Cooperation on Assistive Technology (GATE) initiative (to help governments improve access to assistive technology as a part of universal health coverage), and At Scale 2030 (a global partnership aiming to improve access to assistive technology in order to achieve universal health coverage and the SDGs), HelpAge promoted growing interest in accessing assistive technology for all by ensuring older people are well recognised in the planning of these global initiatives.

“Older women with disabilities regularly face a rude attitude in hospitals, clinics, on transport... Society shows indifference to them. They often become victims of manipulation and discrimination.”

Anonymous, 65, Kyrgyzstan

Humanitarian Inclusion Standards

In 2018 we became a member of the Humanitarian Standards Partnership within Sphere – a worldwide community dedicated to improving humanitarian assistance. This year we fully adopted the Humanitarian Inclusion Standards (HIS) and held HIS training for staff and partners in Bangladesh, Ethiopia, Jordan, Lebanon, Mozambique, Pakistan, Tanzania and Ukraine.

Strengthening gender and disability inclusion

HelpAge collaborated with the United Nations Population Fund (UNFPA) in Asia during the 16 Days of Activism campaign and featured issues facing older women in HelpAge India’s report on elder abuse. And in Myanmar, HelpAge, together with the Disabled People’s Organisation and the Karen Baptist Convention, enhanced the participation and inclusion of people with disabilities and their households in communities through its Inclusive Social Protection and Livelihoods project. HelpAge is now a member of the Myanmar National Committee on Disabilities, tasked with developing an action plan to support all national policies.

In Africa, through our AFFORD II Programme, HelpAge supported gender analysis studies in Ethiopia, Malawi, Mozambique and Tanzania to better inform future programme design. HelpAge also supported digital storytelling training for staff, network members and other stakeholders, as part of which older women and men produced short videos to tell their own stories. This helped ensure that older women were given an opportunity to voice the changes that have affected them and their communities.

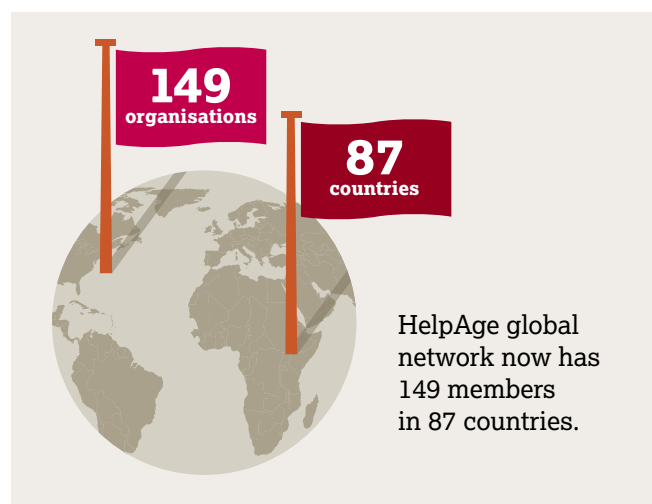
In Latin America and the Caribbean, our communications focused on older women, sharing key advocacy messages on gender inequality, and guidance to improve the advocacy skills of our network members and partners on gender inclusion. We shared personal stories of women who have been empowered by access to social protection and convened a workshop in Mexico on gender, ageing and the role of civil society organisations within the framework of the Inter-American Convention on Protecting the Human Rights of Older Persons.

“Older women’s dignity and integrity must be maintained throughout the course of their life.”

Anonymous, 51, Zimbabwe

HelpAge global network

This year we strengthened our outreach and impact by welcoming 14 new members, taking the combined strength of our global network to 149 organisations in 87 countries, creating a truly global movement for change.



Bringing the network together

Throughout the year HelpAge brought the network together through face-to-face workshops and conferences, and the development of a knowledge platform to enable members to share and access resources and knowledge on issues such as health and care, social protection, disability and gender.

In October we organised the HelpAge Asia Pacific Regional Conference in Tehran on “Family, community and state in ageing society”, co-hosted by the Government of Iran and the United Nations Population Fund, and involving network members, governments, civil society organisations and academics from 21 countries.

One network member, the Red Cross of Serbia, organised an international conference on “Taking action on social inclusion of older people in the Western Balkans”, with support from HelpAge and network members from Albania and Bosnia Herzegovina.

Technical training and support

This year we provided training and technical support to members on activities ranging from resource development and inclusive disaster risk response, to emergency response, long-term care, and advocacy.

Resource development work in Asia, co-facilitated by HelpAge India and Age International, helped set out a detailed resource development strategy, and in Latin America we supported the Central American sub-regional network, Ageing with Dignity, to design a resource development strategy and carried out training in resource development for the Andean sub regional Network.

In Haiti, Dominica and Puerto Rico, 22 organisations were trained in humanitarian capacity, preparedness and response. Technical support was also provided to 13 Haitian organisations to set up a local support network, which we hope will lead to the establishment of a local Caribbean Emergency Preparedness Network (CEPN) for Caribbean countries at high-to-medium risk of disaster.

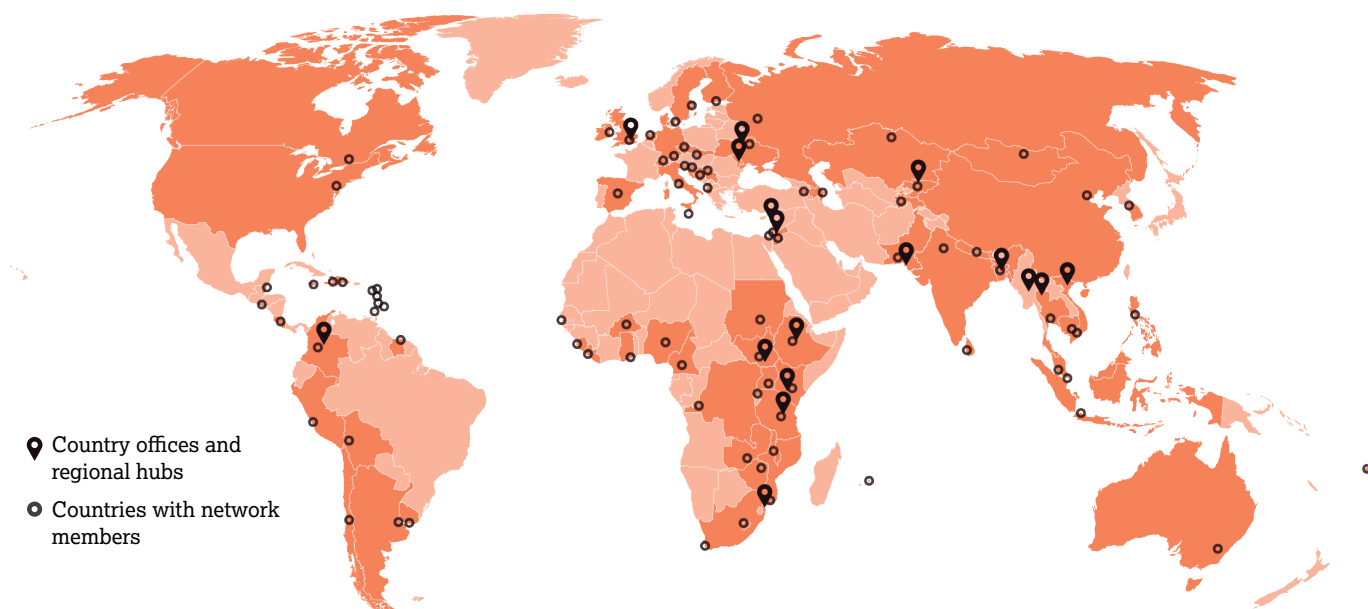
In Malawi, reflecting our commitment to raise the voice of older people and local organisations in humanitarian crises, we continued to provide technical support to network member MANEPO. In line with our localisation commitments, MANEPO was helped to lead a consortium of NGOs, including GOAL and Islamic Relief, to support older people in accessing basic emergency services following Cyclone Idai.

Strengthening network advocacy

Globally, network members and partners were supported with key information and technical expertise around three joint global advocacy goals: a UN convention on the rights of older people; Agenda 2030 and the commitment to Leave No One Behind; and the Campaign Against Ageism.

We also continued to provide guidance and technical support to help members engage with the UN Open-ended Working Group on Ageing, and in 2018 published two reports based on consultations with older people, *Freedom to decide for ourselves* and *Living not just surviving*, both of which helped members and partners influence governments to support a UN convention.

HelpAge, network members and other civil society actors worked to influence policy. For example, in Latin America we coordinated joint research with six network members – Isalud (Argentina), Fundación Horizontes (Bolivia), Oportunidad Mayor (Chile), AGECCO (Costa Rica), CORDES (El Salvador), and AUDAAG (Uruguay) – on the role of civil society in the ratification of the Inter-American Convention on Protecting the Human Rights of Older Persons. We also established a partnership with Association Nos Annees de Vie (ANEVIE) in Togo – the resulting ANEVIE situational analysis of older people in Togo will be used for local and national level advocacy.



This year we formalised our partnership with the Africa Disability Alliance to undertake joint advocacy initiatives, including ratification of the African Union Protocol on Older Persons, and supported our member, Resource Centre for the Elderly in Kyrgyzstan, to promote the National Programme for Improving the Quality of Life of Older Persons 2018–2028.

Strengthening national platforms and sub-regional networks

In Bangladesh, with the support of the government, HelpAge and Palli Karma-Sahayak Foundation launched the Platform for Population Ageing to influence policy and debate on older people's issues. And in Vietnam, HelpAge strengthened relationships with the Vietnam National Committee on Ageing, the highest governmental body in charge of coordinating resources for ageing, and signed an agreement with the Vietnam Association of the Elderly and UNFPA to share information, resources and implement joint advocacy initiatives. HelpAge also supported establishment of national platforms on ageing in Cambodia and Thailand – bringing together stakeholders in the two countries to advocate for the rights of older people.

In Southern Africa we continued to support the sub-regional Southern Africa Regional Age Network (SARAN) to develop, implement and strengthen governance, operational and communications structures. SARAN members influenced their respective governments on the AU Protocol on the Rights of Older Persons – as a result, the Ministry of Foreign Affairs in Zambia set up a national committee to facilitate the process of ratifying and signing the protocol. And across Latin America we provided training and technical support for three sub-regional networks – the Ageing with Dignity Network, the South Subregional Network, and the Andean Network of Older People.

In Kyrgyzstan we supported Age Net International, the national platform for ageing, to develop *Road Map 2018–2027* – a guide to advocating for a UN convention through its 51 members in 10 countries in Central Asia and Eastern Europe.

Developing wider networking initiatives

Work was also done on our broader network building. In Pakistan, HelpAge provided technical assistance to Concern, International Rescue Committee, Agency for Technical Cooperation and Development, government disaster management authorities in Khyber Pakhtunkhwa, and a number of national organisations on inclusion of older people and persons with disabilities in their policy and practice.

Meanwhile, in Ukraine, HelpAge continued to chair the Age and Disability Technical working group – a platform to influence the humanitarian response to the Ukraine crisis. To date, 50 organisations have been sensitised on the rights and needs of older people in emergencies.

In Jordan, HelpAge provided capacity strengthening support to 75 organisations from local, national and international agencies on issues related to older people. While in Mexico, the HelpAge LAC secretariat has established a partnership with the Human Rights Commission of Mexico to jointly collaborate on a series of seminars related to ageing and the rights of older people in Mexico. Three seminars were carried out this year focusing on gender, sexual diversity in ageing, and older people's inclusion in humanitarian response.

Our global network members

Europe

Age International
Beauty of Help Foundation
("Nadace Krása Pomoci"
in Czech)
Caritas Malta
Centre for Policy on Ageing
Croatian Red Cross Society
of Red Cross of The City
of Valpovo
DaneAge
Dorcas
HelpAge International España
HelpAge Italia
Kwa Wazee Switzerland
Pensionärernas
Riksorganisation, PRO and
PRO Global
Slovenska filantropija/
Slovene Philanthropy
Valli
WorldGranny
Zivot 90

North America

AARP
HelpAge Canada
HelpAge USA

Asia

Ageing China Development
Centre (ACDC)
Ageing Nepal
Bangladesh Association of
Aged and Institute of Geriatric
Medicine (BAAIGM)
Bangladesh Women's Health
Coalition (BWHC)
Center for Ageing Support
and Community Development
(CASCD)
Centre for Human Rights
and Development
China National Committee
on Ageing (CNCA)
Coalition of Services of the
Elderly (COSE)
Council on the Ageing (COTA)
Dhaka Ahsania Mission
Faculty of Nursing,
Chiang Mai University
Fiji Council of Social Services
(FCOSS)
Foundation for Older People's
Development (FOPDEV)
Gramin Vikas Vigyan Samiti
(GRAVIS)
HelpAge Cambodia
HelpAge India
HelpAge Korea
HelpAge Sri Lanka
Helping Hand Hong Kong
Help Without Frontiers
Thailand Foundation (HWFTH)
Instituto de Acção Social

Mongolian Association
of Elderly People (MEAP)
National Council for
the Senior Citizens
Organisations of Malaysia
National Senior Citizen
Federation (NASCIF)
Nepal Participatory Action
Network (NEPAN)
Office of Seniors Interests
Pakistan Medico International
Resource Integration Centre
(RIC)
Senior Citizens' Association
of Thailand
Senior Citizens' Council
of Thailand
Society of Women's Initiative
for Ageing Successfully
(WINGS)
Tsao Foundation
Vietnam Association
of the Elderly (VAE)
Yayasan Amal USIAMAS
Yayasan Emong Lansia (YEL)

Latin America & Caribbean

Action Ageing Jamaica
ALA Dominicana
Asociación Cultural Casa
del Niño (ACCN) (House of
Child Cultural Association
Colombia
Asociación Fundación para
la Cooperación y el Desarrollo
Comunal de El Salvador
(CORDES)
Asociación Gerontológica
Costarricense (AGECO)
Asociación Mutual Israelita
Argentina (AMIA)
Asociación Red Colombiana
de Envejecimiento Activo
y Digno
Asociación Red Tiempos
de Colombia
Asociación Uruguaya de
Animadores y Auxiliares
Gerontológicos (AUDAAG)
Caritas Chile
Centro de Asistencia y
Promoción Integral de Salud
(CAPIS)
Centro de Estudios e
Investigaciones del Trabajo
(CESTRA)
Centro Proceso Social
CooperAcción
Dominica Council on Ageing
Extended Care through Hope
and Optimism (ECHO)
Fundación Horizontes
Fundación ISALUD
Fundación Navarro Viola
Fundación NTD Ingredientes
Fundación Oportunidad
Mayor (FOM)

Fundación SIDOM
(SIDOM Foundation)
Haitian Society for the Blind
(SHAA)
HelpAge Barbados
HelpAge Belize
HelpAge St. Lucia
Instituto para el Desarrollo
de la Pesca y Minería (IPEMIN)
Mesa Perú Mayores
National Foundation for
Blind Care
Old People's Welfare
Association (OPWA)
Pro Vida Bolivia
Pro Vida Colombia
Pro Vida Perú
Reaching Elderly Abandoned
Citizens Housebound
(REACH)
Red de Programas para
el Adulto Mayor
Society of St. Vincent de Paul
St. Catherine Community
Development Agency (SACDA)
Sumaj Punchay

Africa

Age-in-Action
Ageing with a Smile Initiative
(ASI)
Almanar Voluntary
Organization
Association of Retired Persons
Mozambique (APOSEMO)
Center for Community
Advancement and Family
Empowerment (CECAFE)
Community Development
Volunteers for Technical
Assistance (CDVTA)
Current Evangelism Ministries
Dis Moi
Elim Hlanganani Society
for the Care of the Aged
Ethiopia Elderly and Pensioners
National Association (EEPNA)
Fantsuam Foundation
Fondation Moje
Health Nest Uganda
HelpAge DRC
HelpAge Ghana
HelpAge Kenya
HelpAge Zimbabwe (HAZ)
Kenyan Aged People Require
Information, Knowledge
& Advancement (KARIKA)
Kenya Society for People
with Aids (KESPA)
Malawi Network of Elderly
Persons Organisations
(MANEPO)
Maseru Senior Women's
Association
Mauritius Family Planning
& Welfare Association

Muthande Society for the
Aged (MUSA)
NSINDAGIZA
Promo-Femmes/
Developpement Solidarite
(PF/DS)
Reach One Touch One
Ministries (ROTOM)
Regional Centre for the
Welfare of Ageing Persons
Cameroon (RECEWAPEC)
Rift Valley Children and
Women Development
Organisation
Sawaka-Karagwe
(SAWAKA)
Senior Citizens' Association
of Zambia (SCAZ)
Senior Citizens' Council
of Mauritius
Sierra Leone Society for
the Welfare of the Aged
South Sudan Older People's
Organization (SSOPO)
Sudanese Society for the
Care of Older People
(SSCOP)
Tanzania Mission to the
Poor and Disabled (PADI)
Tesfa Social and
Development Association
(TSDA)
The District Pastoralist
Association
Uganda Reach the Aged
Association (URAA)
VUKOKA

Eurasia and the Middle East

Albanian Association of
Geriatrics & Gerontology
(AAGG)
Alzheimer's Association
Lebanon (AAL)
Ardager
Center for Studies on
Aging (CSA)
Dobro Delo
EL Wedad Society for
Community Rehabilitation
Gerontology Centre
House of Projects
Mission Armenia
OSMIJEH, Association for
Psychosocial Help and
Development of Voluntary
Work
Palestinian Center for
Communication &
Development Strategies
(PCCDS)
Peace Platform
Resource Centre for
Elderly People (RCE)
Serbian Red Cross
SIGI
Turbota pro Litnix v Ukraini

Universal pension introduced in Zanzibar

Since 2010, HelpAge and its network members in Tanzania have advocated for a universal pension. Our joint efforts resulted in an increased universal pension for people aged over 70 which has resulted in increased income and spending by older people many of whom are now having more than one meal a day.

This year, we worked with network members including Jumuiya ya Wastaafu Zanzibar (JUWAZA) to implement the pension. This has included commissioning research on the pension's impact,

empowering older people to know their rights and lodge complaints, and advocating for the government to reduce the eligibility age to 65.

We have also worked with nearly 20 network members to mobilise older people to contribute to a draft National Social Protection Policy, and advocate for mainland Tanzania to follow Zanzibar's example. Our partners have also supported the creation and strengthening of 300 OPAs, held meetings with government officials and influenced major religious institutions to support the rights of older people.

Below: An older man receives his pension in Zanzibar



Ben Small/HelpAge International

Our plans for 2019/20

Our network members underpin everything we do. We will continue to work with them and other partners to improve the lives of older people in low- and middle-income countries, particularly those experiencing complex political emergencies or at high risk of natural disasters. This work will be managed from our five hubs in the UK, Jordan, Thailand, Kenya and Colombia.

To enable us to deliver our strategy, we will prioritise work in the following areas.

Income: Our priorities for 2019/20 include providing technical support and advocacy for greater inclusion of older people in Kenya's social pension, improved social pensions and income for older people via older people's associations across Asia, and progress towards a universal social pension in Bangladesh, Malawi, Pakistan and Tanzania. We will further strengthen our evidence on the feasibility and impact of social pensions in Bangladesh, Ethiopia, Jordan, Kenya, Pakistan and Zanzibar. We will provide cash support in our humanitarian responses in Syria and Yemen.

Health and care: Our priorities for 2019/20 include a focus on health systems strengthening in Kenya, Mozambique, Tanzania and Ethiopia, and strengthening our humanitarian data collection and analysis via our new Rapid Needs Assessment for Older People (RNA-OP). In Asia, our focus will be on long-term care, NCDs, and access to health services in humanitarian responses in Bangladesh and Indonesia. Globally, we will continue to influence health and care stakeholders through global events, including the World Health Assembly, the Women Deliver conference, and the UN High Level meeting on Universal Health Care. We will continue to partner with WHO on preparations for the Decade on Healthy Ageing.

Protection, violence, abuse, neglect: Our priorities for 2019/20 include developing our violence, abuse and neglect programming model (including gender-based violence interventions for older survivors in humanitarian contexts), with new programme development in this area this focusing on the Eurasia and Middle East region. We will strengthen our engagement with the Global Protection Cluster on age and disability inclusion, and with WHO on the design of a research tool to measure violence against older women.

Voice: Our priorities for 2019/20 include implementing the work programme on ageism, focusing on awareness raising, evidence building, leadership training of older people, and partnership working with network members and strategic partners.

We will continue to ensure the voices of older people from low- and middle-income countries are included in advocacy and campaign activities at global and national levels, through consultations, reports, supported participation in events, campaign activities and leadership training, e.g. via the High-Level Political Forum on Sustainable Development, Open-Ended Working Group on Ageing and International Day of Older Persons. In keeping with new targets in our global gender action plan we will strengthen our gender analysis and ensure gender and disability inclusion in all of our advocacy and campaign work.

Global advocacy objectives

UN convention on the rights of older people:

We will continue to work towards the implementation of a convention and increase the number of states supporting a convention to 50.

Sustainable Development Goals (SDGs):

Working towards greater inclusion and visibility of older people within the delivery of the SDGs will continue to be a priority. We will ensure that their voices are heard in the process, and that age-inclusive policies and programmes are adopted as a result.

Campaign against ageism: Shifting attitudes towards ageing and older people at all levels, through a global campaign on ageism, remains a key objective. We will take forward actions from our ADA review in 2018/19 and develop a network-wide global campaign, led by older people, to challenge ageism in all its forms through grassroots action.

Gender and disability inclusion

We will continue to support the integration of age, gender and disability inclusion across our humanitarian, development and advocacy work, and broaden our engagement with network members on this. We will deepen our understanding of inclusion across all areas of work and pursue our global gender action plan which is now providing direction on gender, with new targets on gender analysis in advocacy, use of sex-, age-, and disability-disaggregated data, and gender analysis in funding proposals.

Humanitarian response

We will continue to strengthen our capacity to support and influence humanitarian responses across HelpAge and the global network. We will establish emergency response teams in each region and achieve green level preparedness (based on our ALERT system) in at least two countries per region.

Network strengthening

Growing and strengthening a diverse and influential network will continue to be a priority throughout 2020 and beyond. Drawing on our network member mapping survey, we will improve our due diligence, code of conduct, communications, advocacy support and new member induction. Our Knowledge Platform will continue to evolve, fostering collaboration and learning.

Strategy 2030

As we approach the final year of our current strategy, we will design a new 10-year strategy which will be guided by our values of striving for significant and lasting impact, being inclusive, learning from everything we do and working as committed partners. The 2030 strategy will aim to have a significant impact on the wellbeing and dignity of older people through increased effectiveness and reach of the voice of older people.

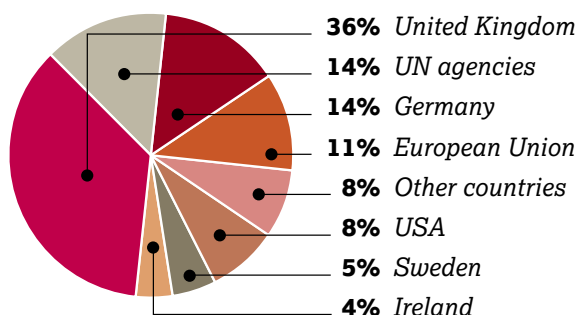


Simon Rawles/Age International

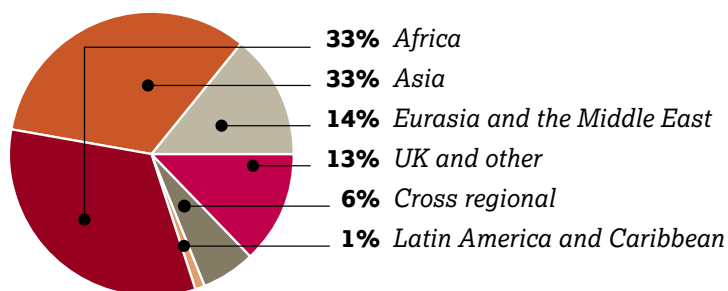
A beneficiary of the Village Savings and Loan Scheme in Kawama, Sierra Leone, for older people affected by Ebola.

Income and expenditure at a glance

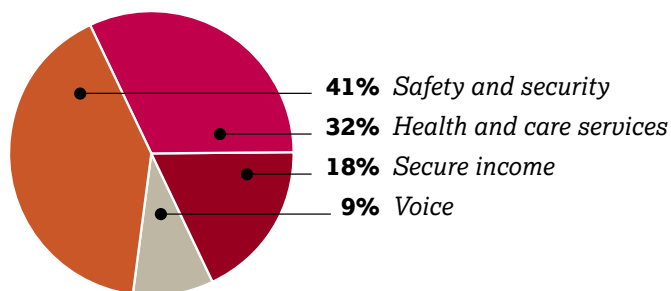
Where our money came from £22m



Where we spent money £21.3m



How we spent money £21.3m



Notes

Income in 2018/19 was £22m, slightly higher than last year.

Unrestricted reserve in 2018/19 was £2.1m, higher than last year.

Highlights of our financial performance

	Year to 31 March 2019 £m	Year to 31 March 2018 £m
Income		
Restricted	15.7	14.9
Unrestricted	6.3	7.0
Total income	22.0	21.9

Expenditure

Restricted	(15.3)	(16.6)
Unrestricted	(6.0)	(7.1)
Total expenditure	(21.3)	(23.7)

Net restricted income / (expenditure) for the year	0.4	(1.6)
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Net unrestricted income / (expenditure) for the year	0.3	(0.2)
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Net income / (expenditure) for the year	0.7	(1.8)
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Actuarial gains on final salary pension	0.1	0.1
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Net income / (expenditure) including actuarial gains / losses on final salary pension	0.8	(1.7)
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Funds at the start of the year	5.6	7.3
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Total funds carried forward including pension liability	6.4	5.6
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Pension liability	0.8	1.0
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Funds excluding pension liability	7.2	6.6
--	------------	------------

Funds

Restricted	5.1	4.7
Unrestricted general	2.1	1.9

Funds excluding pension liability	7.2	6.6
--	------------	------------

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 in low- and middle-income countries, many of whom are living in areas that are prone to crisis and that present insecure and unstable operating environments. There are necessary risks involved in maintaining our presence and delivering our programmes, including the duty of care and safeguarding 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, both to reduce the likelihood of those risks materialising, and to mitigate the impact where they do.

We maintain an organisational Risk Register that 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 and updated with the consultation of the Executive Director team. The register monitors the increase or decrease in nine strategic risks that are Unrestricted income, People, Safety and security, Robustness, Compliance and understanding of key operational policies and statutory policies, Efficiency and accountability, Liquidity and cash flow, Programme delivery, Communication and Network and partnership; and the steps taken to mitigate these risks.

We are closely monitoring the following risks:

- Risk related to maintaining **unrestricted income** remains one of the key risks. Our unrestricted income has dropped due to further restrictions on annual strategic funding from Age International as well as due to the drop in overhead recoveries. A number of steps have been taken to manage costs to remain within the available funds for the year and we have also made considerable progress in diversifying sources of unrestricted income particularly by increasing our capacity to secure commercial contracts.
- Risk related to **robustness, compliance and understanding of key policies**, particularly safeguarding policies also remains one of the key risks that we are closely monitoring. A number of steps have been taken to improve the understanding and compliance of these policies among our teams and implementing partners, these steps are explained in the section under Safeguarding.

The choice and frequency of internal audit visits to country programmes are 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. All audit reports are submitted to the Finance and Audit Committee for detailed review and discussion prior to full Board meetings.

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

Going concern

The directors have not identified any material uncertainties that may cast significant doubt on the ability of HelpAge International to continue as a going concern.

Employee involvement

Our decision-making processes include employee consultation through the line management structure, regular leadership group meetings and a UK staff council. We communicate through team briefings and regular updates from the Chief Executive. The leadership group consists of the heads of department from all operational hubs. Through extensive staff engagement and involvement we have completed an organisation value refresh exercise, with a new set of organisational values. Our new organisation value statements are:

1. strive for **significant and lasting impact**,
2. we work as **committed partners**,
3. we are **inclusive** and,
4. we are passionate about **learning and sharing**.

In January 2019 we embarked on the development of our strategic vision for the next 10 years – a process that will continue throughout the year. The process involves extensive staff engagement through surveys, feedback and a global staff conference held in May 2019. We are planning to conduct a staff engagement survey in the 3rd quarter of the next financial year.

Equal opportunities

HelpAge International is committed to the principle and practice of equal opportunities and aims to be an equal opportunities employer. Our Equal Opportunities and 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 status, personal circumstances, sexual orientation, or any other grounds that are unjustifiable in terms of equality of opportunities for all. Policies and procedures and reporting mechanisms are in place for safeguarding, whistleblowing and health and safety, and the Board monitors reports on these matters.

To improve gender balance we have taken many steps in recruitment and operations practices, including encouraging women to apply for vacant positions by highlighting different benefits and operational practices in job advertisements, organising unconscious-bias training for staff and promoting a flexible working environment. We have initiated a gender pay gap analysis, although it is not a legal requirement for organisations with fewer than 250 staff in the UK. This analysis will help us to understand the effectiveness of the steps we have taken to improve gender balance. We intend to include disability and minorities in our analysis in the coming year. We have joined a group of international and national charities to conduct research on minority groups and women leadership in the organisation to explore barriers and opportunities for minority groups and women to progress within the organisation.

Safeguarding

HelpAge International is committed to ensure that the key stakeholders that are the beneficiaries of our programme, our staff, consultants and volunteers or any other third party that come in to contact with HelpAge are protected from any kind of abuse and harassment. We have the following policies to ensure our commitment:

- Protection
- Code of conduct
- Equal Opportunity and dignity at work
- Serious incident reporting (Whistleblowing).

We have taken a number of steps during the year to further improve our safeguarding framework. Some of these steps are mentioned below:

- Revising and updating our safeguarding-related policies and tools.
- Establishing the People's Committee to maintain oversight on Human Resources and safeguarding-related matters on behalf of the board. The committee's role is to ensure that the work related to awareness and embedding of safeguarding policies and principles in our operation and management routines is properly supported and monitored by the board. The Chair of the People's committee is now the contact person from the board for all incidents related to safeguarding.
- Strengthening our partnership guidelines and starting the process of strengthening processes in relation to safeguarding.
- Updating the internal audit programme to ensure safeguarding mechanisms are tested during all internal audit visits.
- Performing an external review of our safeguarding framework, recommendations from which are now being worked upon for inclusion in our work.

We had one confirmed and another suspected incident related to safeguarding during the year, both were thoroughly investigated and dealt with appropriately using our disciplinary policies and procedures.

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 bonafide organisation 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 consists of four hubs – in Chiang Mai, Thailand for Asia; Nairobi, Kenya for Africa; Amman, Jordan for Eurasia/Middle East; and London, UK for global campaigns, learning and coordination. We also have a network development office for Latin America and the Caribbean in Bogotá, Colombia.

Our approach is based on a commitment to 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, and to connect their experience with government thinking and build a global alliance of organisations working to raise the voice of older people. We also manage programmes directly, especially in conflict and emergencies.

While the great majority of HelpAge network members work in their own countries, we have a group of members – HelpAge International UK (Age International) AARP, HelpAge Deutschland, HelpAge USA, HelpAge Canada and HelpAge Korea – that partner with us to improve the lives of older women and men in low- and middle-income countries. These members play a significant and growing role in raising funds and providing support for our programme activities.

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 for their particular qualifications and skills. The overall gender and geographical composition of the Board is also taken into account. The current Board consists of 14 trustees, including six nominated by member organisations.

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 with the assistance of external recruitment agencies. All prospective candidates are interviewed by members of the Governance Committee and recommendations placed before the Board for consideration and a vote. Once appointed, new trustees undertake a comprehensive induction programme, meeting key staff throughout the organisation.

Trustees are actively involved in supporting and promoting HelpAge International in many different ways. The Board of Trustees meets twice a year and is supported by six permanent sub-committees: Executive, Finance and Audit, Governance, People's, Resource Development and Ageing Policy.

These sub-committees meet at least twice a year and provide specialist support in between meetings as needed.

Fundraising

HelpAge International does not raise funds in the United Kingdom from the public. Age International does raise funds in the UK which form part of its strategic grant to HelpAge International.

Reserves policy

The trustees have adopted a reserves policy that they consider appropriate to ensure the continued ability of the charity to meet its objectives. The policy was reviewed at a Board meeting in April 2017, taking into account risks of loss of income and unplanned costs. The reserves policy has been revised in line with a reduced operational footprint and reduced income projection. The trustees agreed on unrestricted reserve to be in the range of £1.7 to £2.3 million. At 31 March 2019, the level of the unrestricted general fund, before pension provision, was £1.8 million (2018: £1.8 million).

A designated fund is for board-approved specific work that spans more than one financial year. The designated reserve of £300,000 is for activities related to strategy 2030 development, organisational step changes, development of the Knowledge Platform for the HelpAge network and IT infrastructure improvements (2018: £100,000).

Restricted funds falls outside the reserves policy as the trustees have no discretion over how these funds are spent. Restricted funds are carried forward into the current year to carry out our donors' specific requirements. They include funding received in advance to finance ongoing programmes planned for current and future years.

Pensions

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 Financial Reporting Standard 102, HelpAge International has obtained an actuarial valuation for the Help the Aged defined benefit scheme and recognised a pension liability of £752,000 (2018: £960,000) in the accounts. The deficit does not result in any immediate liability to pay this amount to the pension scheme, as the resulting increase in contributions will be met from expected future income streams. Future contribution rates have been calculated in accordance with the terms of the pension scheme in the light of advice from the actuary and based on the results of the last full triennial valuation of the pension scheme carried out as at 1 April 2016.

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 Pensions 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.

Staff remuneration

HelpAge International employed 415 staff on average around the world in 2018/2019. Around 12 per cent of our staff 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 make up the great majority of our global staff, 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 Chief Executive Officer 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 included in job advertisements for the great majority of our UK-based and UK-appointed positions. Every few years, HelpAge International conducts a benchmarking exercise to compare our salaries with those of others

in the sector. As a UK charity, we report 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 second quartile or 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 for staff on our salary structure 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 staff, and for providing them with working conditions where they can pursue their careers free from discrimination or harassment of any kind. We have introduced flexible working practices to encourage potential candidates to join the staff of HelpAge International and work flexibly if they have care or other personal responsibilities.

The Board is 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 including the strategic report and the financial statements in accordance with applicable law and UK Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires 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 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.

As 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 required steps 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.

Each member of the charity guarantees 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 of 31 March 2019 was 14 (2018:12). 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

18 September 2019

Independent auditor's report

Opinion

We have audited the financial statements of HelpAge International (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report.

We have nothing to report in respect of the following matters in relation to which 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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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



Jonathan Orchard
Senior statutory auditor

for and on behalf of
Sayer Vincent LLP, Statutory Auditor,
Invicta House, 108-114 Golden Lane,
London EC1Y 0TL

20 September 2019

Financial statements

Statement of financial activities

(Incorporating an income and expenditure account)

	Note	Restricted £000	Unrestricted £000	Year ended 31 March 2019 £000	Restricted £000	Unrestricted £000	Year ended 31 March 2018 £000
Incoming resources							
<i>Incoming resources from donations and legacies</i>							
Gifts, fees and donations	2	199	0	199	140	26	166
Donations and legacies	2	1,633	4,441	6,074	2,337	5,185	7,522
Total donations and legacies		1,832	4,441	6,273	2,477	5,211	7,688
Grants for international programmes	3	13,892	1,815	15,707	12,480	1,744	14,224
Investment income		1	15	16	1	11	12
Total incoming resources		15,725	6,271	21,996	14,958	6,966	21,924
Resources expended							
<i>Charitable activities</i>							
Enabling a secure income		2,852	1,090	3,942	3,516	1,520	5,036
Access to health and care services		4,936	1,973	6,909	3,981	1,750	5,731
Improving safety and security		6,279	2,379	8,658	7,557	3,155	10,712
Making older voices heard		1,253	569	1,822	1,446	723	2,169
Sub-total		15,320	6,011	21,331	16,500	7,148	23,648
Transfer from fixed asset fund		(64)	0	(64)	81	0	81
Total resources expended	4	15,256	6,011	21,267	16,581	7,148	23,729
Net (expenditure) / income for the year		469	260	729	(1,623)	(182)	(1,805)
Actuarial gains / (losses) on defined benefit pension scheme	16	0	136	136	0	81	81
Net movement in funds		469	396	865	(1,623)	(101)	(1,724)
Reconciliation of funds							
Funds at the start of the year		4,666	901	5,567	6,289	1,002	7,291
Total funds carried forward including pension liability		5,135	1,297	6,432	4,666	901	5,567
Pension liability		0	752	752	0	960	960
Funds excluding pension liability		5,135	2,049	7,184	4,666	1,861	6,527

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


Movements in funds are disclosed in Note 14 to the financial statements.

Balance sheet

Company number: 1762840

	Note	31 March 2019 £000	31 March 2018 £000
Fixed assets			
Tangible fixed assets	9	309	222
Current assets			
Debtors	10	3,618	3,452
Short-term deposit		515	511
Cash at bank and in hand		4,644	4,741
		8,777	8,704
Current liabilities			
Creditors: amounts due within one year	11	(1,351)	(1,855)
Net current assets		7,426	6,849
Total assets less current liabilities		7,735	7,071
Provisions	12	(551)	(544)
Net assets excluding pension liability		7,184	6,527
Defined benefit pension scheme liability	16	(752)	(960)
Net assets including pension liability	13	6,432	5,567
The funds of the charity			
<i>Restricted funds</i>			
Restricted funds		4,976	4,571
Restricted fixed asset fund		159	95
Total restricted funds		5,135	4,666
<i>Unrestricted reserves</i>			
General funds		1,770	1,769
Designated funds		279	92
Total unrestricted funds excluding pension liability		2,049	1,861
Total funds excluding pension liability		7,184	6,527
Pension liability		(752)	(960)
Total charity funds	14	6,432	5,567

Approved by the trustees on 18 September 2019
and signed on their behalf by:



David Causer
Trustee

Cash flow statement

		Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
	Note		
Reconciliation of net outgoing resources to net cash flow from operating activities			
Cash flow from operating activities			
Net incoming / (outgoing) resources		729	(1,805)
Depreciation charge	9	208	223
Decrease / (increase) in debtors	10	(166)	617
(Decrease) / increase in creditors	11	(504)	358
Disposal of tangible fixed assets	9	19	27
Transfers to provisions	12	116	138
Use of provisions	12	(109)	(236)
Investment income		(16)	(12)
Defined benefit pension scheme			
Impact on net incoming resources before gains and losses	16	78	48
Employer contributions paid	16	(150)	(199)
Net cash provided by / (used in) operating activities		205	(841)
Cash flow from investing activities			
Interest receivable		16	12
Purchase of tangible fixed assets	9	(314)	(138)
Net cash provided by / (used in) investing activities		(298)	(126)
Change in cash and cash equivalents in the year			
		(93)	(967)
	At 1 April 2018	Cash flows	At 31 March 2019
Analysis of cash and cash equivalents			
Cash at bank and in hand	4,741	(97)	4,644
Short-term deposit	511	4	515
Total	5,252	(93)	5,159

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) Statutory information

HelpAge International is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is 6 Tavistock Square, London, WC1H 9NA.

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 liability In accordance with FRS102 – Retirement Benefits, the liability attributable to the pension schemes as set out in Note 16 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) 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).

f) 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 when grants claims are made to donors in accordance with its individual funding agreements or reporting and other contractual conditions are met 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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees’ annual report for more information about their contribution.

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.

1. Accounting policies *continued*

Interest receivable

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

g) 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. 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 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 agreement, providing the conditions set have been met. Grants payable are made to third parties in furtherance of the charity's objects. Single or multi-year grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the charity. Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable. Grants payable are charged to the statement of financial activities in the year in which the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled.

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of expenditure by different activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

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.

1. Accounting policies *continued*

m) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

n) 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. Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as revaluation reserve in the balance sheet. The depreciation rate in use was as follows:

Computer equipment	4 years
Office equipment	4 years
Overseas project assets	4 years
Motor vehicles	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. Assets with a cost of over £250 are capitalised.

o) Terminal benefit provision

Most staff employed in international offices 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 a UK contract are eligible for a service-related relocation allowance. These benefits are accrued during the years of service.

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 2019 Total £000	Restricted £000	Unrestricted £000	Year ended 31 March 2018 Total £000
Core grants for international programmes:						
Age International ^A	1,633	4,441	6,074	2,337	5,185	7,522
Membership fees	9	0	9	0	23	23
Donations	9	0	9	0	3	3
Gifts in kind	181	0	181	140	0	140
Total	199	0	199	140	26	166

	Restricted £000	Unrestricted £000	Year ended 31 March 2019 Total £000	Year ended 31 March 2018 Total £000
A. Income from Age International				
Strategic Funding ⁱ	994	4,406	5,400	5,217
Appeal and other restricted funds	151	1	152	489
Disasters Emergency Committee ⁱⁱ	488	34	522	1,816
	1,633	4,441	6,074	7,522

i. Age International strategic funding

Age International strategic funds covered £1.5m of expenditure in countries that are considered fragile states or in countries with complex emergencies.

Strategic funding from Age International includes funds from the Sponsor a Grandparent (SAG) fundraising mechanism. The funds utilised in countries where these grandparents reside total £800,000.

	Year ended 31 March 2019 Total £000	Year ended 31 March 2018 Total £000
ii. Income from Disasters Emergency Committee via Age International		
Indonesia Tsunami Appeal	167	0
East Africa Crisis Response	33	1,117
Emergency Response for people fleeing Myanmar	322	225
Provision of Health and Nutrition Service, Yemen	0	474
Total Disasters Emergency Committee grants	522	1,816

3. Incoming resources from charitable activities

Grants received for international programmes

			Year ended 31 March 2019 Total £000			Year ended 31 March 2018 Total £000
	Note	Restricted £000	Unrestricted £000		Restricted £000	Unrestricted £000
Age International		5,160	312	5,472	4,642	274
HelpAge Deutschland		2,867	22	2,889	2,057	0
US Agency for International Development		485	75	560	881	157
Sida – Swedish International Development Cooperation Agency		0	1,083	1,083	0	895
European Commission		1,806	120	1,926	755	84
Irish Aid		788	50	838	781	46
US Department of States Bureau of Population, Refugee and Migration (PRM)		501	76	577	682	106
The Margaret A Cargill Foundation		289	25	314	440	35
Asian Development Bank		311	6	317	226	6
KOICA – Korea International Cooperation Agency		306	0	306	217	0
Other agencies (less than £300,000)		1,209	44	1,253	1,658	139
Total	17	13,722	1,813	15,535	12,339	1,742
Other income		170	2	172	141	2
Total		13,892	1,815	15,707	12,480	1,744

4. Total resources expended (Current year)

	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:								
Enabling a secure income	1,688	1,274	53	153	738	36	0	3,942
Access to health and care services	2,823	2,019	93	593	1,317	64	0	6,909
Improving safety and security	3,443	2,475	117	436	2,084	103	0	8,658
Making older voices heard	692	482	25	83	519	21	0	1,822
Fixed asset fund	0	0	0	0	0	0	(64)	(64)
Year ended 31 March 2019	8,646	6,250	288	1,265	4,658	224	(64)	21,267

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

Support costs	1,251	63	288	174	0	62	0	1,838
Governance costs	71	0	0	66	0	23	0	160

(Prior year)

	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:								
Enabling a secure income	1,995	1,839	67	228	859	48	0	5,036
Access to health and care services	2,636	1,680	77	361	913	64	0	5,731
Improving safety and security	4,325	3,695	143	535	1,888	126	0	10,712
Making older voices heard	887	530	29	78	626	19	0	2,169
Fixed asset fund	0	0	0	0	0	0	81	81
Year ended 31 March 2018	9,843	7,742	316	1,202	4,286	257	81	23,729

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

Support costs	1,312	17	315	174	0	78	0	1,896
Governance costs	74	0	0	62	0	18	0	154

5. Grants paid to members and partner organisations

	Number of grants	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
Resource Integration Centre – Bangladesh	4	438	55
Young Power in Social Action – Bangladesh	5	372	94
HelpAge USA*	1	257	260
Associação de Protecção de Idoso de Tete – Mozambique	2	239	17
Yakkum Emergency Unit – Indonesia	2	162	14
Handicap International – Ethiopia	2	151	0
Young Men's Christian Association – Myanmar	3	151	284
Morogoro Elderly Peoples Organisation – Tanzania	4	144	40
GOAL South Sudan	1	136	90
Malawi Network of Older Persons' Organizations	3	116	119
University of Medicine 2 – Myanmar	1	114	39
HelpAge DRC – Congo	1	95	0
Gramin Vikas Vigyan Samiti – India	2	93	61
HelpAge Deutschland	1	89	76
Community Research and Development Organisation	1	88	16
Magu Poverty Focus on Older People Rehab Centre – Tanzania	2	74	65
Ethiopian Elderly and Pensioners' National Association	2	67	42
Tanzania Association of Women Leaders in Agriculture and Environment	2	63	9
Makassed Hospital – Lebanon	3	60	35
Aid Action Ireland	1	59	71
RedR UK	1	55	0
HelpAge Sri Lanka	2	52	40
Hung Yen Association of elderly – Vietnam	1	49	0
Hoa Binh Association of elderly – Vietnam	1	46	0
Hai Phong Association of elderly – Vietnam	1	45	0
Forum for Awareness and Youth Activity Nepal	1	44	22
Other small grants (less than £40,000)		1,400	2,840
		4,659	4,288

* One HelpAge International trustee, Robin Talbert, is also trustee of HelpAge USA. However, the grant to HelpAge USA is for services to raise funds for international programmes from sources in the USA. As a trustee of HelpAge USA, she is not involved in decision making related to this grant.

6. Net incoming resources for the year

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
This is stated after charging / crediting:		
Other finance income:		
Expected return on pension assets	140	133
Interest cost on pension scheme liabilities	(163)	(160)
Net other finance (loss) income from pension scheme	(23)	(27)
Depreciation	208	223
Exchange rate loss	(78)	(64)
Trustees' indemnity insurance	6	6
Trustees' expenses	43	39
Loss on disposal of assets	(19)	(27)
Auditors' remuneration (fees for Sayer Vincent)		
Annual statutory audit	15	14
Project audit for donor funded projects	19	26
	34	40

During the period no trustee received any remuneration. Trustees' expenses are for the reimbursement of travel, accommodation and subsistence costs for 14 trustees' attendance (2017/18: 12 trustees) at all meetings.

The UK office is leased from Age UK at a commercial rent of £52,288 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 2019 Staff	Year ended 31 March 2018 Staff
a) The average number of employees (on a head count basis) during the year was as follows:		
Network Development, Advocacy, Campaign and Communication	16	16
Global Impact and Resourcing	16	24
Chief Executive, Finance and Support Services	17	17
Total staff on UK payroll based in the UK	49	57
Staff on UK payroll based outside the UK	24	25
	73	82
Non-UK staff on local contracts	342	344
	415	426

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
b) Staff costs were as follows:		
UK paid staff:		
Salaries and wages	3,064	3,372
Social security costs	222	245
Pension contributions towards defined contribution scheme	212	219
	3,498	3,836
Non-UK-based national staff on local contracts	3,544	3,750
Other staff-related costs	1,604	2,257
	8,646	9,843

Other staff-related costs include staff training and workshops (£123,000), contractors (£639,000), administrative costs towards defined pension scheme (£150,000), and other non-salary costs.

	Year ended 31 March 2019	Year ended 31 March 2018
c) The number of staff whose emoluments fell within each of the following bands, excluding National Insurance, were:		
£60,000 – £69,999	2	4
£70,000 – £79,999	2	1
£80,000 – £89,999	1	0
£90,000 and above	1	1

Remuneration excludes employer's pension contributions of £38,049 (2017/18: £35,084) paid into pension schemes for all six (2017/18: six) higher-paid members of staff.

The salaries and benefits including pension contributions and employer's National Insurance contributions of the Directors group (7) were £584,348 (2017/18: £565,787 for 7 Directors) for the year ended 31 March 2019.

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 2019 Total assets £000	Unrestricted assets £000	Restricted project assets £000	31 March 2018 Total assets £000
Cost						
At the start of the year	208	1,428	1,636	199	1,467	1,666
Additions	47	267	314	9	129	138
Disposals	(82)	(87)	(169)	0	(168)	(168)
At the end of the year	173	1,608	1,781	208	1,428	1,636
Depreciation						
At the start of the year	162	1,252	1,414	143	1,189	1,332
Charge for the year	21	187	208	19	204	223
Disposals	(79)	(71)	(150)	0	(141)	(141)
At the end of the year	104	1,368	1,472	162	1,252	1,414
Net book value						
Computers	51	89	140	17	114	131
Other office equipment	17	7	26	26	0	26
Motor vehicles	0	137	138	0	51	51
Fixture and fittings	1	7	10	3	11	14
At the end of the year	69	240	309	46	176	222
At the start of the year	46	176	222	56	278	334

10. Debtors

	31 March 2019 £000	31 March 2018 £000
Other debtors	186	164
Pre-payments	25	36
Accrued income	3,407	3,252
	3,618	3,452

11. Creditors: amounts due within one year

	31 March 2019 £000	31 March 2018 £000
Taxation and social security	62	67
Accruals	568	919
Other creditors	721	869
	1,351	1,855

12. Provisions

	31 March 2019 £000	31 March 2018 £000
Provision for terminal benefits (reference to accounting policy in Note 1o)		
At the start of the year	544	642
Charged for the year	116	138
Utilised in the year	(109)	(236)
At the end of the year	551	544

13. Analysis of net assets between funds

	31 March 2019 Restricted £000	31 March 2019 Unrestricted £000	31 March 2019 Total funds £000
Tangible fixed assets	240	69	309
Net current assets less provision	4,895	1,980	6,875
Pension liability	0	(752)	(752)
Net assets at the end of the year	5,135	1,297	6,432

	31 March 2018 Restricted £000	31 March 2018 Unrestricted £000	31 March 2018 Total funds £000
Tangible fixed assets	176	46	222
Net current assets less provision	4,490	1,815	6,305
Pension liability	0	(960)	(960)
Net assets at the end of the year	4,666	901	5,567

14. Funds movement

(Current year)

	At the start of the year £000	Income and gains £000	Expenditure and losses £000	Transfer and actuarial valuation £000	At the end of the year £000
Restricted funds:					
Africa	765	6,563	6,350	0	978
Asia	3,015	6,173	5,915	0	3,273
Latin America and Caribbean	17	2,346	2,349	0	14
Eurasia and Middle East	0	1	1	0	0
UK and others	774	642	705	0	711
Fixed asset fund	95	0	(64)	0	159
Total restricted funds	4,666	15,725	15,256	0	5,135
Unrestricted funds:					
General reserve	1,769	6,050	6,049	0	1,770
Designated reserve	92	221	34	0	279
Total unrestricted funds	1,861	6,271	6,083	0	2,049
Pension reserve	(960)	0	(72)	(136)	(752)
Total funds	5,567	21,996	21,267	(136)	6,432

14. Funds movement *continued*

(Prior year)

	At the start of the year £000	Income and gains £000	Expenditure and losses £000	Transfer and actuarial valuation £000	At the end of the year £000
Restricted funds:					
Africa	945	6,043	6,223	0	765
Asia Pacific	3,809	4,710	5,504	0	3,015
Latin America and Caribbean	497	3	500	0	0
Eurasia and Middle East	83	2,400	2,466	0	17
UK and others	780	1,802	1,807	0	775
Fixed asset fund	175	0	81	0	94
Total restricted funds	6,289	14,958	16,581	0	4,666
Unrestricted funds:					
General reserve	1,964	6,966	7,161	0	1,769
Designated reserve	230	0	138	0	92
Total unrestricted funds	2,194	6,966	7,299	0	1,861
Pension reserve	(1,192)	0	(151)	(81)	(960)
Total funds	7,291	21,924	23,729	(81)	5,567

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 liability: 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 loss 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 to finance working capital.

Designated reserve: Unrestricted funds which are expendable at the discretion of the trustees in furtherance of the specific purpose for which they have been designated.

15. Grant income

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
Strategic grants for international programmes		
Age International	6,074	7,522
Swedish International Development Cooperation Agency	1,083	895
	7,157	8,417
Other grants for international programmes		
Age International	5,472	4,916
HelpAge Deutschland	2,889	2,057
European Commission	1,926	839
Irish Aid	838	827
US Agency for International Development	577	1,038
Bureau of Population, Refugee and Migration (PRM), USA	577	788
Asian Development Bank	317	232
The Margaret A Cargill Foundation	314	475
KOICA – Korea International Cooperation Agency	306	328
The Government of the Federal Republic of Germany	135	353
Swiss Red Cross	126	106
World Bank	117	20
UN Agencies	116	201
UK aid from the UK government	108	137
The World Diabetes Foundation	106	90
Royal Netherlands Embassy	79	24
American Red Cross	77	118
HelpAge USA	55	152
Other agencies (less than £50,000)	317	1,380
	14,452	14,081

15. Grant income *continued*

Income through Age International from the following donors:

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
UKaid from the UK Government for:		
Social Protection Rights Component of Hunger Safety Net Project: Kenya	40	449
Humanitarian response – lean season response in food security and nutrition, Mozambique	423	0
Accountability programme in Tanzania	200	0
Reducing poverty by improving health for older people in Africa	0	291
	663	740

UN agencies for:

Dry Zone Sustainable Nutrition, Agriculture and Protection Project, Myanmar	719	481
Strengthening the Ministry of Social Welfare to fulfil its role in expanding social protection, Myanmar	326	700
Inclusive social protection and livelihoods, Myanmar	302	0
Integrated humanitarian response to the needs of older women and men, Bangladesh	753	143
Integrated approach to strengthen services for persons with their specific needs, Tanzania	315	451
Addressing specific needs of drought affected IDPs, Ethiopia	187	185
Addressing protection concerns of people with specific needs, Lebanon	169	0
Access to clean water and improved nutrition for older people	0	180
	2,771	2,140

Save the Children via Start Network for:

Emergency humanitarian response to the immigrant people from Angola to the DRC	102	0
Flood response in Nsanje, Blantyre and Chikwawa districts, Malawi	232	0
Age and Disability Capacity (ADCAP) and ALERT Project	0	1,277
Other contracts below £100,000	167	0
	501	1,277

Big Lottery Fund for:

Reducing poverty in Central Asia	51	69
Empowering older people to improve lives, Pakistan	0	148
	51	217

European Union and trust foundations for:

Scaling-up NCD interventions in South-East Asia	513	0
Other contracts below £250,000	973	0
	1,486	0

15. Grant income *continued*

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
Income from Sida – Swedish International Development Cooperation Agency for:		
Strategic partnership	1,083	895
	1,083	895
Income from Irish Aid for:		
Accountability and Fulfilment for Older Persons (AFFORD)	838	827
	838	827
Income received from HelpAge Deutschland for:		
Integrated life saving response to conflict and drought-displaced peoples and hosting communities in Borena zone, Ethiopia	354	0
Comprehensive life saving emergency response for people with special needs among South Sudanese refugees in Gambella, Ethiopia	224	0
Leaving No-One Behind, Jordan	385	267
Addressing the health and livelihood needs of the returnees with focus on including OP, people with disability, women and children, Pakistan	671	0
Improving equitable protection, wellbeing and safety of persons with specific needs and neighbouring hosting villages in north-west Tanzania	219	0
Other contracts less than £200,000	1,036	1,789
	2,889	2,056

16. Pensions

Help the Aged Final Salary Scheme

FRS 102 disclosures for accounting period ending 31 March 2019

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 contribution for the year of £150,000 is based on the triennial actuarial valuation of the Scheme as at 1 April 2016, which includes an allowance for administration expenses and Pension Protection Fund (PPF) levies.

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

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

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

Employee benefit obligations

	Value at 31 March 2019 £000	Value at 31 March 2018 £000
Present value of funded obligations	(6,534)	(6,356)
Fair value of Scheme assets	5,782	5,396
(Deficit) / surplus in the Scheme	(752)	(960)

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

Current service cost	25	21
Past service cost (including curtailments)	30	0
Net interest on defined benefit liability	23	27
	78	48

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

Actuarial gains and loss

(Loss) / gain on Scheme assets	313	(47)
Gain / (loss) on Scheme liabilities	(177)	128
Net accumulated gain / (loss) recognised in the other comprehensive income	136	81

16. Pensions

Help the Aged Final Salary Scheme *continued*

Reconciliation of present value of Scheme liabilities and assets

	Value at 31 March 2019 £000	Value at 31 March 2018 £000
Change in the present value of the defined benefit obligation		
Opening defined benefit obligation	6,356	6,485
Interest cost	163	160
Actuarial (losses) / gains on Scheme liabilities	177	(128)
Benefits paid (including expenses)	(192)	(161)
Past service costs (including curtailments)	30	0
Closing defined benefit obligation	6,534	6,356

	Value at 31 March 2019 £000	Value at 31 March 2018 £000
Change in the fair value of Scheme assets		
Opening fair value of Scheme assets	5,396	5,293
Expected return on Scheme assets	140	133
Actuarial gains / (losses)	313	(47)
Employer contributions	150	199
Benefits paid (including expenses)	(192)	(161)
Administrative costs incurred	(25)	(21)
Closing fair value of Scheme assets	5,782	5,396

	At 31 March 2019 %	At 31 March 2018 %
Assets in the Scheme as a percentage of total Scheme assets		
Matching assets including gifts and bonds	52	47.70
Equities	21	23.70
Diversified growth	26	27.60
Cash	0.7	1.00

	2019 £000	2018 £000
Actual return on Scheme assets		
Interest income on Scheme assets	140	133
Gains / (losses) on Scheme assets	313	(47)
	453	86

16. Pensions

Help the Aged Final Salary Scheme *continued*

Assumptions

	At 31 March 2019 % pa	At 31 March 2018 % pa
Principal actuarial assumptions at the balance sheet date		
Financial assumptions		
Discount rate	2.40	2.60
Rate of increase in salaries	3.40	3.30
Rate of increase in payment of pre-2005 pensions (in excess of GMP)	2.40	2.30
Rate of increase in payment of post-2005 pensions (in excess of GMP)	2.40	2.30
Rate of revaluation of deferred pensions in excess of GMP	0.00	0.00
Inflation assumption (RPI)	3.40	3.30
Inflation assumption (CPI)	2.40	2.30

Demographic assumptions	2019	2018
Mortality	S2P Normal base tables projected by year of birth assuming future improvements in line with CMI 2018 core projections with a long-term rate of improvement of 1% pa	S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2017 core projections with a long-term rate of improvement of 1% pa
Cash commutation allowance	80% of the maximum cash allowance available upon retirement	80% of maximum cash allowance available upon retirement

Other assumptions are the same as those used in the preliminary results of the Trustees' Scheme Funding valuation as at 1 April 2016.

History of experience gains and losses	2019 £000	2018 £000	2017 £000	2016 £000	2015 £000
Defined benefit obligation	6,534	(6,356)	(6,485)	(5,452)	(5,634)
Scheme assets	5,782	5,396	5,293	4,692	4,668
Surplus / (deficit)	(752)	(960)	(1,192)	(760)	(966)
Experience adjustments on Scheme liabilities	0	0	0	0	94
Experience adjustments on Scheme assets	313	47	658	(69)	345

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

17. Related party transactions

There are no related party transactions during the year.

18. Operating lease commitments

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

	Property / office lease		Equipment / vehicle	
	2018/19 £000	2017/18 £000	2018/19 £000	2017/18 £000
International offices				
Less than one year	181	144	0	1
One to five years	121	44	0	0
Over five years	30	0	0	0
	332	188	0	0

	Property / office lease	
	2018/19 £000	2017/18 £000
London office		
Less than one year	52	52
One to five years	144	196
Over five years	0	0
	196	248

This figure relates to the UK office which is leased from Age UK at a commercial rent of £52,288 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	<p>Arun Maira* (<i>Chair</i>) <i>Age International</i></p> <p>David Causer (<i>Vice-Chair</i>) <i>Independent</i></p> <p>Laura Machado <i>Independent</i></p> <p>John Kingston <i>Independent</i></p> <p>Sola Mahoney* <i>HelpAge Kenya</i></p> <p>Robin Talbert* <i>HelpAge USA</i></p> <p>Abla Sibai* <i>CSA Lebanon</i></p> <p>Ferdous Begum* <i>Bangladesh Women's Health Coalition</i></p> <p>Vappu Taipale* <i>Valli</i></p> <p>Mika Marumoto <i>Independent</i></p> <p>Alexandre Sidorenko <i>Independent</i></p> <p>Jose Miguel Guzman <i>Independent</i></p> <p>Cecilia Mbaka <i>Independent</i></p> <p>Helen Mealins <i>Independent</i></p> <p><i>*Trustees nominated by members</i></p>	
Senior staff	<p>Justin Derbyshire <i>Chief Executive Officer</i></p> <p>Asif Sarwar <i>Chief Operating Officer / Company Secretary</i></p> <p>Kate Wedgwood <i>Director of Network, Advocacy, Communications and Campaigns</i></p> <p>Cherian Mathews <i>Director of Global Impact and Resourcing</i></p> <p>Eduardo Klien <i>Regional Director Asia-Pacific</i></p> <p>Prafulla Kumar Mishra <i>Regional Director Africa</i></p> <p>Chris McIvor <i>Regional Director Eurasia and Middle East</i></p>	
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, Chartered Accountants and Statutory Auditors, Invicta House, 108-114 Golden Lane London, EC1Y 0TL	



Ben Small/HelpAge International

Access to Uganda's new, state-funded pension means Longora has been able to buy livestock.

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Watch our film, *Ageism is all around us*, at:

www.youtube.com/watch?v=sv41CdxImiU

Sign up for our Age Demands Action newsletter at:

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